STATE OF TENNESSEE
DEPARTMENT OF HEALTH

REQUEST FOR INFORMATION
FOR
Expert services to support the Tennessee Department of Health’s SSIP Program complete federal grant activities with a focus in Public Health Level Seven (HL7) international standards for transfer of clinical and administrative data between software applications used by various healthcare providers
RFI # 34349-53122
November 12, 2021

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Health issues this Request for Information (“RFI”) for the purpose of learning more about the availability of expert services to support the Tennessee Department of Health’s Surveillance Systems and Informatics (SSI) Program complete federal grant activities with a focus in Public Health Level Seven (HL7) international standards for transfer of clinical and administrative data between software applications used by various healthcare providers. We appreciate your input and participation in this process.

2. BACKGROUND:

The SSI Program at the Tennessee Department of Health (TDH) coordinates projects and system needs for the Communicable and Environmental Diseases and Emergency Preparedness Division. In this role, SSI is the main point of contact for laboratories and facilities interested in submitting reportable disease data electronically, specifically Electronic Laboratory Reports (ELR) and Electronic Case Reports (eCR). Partners are onboarded via HL7 reporting directly with TDH in the case of ELR and through the Association of Public Health Laboratories (APHL) Informatics Messaging System (AIMS) for ELR and eCR. These data are then reviewed for onboarding and routed for compatibility with reporting requirements and content review. Production feeds are monitored for data quality, content, and compatibility in an ongoing manner using relatively manual and inefficient processes. The State is interested in expert services, that may or may not include software, that will move the State to more digital and efficient processes.

SSI uses cloverleaf to manage file transfers, Rhapsody to route and review messages, and then messages are consumed into various surveillance systems: NBS, PRISM, eHARS, LeadTRAX.(a TN proprietary system for lead data). The applications are all locally hosted at data centers (meaning not on cloud hosting).

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Kelly Johns, Sourcing Account Management Team Lead
Division of General Services
3.2. Please feel free to contact the Department of Health with any questions regarding this RFI. The main point of contact will be:

Kate Goodin, MPH, MS  
Surveillance Systems and Informatics Program Director  
Tennessee Department of Health  
Communicable and Environmental Diseases and Emergency Preparedness  
Andrew Johnson Tower, 4th Floor  
710 James Robertson Parkway, Nashville, TN 37243  
Kare.Goodin@tn.gov

3.3. Please reference RFI # 34349-53122 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

<table>
<thead>
<tr>
<th>EVENT</th>
<th>TIME (Central Time Zone)</th>
<th>DATE (all dates are State business days)</th>
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<tbody>
<tr>
<td>1. RFI Issued</td>
<td></td>
<td>November 12, 2021</td>
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<td>2. RFI Response Deadline</td>
<td>3:00 P.M.</td>
<td>November 29, 2021</td>
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5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:
The State is requesting the following information from all interested parties. Please fill out the following forms:

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<td>TECHNICAL INFORMATIONAL FORM</td>
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1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:
   - Name, Title:
   - Address:
   - Phone Number:
   - Email:

3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS

4. **Vendor Background and Experience**
   Describe up to three (3) projects in which your company has implemented similar services to those described in the second section of this description. Projects should have been implemented within the last five (5) years. For each project, describe:
   1) Client Name
   2) Brief description of the project
   3) Technology platform and architecture
   4) Date implemented and time period for the implementation process
   5) The services and activities that your company performed for the project and the activities that the customer performed.
   6) Is the project, system, or workflows that you designed still in use today? If yes, are maintenance and support services necessary and who is providing maintenance and support services?

5. **Please describe your organization's experience in providing the services outlined below:**

   The concepts below would need to be represented in both staging and production environments.
   • Evaluate current ELR/eCR message logging and recommend enhancements to current protocols and procedures for:
     - Transport mechanisms
     - Message flow timing
     - Content
     - Archiving
   • Support eCR QA by parsing XML and HTML content into recommended tables/locations based on evaluation above.
   • Provide logging and archiving services for eCR, specifically creation of relevant metadata, to
ensure adequate redundancy for the fact that AIMS will not maintain eCR archives. This could entail creating metadata of files on our current SFTP locations or recommending file archiving standards for example.

- End to end message tracing re: content, structure, quality. The ability to access appropriate message/meta data to be able to trace one single result across the message processing flow. Identify ways in which the message was changed at critical points in the processing (i.e., pre-consumption, Rhapsody output, NBS consumption). Perhaps something like tags within the metadata that could track things like LOINCs, sending systems, NBS program areas, etc.

- Visualization of error logs within Rhapsody and NBS. Currently errors go to error locations or sinks within Rhapsody which we handle on a case-by-case basis or are failed in NBS and we have to review the logs manually. It would be great if we could look at this in a more holistic view by partner, error type, etc. Be able to track this error back to the original message.

- Provide indexing across logging or metadata sets.

- Provide general data completeness, content, and volume metrics by partner/sending facility. Could include summaries of groups of concepts such as demographics, providers/facilities, test content. Message error rates by partner for Rhapsody errors and NBS failures; something like percentage of messages that failed or macro categories of failures. Overall volume by sender and sub-facility if multiple facilities are included in one sending facility. Volume by condition and/or LOINC /snomed. Alerting if message volume significantly deviates for sending facility, sub-facility (if relevant), and condition/test types.

  - Provide for some other specific alerting such as:
  - New LOINC is detected for a partner
  - A partner not approved for production sends to production
  - Partner volume deviates significantly
  - Messages do not make it to NBS but are processed into Rhapsody

- Reconcile messages sent to non-NBS data stores (specifically applies to lead, STD, HIV) so that we can ensure that everything processed into NBS is also sent to these relevant program areas.

5. Implementation: Describe the ideal and/or minimum number and type of project team members and roles that Respondent would use to perform similar services.

6. Maintenance & Support Resource Requirements: Describe the recommended State resources needed to assist in maintaining and supporting the system.

7. Challenges / Risks: Based on your experience, please list and briefly discuss the top five (5) challenges or risks you would advise the State to consider as it moves forward with obtaining this type of service, and suggested mitigation strategies.

COST INFORMATIONAL FORM

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):

2. Describe the typical price range for similar services or goods
3. Describe the typical price range for maintenance and support for your system.

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<thead>
<tr>
<th>ADDITIONAL CONSIDERATIONS</th>
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<tr>
<td>1. Please provide input on alternative approaches or additional activities to consider that might benefit the State:</td>
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