



**STATE OF TENNESSEE**  
**Department of Finance and Administration, Division of TennCare**

**REQUEST FOR INFORMATION**  
**FOR**  
**Analytics Support Services**

**RFI # 31865-00717**  
**April 26, 2024**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Department of Finance and Administration, Division of TennCare ("TennCare") issues this Request for Information ("RFI") for the purpose of understanding available services and contracting approaches for a potential Analytics Support Contract (ASC) to build and support analytics capacity at the agency. We appreciate your input and participation in this process.

**2. BACKGROUND:**

TennCare is constantly seeking to derive greater value from its data holdings, which include the data on eligibility and enrollment and healthcare utilization for more than three million past and current members as well as data on affiliated providers. As part of its strategic plan, TennCare intends to enhance the agency's analytic capacity and expand the analytic tools it uses in order to attain its goals around financial stewardship, improved access to care, better health outcomes, and enhanced member experience.

TennCare has existing internal analytic teams that are supported by general and specialist contractors. Approximately forty (40) state staff members are in analytic roles, including staff in three core internal analytics teams supporting financial and administrative reporting, program integrity analytics, and health care quality improvement; there are smaller reporting teams in Member Services, Long Term Services and Supports, and Strategic Planning and Innovation. TennCare has existing contractors supporting actuarial analyses as well as general federal, state, and administrative reporting in the areas of member eligibility and enrollment, providers, healthcare utilization (claims and encounters), financial operations, and value-based programs.

TennCare is making transformative investments to create an enterprise-wide data ecosystem, scheduled for initial go-live in 2024-2025. The ecosystem (which includes an enterprise data warehouse, a modern ETL system that will incorporate Master Data Management to improve data quality and consistency, and a fully featured Decision Support System) will allow us to combine data across business units and systems in ways we have previously been unable to and to deploy modern analytic approaches such as predictive algorithms and machine learning.

In addition to these technological advances, the agency continues to update its approach to managing its data, including robust efforts in improving governance, quality, and security. TennCare has developed strategic plans for analytics and data governance to achieve higher value from its data.

The ASC is intended to be strategically deployed within TennCare to support the agency in deriving greater value from our data. There will be two main areas of focus: 1) building general agency capacity in data analytics as well as 2) contributing consulting expertise to support state staff in the completion of high priority, high complexity analytic projects. An ASC will not generally be used to complete routine reporting, for creation of new dashboards, or for operation of reporting or decision support systems.

**3. COMMUNICATIONS:**

3.1. Please submit your response to this RFI via email to:  
 Sharon Way, Solicitation Coordinator  
 Division of TennCare  
 Sharon.D.Way@tn.gov  
 615-339-1741

3.2. Please feel free to contact the Department of Finance and Administration, Division of TennCare with any questions regarding this RFI. The main point of contact will be:

Sharon Way, Solicitation Coordinator  
 Division of TennCare  
 Sharon.D.Way@tn.gov  
 615-339-1741

3.3. Please reference RFI # 31865-00717 with all communications to this RFI.

**4. RFI SCHEDULE OF EVENTS:**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		April 26, 2024
2.	RFI Response Deadline	4:00 p.m.	May 17, 2024

**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:

- 6.1. The Technical Information Form shown below indicates the information to be included in your response. All components should be addressed according to the instructions within this section and any item-specific instructions as noted below.
- 6.2. Respondents are not expected to insert responses directly into the RFI template. Please provide your response under separate cover in accordance with the details noted in the sections of the Technical Information Form below. **The total length of your response should not exceed 12 pages.**
- 6.3. Please clearly label each question/item in your response according to the exact numbering system used in the Technical Information Form below.
- 6.4. To better enable an efficient and effective review process, please respond as succinctly as reasonably possible to satisfy the questions/requirements.

## TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. Please describe no more than three (3) similar contracts that you have signed with other clients that support analytic activities and capacity building. What type of clients were they? When did you have these contracts? What were the major activities specified in each contract? What were the outcomes? What are the approximate yearly costs associated with each contract? Where possible, prioritize contracts supporting government agencies and/or health insurers/payors. As necessary, put only introductory information about the contract(s) in this section, and include specifics in the detailed activity questions below.
4. Please describe processes you use and successes you have had in developing, testing, and/or implementing new or improved measures of health care utilization, quality, access, outcomes, or member/provider satisfaction, prioritizing the use of health administrative data (records of claims and encounters) together with publicly or commercially available supplemental data.
5. What experiences have you had in assisting clients with evaluating, acquiring, implementing, and leveraging supplementary analytic tools such as groupers, acuity scorers, etc.? What would you consider best practices and best-in-class tools for a Medicaid agency to implement in this regard?
6. How have you supported program evaluation with clients similar to TennCare, where knowledge of members and outcomes is largely limited to administrative data? What would you consider best practices in terms of creating policies and tools around evaluation design, comparison groups, evaluation metrics, staffing infrastructure and time allocation, etc. with clients like TennCare? How have you previously worked to ensure that clients where you have completed evaluation tasks in the past can continue monitoring and evaluating the program after your work is done?
7. Health care code sets are constantly changing. Please describe any services or tools you may offer to help clients, or have helped clients to identify, to ensure that code sets used in reporting or analytics (e.g., episodes of care definitions, qualitatively described families of procedures, diagnoses, or drugs) remain up to date.
8. Please describe any experience you have in designing and helping to implement processes to improve analytics quality assurance and testing.
9. Please describe any experience you have in working with clients to design, implement, and evaluate professional development programs or frameworks designed to enhance analytic-relevant skill sets among the clients' staff. As appropriate, differentiate role-based approaches such as data analyst/data scientist staff and analytics end user staff.
10. What experience have you had in helping design and implement a data analytics literacy program with clients like TennCare, particularly for non-technical, operations-focused end-users of analytic reports and dashboards? What were the outcomes of those efforts?
11. How have you helped clients think through policies, logistics, legal and ethical issues, input data quality, output quality, other analytic considerations, useability, and more in regard to the implementation of artificial intelligence (AI) techniques? How have you helped clients identify appropriate analytic problems in which to usefully employ artificial intelligence?

<p>12. If there are additional services, alternative approaches, or other considerations that TennCare should take into consideration when developing Analytic Support criteria for potential future procurements, please include them here.</p>
<p>13. It is important to TennCare that tools, techniques, and other materials developed under a potential future analytics support contract be useable after the end of the contract. How do you facilitate effective knowledge transfer? In addition, please describe any limitations or approximate continuing costs you might foresee to this goal, including the planned use of proprietary tools, software, licenses, or similar challenges.</p>
<p>14. TennCare prefers not to transfer bulk quantities of data to any ASC for ingestion by the contractor's systems, but rather that the ASC leverage our Snowflake-based Enterprise Data Warehouse and Power BI-centric Decision Support System while completing contract activities. What limitations or challenges do you foresee to this approach?</p>
<p>15. How do you typically structure and price comparable contracts?</p>