State of Texas
Health and Human Services Commission

Pre-Solicitation Announcement

Critical Incident Monitoring System

Date: September 24, 2020

NOTE: The issuance of this Pre-Solicitation Announcement is for vendor planning purposes only. This Pre-Solicitation Announcement does not obligate HHSC to issue the referenced solicitations. HHSC does not guarantee the issuance of the referenced solicitations nor does it guarantee that the information contained in the Pre-Solicitation Announcement will remain unchanged upon issuance of the referenced solicitations. Any effort, expense, or expenditure of resources undertaken by any person or entity because of this Pre-Solicitation Announcement is at that person’s or entity’s sole cost and risk. HHSC does not seek vendor responses, marketing materials, or other indications of interest as a result of this Pre-Solicitation Announcement.
1. OVERVIEW

1.1 Introduction

The Health and Human Services Commission (HHSC) issues this Pre-Solicitation Announcement (Announcement) to inform the vendor community that the HHSC intends to release a solicitation to procure the service components for a Critical Incident Monitoring System (CIMS).

1.2 Background

Currently, HHSC has disparate systems in place for receiving provider-reported critical incident data, including abuse, neglect and exploitation. The reports for Medicare and Medicaid Systems are made in three different ways:

a. Community Living Assistance and Support Services (CLASS) and Deaf Blind Multiple Disabilities (DBMD) use Salesforce,
b. Texas Home Living (TxHmL) and Home and Community-Based Services (HCS) use the ID-CARE System; and
c. Managed Care Organizations (MCOs) use excel spreadsheets.

The data systems in use today, do not have the functionality to analyze and trend critical incident data by provider or across providers, but rather serve predominantly as a reporting repository. In addition, data is siloed by program which does not yield a process for effective analysis or trending by program or across similar programs.

HHSC desires to implement a new SaaS system that will support online provider submissions, ad hoc query, and data retrieval processes through configurable business rules, workflow and other features. The new CIMS solution is expected to include an online reporting portal both for Home and Community Based Services (HCBS) waiver providers contracted with Managed Care Organizations (MCOs) and for waiver providers directly contracted with HHSC as the state Medicaid agency. Through this Contract, the State seeks to maximize the current technology industry capabilities and trends and provide a solution which enables the State to perform all functionalities to operate, manage, control, and configure, as needed, a provider and State agency reporting and management application.

HHSC seeks a data system to provide a solution for receiving provider-reported critical incident data, including abuse, neglect and exploitation.

Programs impacted include the following:

a. Deaf Blind with Multiple Disabilities (DBMD)
b. Home and Community-based Services (HCS)
c. Texas Home Living (TxHmL)
d. Community Living Assistance and Support Services (CLASS)
e. Youth Empowerment Services (YES)
f. Medically Dependent Children Program (MDCP) - (STAR Kids and STAR Health)
g. STAR+PLUS Home and Community Based Services (HCBS)

HHSC seeks to integrate with other State HHS department systems for related critical incident status reporting that will automate data feeds.

The program areas would use the data to strategically analyze patterns, trends and inconsistencies so that the Agency can provide the optimum response to risk and to improve follow-up with MCOs and providers. The new system will provide a mechanism that will allow HHSC to develop efficiencies in oversight and to comply with Centers for Medicare & Medicaid Services (CMS) guidance as outlined in Modifications to Quality measures and Reporting in §1915(c) Home and Community-Based Waivers published by CMS on March 12, 2014. The software solution must be capable of being adapted and modified to meet the State’s needs through configuration rather than customization to the maximum extent possible.

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2. **Summary of Anticipated Procurements**

2.1 **Anticipated Solicitations**

At the time of issuance of this Announcement, HHSC anticipates the Critical Incident Management System Request For Offer (RFO) solicitation will be posted to the Electronic State Business Daily (ESBD) accessed at http://www.txsmartbuy.com/sp. The services are expected to be procured using a Software as a Service (SaaS) solution contract.

2.2 **Anticipated Schedule of Events**

The anticipated time frames for the upcoming procurement initiatives are as follows:

<table>
<thead>
<tr>
<th>Event Description</th>
<th>Date</th>
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<tbody>
<tr>
<td>Anticipated RFO Posting</td>
<td>February, 2021</td>
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<tr>
<td>Anticipated Contract Start</td>
<td>September, 2021</td>
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</tbody>
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The schedule of events is tentative. HHSC reserves the right to modify these potential solicitations, identified activities, and target timelines at any time without notice or issuance of addenda to this Announcement.

2.3 **Framework for Allocation of Anticipated Scope of Services**

The anticipated scope of services for the SaaS framework will be included in the RFO solicitation. The chart below depicts the currently anticipated services of the Critical Incident Monitoring System.

<table>
<thead>
<tr>
<th>CiMS Solution</th>
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</thead>
<tbody>
<tr>
<td>Ad-Hoc Reporting</td>
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<tr>
<td>Application Interface</td>
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<tr>
<td>Centralized Data Repository</td>
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<tr>
<td>Configurable Workflow</td>
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<tr>
<td>Data Analytics</td>
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<tr>
<td>Data Use Agreement Compliant</td>
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<tr>
<td>Online Reporting Portal</td>
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<td>Streamlined Processes</td>
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<td>System Training</td>
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</tbody>
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3. Additional Information

3.1 Announcement Modification and Withdrawal

HHSC does not anticipate issuing any additional notices prior to the commencement of the procurement initiatives. In the event that HHSC does supplement this Announcement with additional information, such information will be appended to this Announcement via numbered addenda. HHSC reserves the right to withdraw this Announcement at any time and without providing advance notice.

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