



STATE OF TENNESSEE
Department of Finance and Administration, Strategic Technology Solutions

REQUEST FOR INFORMATION
FOR
Data Cleansing Tools

RFI # 31701-03590
January 17, 2025

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration – Strategic Technology Solutions (“State” or “STS”) issues this Request for Information (“RFI”) for the purpose of understanding vendor capabilities and solutions on Data Cleansing Tools. The information obtained from responses to this request will assist the State with understanding the current state of the marketplace, including best practices for the industry approach to data cleansing and may be used to plan an approach to future procurement strategies. We appreciate your input and participation in this process.

2. BACKGROUND:

The State’s increasing demand for Generative AI programs and growing concerns around data consistency brings to light issues that could arise due to the possibility of incorrect or conflicting information being stored across various data sources. Our data stores reside in vast and disparate locations across the enterprise. This disparity, coupled with increased demand for more effective tactics to monitor and predict potential problems, has caused the State to search for a resilient solution or solutions that can easily be scaled and managed to address the State’s data cleansing challenges.

3. PROPOSED SOLUTION(S): The State is seeking information on software solutions that currently exist from qualified vendors to mitigate the risk of data discrepancies by means of data cleansing solutions. Table 3.1 below represents the State’s List of Business Requirements for which the vendor should provide proposed solutions in their response.

Table 3.1: List of Business Requirements

****All items in this table are required.***

Instructions: Please describe your solution approach in the space provided next to each Requirement Description in the Table.

No.	Requirement Title	Requirement Description	Your Solution Approach
TECHNICAL REQUIREMENTS			
1	Active metadata support	Collects, discovers, or imports metadata from partners. Builds or imports lineage to perform rapid root cause analysis of data quality issues and impact analysis of remediation. Applies passive and active metadata findings.	
2	Product usability	Provides easily understood, friendly interfaces with intuitive designs to facilitate user engagement.	
3	Profiling and monitoring/ detection	Supports statistical analysis of diverse datasets, ranging from structured to unstructured data and from on-premises to cloud, to provide business users with insight into the quality of data and to enable them to identify data quality issues.	
4	Rule discovery, creation, and management	Designs, creates, and deploys business rules for specific data values. Enables rules to be called within the solution or by third-party applications for data validation purposes, which can be done in batch or real-time mode.	
5	Data transformations	Segments, formats, modifies, and organizes diverse datasets based on government, industry or local standards, business rules, metadata, and machine learning. Enables data modification to comply with domain restrictions or integrity constraints.	
6	Matching, linking, and merging	Matches, links, and merges related data entries within or across diverse datasets using a variety of traditional and new approaches, such as rules, algorithms, metadata, AI and machine learning. Suggests potential matches and tunes results.	

7	Usability	Engages and supports various roles, including data engineers, stewards, data quality analysts, data architects, data integration analysts, business analysts, data preparation experts and other nontechnical business roles, in data quality initiatives.	
8	Workflow and issue resolution	Manages data quality issue resolution through the stewardship workflow. Enables business users to easily identify, quarantine, assign, escalate and resolve data quality issues through collaboration, pervasive monitoring, and case management.	
9	Validate accuracy	Validate deviation in records caused by abbreviations, proper names, common suffixes or prefixes and addresses (Street or St.).	
10	Standardizing formats and data types	Standardize formats and data types such as dates in MM/DD/YYYY format or DD/MM/YYYY, currency fields including symbols or commas, and leading/trailing spaces in text fields.	
11	Repair missing values	Removing duplicates, fix structural errors, filter outliers, anomalies, and invalid/illogical data points.	
TECHNICAL REQUIREMENTS			
12	Data storage	Provides required data storage capacity, file types and locations. Supports processes such as disaster recovery, rollbacks, extraction or eradication. All state data must remain in US.	
13	Integration	Provide us with a list of all application you integrate with. What process do you use to integrate with data sources and technologies (Legacy and No-legacy).	
14	Performance management	Provides proactive alerts on system events. Enables logging and resolution reporting on all issues.	

15	Security	<p>Ensure data security from the source system transfers to the current system. Documents security policies, audits, attestations, or evaluations for compliance needs.</p> <p>Security that meets all requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</p>	
16	Data management	<p>Enables monitoring, reporting and management of data sharing.</p> <p>Supports encryption and security for data at rest and in motion.</p>	
17	Data sharing	<p>Sends data to external systems such as large language models and uses insights from connected engines such as generative AI to deliver product functionality. Enables users to manage all aspects of data sharing, including full disablement.</p>	
18	Identity and access management	<p>Supports and integrates with standard IAM systems capabilities such as user authentication, password policy management, two-factor authorization, single sign on and role-based access. Please give a list of IAM systems you support.</p>	
19	Network	<p>Leverages network technologies like software-defined wide area networks and over-the-top monitoring to ensure the optimal performance of the solution.</p>	
20	Compliance and third-party certification	<p>Complies with relevant standards like CCPA, GDPR and third-party or government certifications such as SOC 2, ISO 27001 and FedRAMP.</p> <p>Give a list of all data classification you support.</p>	
21	Developer tools and customization	<p>Allows customization of the standard deployed solution with custom user interfaces, data tables, process components and business logic.</p>	

22	Global delivery	Supports off-the-shelf localization such as insights, language, and currency support for required geographies.	
23	Data Ownership	The State retains ownership of metadata and data.	
24	Regulator accessibility	All interfaces must comply with ADA WCAG 2.1 AA standards.	
25	Dynamic scaling	Must be able to scale performance and storage capabilities up and down as needed and on demand.	
26	Platform	Can be used on Desktops/Laptops, and Servers.	
27	Hybrid Solution	Can be used as a SaaS or on prem based on security and use case requirements.	
CUSTOMER SUPPORT AND TRAINING SERVICES REQUIREMENTS			
28	Customer support	Delivers required level of user and technical support, e.g., 24/7, multi-language and global support.	
29	Implementation timeline	Provides implementation resources, including setup, testing, and training, to meet the desired go-live date.	
30	Implementation, onboarding, and setup	Provides clear implementation plan and resourcing, including setup, testing, and training, to meet the desired go-live date.	
31	Support formats	Allows access to support across multiple formats including phone, email, chat, and online knowledge base.	
32	Deployment model	Presents clear rollout options such as staggered, proof of concepts or end-to-end enterprise deployments.	
33	Service levels SLAs	Describe any SLAs that may accompany your solution. Ongoing maintenance and support of the system throughout the contract cycle, including established Service Level Agreements (SLA's) requiring response times, concurrent users, uptime, status reporting, and issues and target resolution times. SLA's	

		should consider impact, urgency, and priority.	
34	Training and education	Supports best-in-class training and assistance for users using online and offline mediums.	
35	Services resources	Aligns sufficient expertise via vendor or partners to deliver all implementation objectives.	
36	Performance loads	Perform multiple jobs without degradation in performance against multi-terabyte data sources.	
PRICING AND TERM REQUIREMENTS			
37	Length of initial contract term and renewal mechanics	Defines initial contract term including, where applicable, implementation periods and billing start dates. Defines how renewals occur if automatic, notice periods and how terms, pricing, or other contracted components such as functionality can change.	
38	License fees	License pricing units (e.g. number of users, sessions, or API calls), cost of each, and forecast annual and/or monthly volumes.	
39	Implementation costs	Cost to implement and deliver software into full production using either vendor or partner resources.	
40	Training costs	Expense to train and support current users for launch, provide their continuing education and onboard future new users.	
41	Contract terms and conditions	Provides key terms such as price protection, termination clause, jurisdiction, and limitation of liability.	
42	Service or maintenance fees	Supports fees related to ongoing support services and maintenance, including tiers and precise deliverables.	

43	Cost Forwarding	Allow for grouping together costs associated with actions in service to specific or grouped agencies, domains, etc. so that costs can be forwarded, if deemed necessary.	
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4. COMMUNICATIONS:

- 4.1. Please submit your questions and response to this RFI to:
Shannon Keefe, Contract Specialist
Finance and Administration, Strategic Technology Solutions
901 Rep. John Lewis Way North, Nashville, TN 37243
(615) 350-4244
Shannon.Keefe@tn.gov
- 4.2. Please reference RFI # 31701-03590 with all communications to this RFI.
- 4.3. Questions should be directly emailed to the main point of contact by the deadline listed below in Section 5. RFI Schedule of Events.
- 4.4. Please limit all questions to one submission per vendor.

5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		1/17/2025
2.	Written Questions & Comments Deadline	2:00 p.m.	1/27/2025
3.	State Response to Written Questions & Comments		2/4/2025
4.	RFI Response Deadline	2:00 p.m.	2/12/2025

6. GENERAL INFORMATION:

- 6.1. 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.

- 6.2. 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.
- 6.3. The State will not pay for any costs associated with responding to this RFI.
- 6.4. Any services or products proposed in this RFI, must be in compliance with the following security policy: all State data must remain in the United States, regardless of whether the data is processed, stored, in-transit, or at rest. Access to State data shall be limited to US-based (onshore) resources only. Configuration or development of software and code is permitted outside of the United States, however, software applications designed, developed, manufactured, or supplied by persons owned or controlled by, or subject to the jurisdiction or direction of, a foreign adversary, which the U.S. Secretary of Commerce acting pursuant to 15 C.F.R. 7 has defined to include the People's Republic of China, among others are prohibited. Any testing of code outside of the United States must use fake data. A copy of production data may not be transmitted or used outside the United States.
- 6.5. The State may request oral presentations from RFI respondents.
- 6.6. Responses should be prepared, with emphasis on completeness and clarity, and should NOT exceed twenty (20) pages in length. Responses, as well as any reference material presented, must be written in English, and must be written on standard 8 1/2" x 11" pages and all text must be at least a 12-point font. All pages must be numbered.

7. INFORMATIONAL FORMS:

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

RFI #31701-03590	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Please provide a description of your company's public sector experience providing Data Cleansing tools and solutions, including implementation and ongoing support. Please provide a list of 3 references. For each reference, please describe: <ul style="list-style-type: none"> a.) State entity name and industry b.) Name and description of the project c.) Project length and implementation date of the software solution d.) The services and activities that your company performed and the activities that the customer performed.

<p>e.) Is the system still in use today? If yes, who is providing maintenance, support, and hosting services?</p> <p>f.) Please provide the contact information</p> <p>g.) Positive outcomes</p> <p>h.) What challenges did you experience with this project and how did you overcome them?</p>
4. Proposed Solution(s): Describe the approach of your solution that will satisfy the State's List of Business Requirements in Table 3.1 of this RFI.
5. Provide a technology roadmap for your solution which includes information on anticipated features and support of emerging standards.
6. Provide a proposed overall project timeline to complete the State's List of Business Requirements in Table 3.1, including phases, milestones, and State resource obligations. Please include knowledge transfer, training, and post-implementation technical support into your timeline.
7. Provide a staffing plan for your solution.
8. Describe your release management process for updates, current releases, maintenance, and customizations required for compliance with federal and state law. What are your communication methods for maintenance, support, and system updates? Will you use business partners for maintenance and support?
9. Does your company offer an enterprise solution? If so, describe your approach to expanding to an enterprise solution.
10. Describe what methods, strategy, solutions, product features, etc...set you apart from your competition. What standards or best practices are met by your solution(s)?
11. How do you ensure business operations are not impacted during migration, integration and implementation of your solution?
12. Describe any risks and potential mitigation strategies associated with your solution that meets the List of Business Requirements in Table 3.1.
13. Through which public sector cooperative purchasing agreements can you currently provide these services? (GSA, NASPO, OMNIA, etc.)

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
<p>2. Describe the typical price range for hourly/daily services,</p> <p style="padding-left: 40px;">2.1 Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management)</p> <p style="padding-left: 40px;">2.2 Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analyst, project manager)</p>
3. Describe the typical price range associated with your solution, including implementation, licensing, training, and support.

4. Describe any tier structure for license, implementation and/or training pricing available.

5. Describe any alternate payment methodology for the solution.

ADDITIONAL CONSIDERATIONS

1. Please provide input on alternative approaches or additional things to consider that might benefit the State: