



COMMUNITY INTEGRATED HEALTH SERVICES, LLC

REQUEST FOR PROPOSAL

AI Provider Documentation Solution

Issued Date: January 29, 2025

Submission Date: February 11, 2025

I. Request for Proposal

Pursuant to Chapter 39.04.270 RCW, Community Integrated Health Services, LLC seeking proposals from qualified vendors to provide an AI Provider Documentation Solution and the professional services required for implementation, maintenance, support, and further development or enhancements.

II. About Community Integrated Health Services, LLC (CIHS)

CIHS is a quasi-governmental, behavioral health agency (BHA) headquartered in Chehalis, Washington and serves clients within Lewis, Cowlitz, Grays Harbor, Pacific, and Wahkiakum Counties. CIHS was formed through an Interlocal Agreement under the authority of Chapter 39.34 and is controlled by a Governing Board consisting of five commissioners.

III. Closing Time and Date

Proposals must be received **no later than 5:00 PM on February 11, 2025** This RFP solicitation **requires all proposals to be submitted electronically to the email provided. No paper or fax submission will be accepted. Any proposal received after the specified closing time will not be accepted.**

IV. Project Objective

CIHS is seeking a clinical solution for its providers that document patient encounters thru artificial intelligence (AI). This system would reduce provider time for documentation, allowing them to maximize time with their patients, while ensuring accurate, thorough, and consistent patient records.

CIHS desires to achieve the following:

- Identify a qualified vendor that can provide a clinic intelligence solution that meets CIHS requirements to accommodate up to ninety (90) staff.
- Establish a contract with the selected vendor
- Implement the clinical intelligence solution and integrate it with our existing systems
- Acquire training on the use of the clinical intelligence solution

The selected vendor must be able to move CIHS to a new AI Provider Documentation Solution quickly and with minimal disruption to our operations as well as accommodate any expansions made in the future.

V. Background

CIHS providers are spending significant amounts of time documenting patient encounters within CIHS's electronic medical records (EMR) system. These administrative burdens significantly impact provider efficiency, wellness, and job satisfaction. After months of internal discussions, it was determined that a streamlined method of documenting patient encounters would improve provider satisfaction and efficiency while enhancing overall patient experience.

VI. Project Requirements

As a part of this RFP, CIHS is seeking a clinical intelligence solution capable of meeting all the following requirements:

- The solution must be able to integrate with Netsmart (myAvatar) EHR Software
- The solution shall have capability to work inside and outside an office environment.
- Vendor must have familiarity with Netsmart (myAvatar) EHR Software and at least one current customer that also uses Netsmart (myAvatar) as their EHR Software
- The solution must be cloud based
- The solution shall not create, receive, maintain, transmit, or store Protected Health Information (PHI) outside the United States
- The solution shall ensure all PHI is encrypted in transit, in process, and at rest
- The solution shall offer customizable templates/forms and allow for flexibility with documentation storage timelines

- The solution shall provide immediate access to transcripts/recordings immediately after patient visits.
- The solution shall be able to provide the following additional features:
 - Reminder to obtain consent from clients before start of transcription/recording session
 - Reminder notification for providers to follow up with clients on certain items
 - Offer a problem list (potential areas of concern, red flags, etc.) pertinent to visits
 - Ability to detect low voice and ambiguous sentence formats that are highlighted for providers.
 - Ability to download notes and other client information to CIHS's server and other systems
 - Integrate with iOS operating systems and other mobile devices
- The selected vendor must sign a Business Associate Agreement and meet all CIHS privacy and security standards.

It is CIHS's intent to award a single contact with an initial term of one (1) year with the option to renew multiple time for a contract term of three (3) years, unless terminated earlier or otherwise amended. CIHS may also seek to extend the contract further at its option.

VII. Scope

As a part of this RFP, CIHS is seeking a clinical intelligence solution capable of meeting the following requirements:

a. Implementation Services

CIHS is seeking to enter an Implementation Service Agreement. This includes, but is not limited to:

1. Planning and Requirements
2. Design
3. Development
4. Build
5. Testing
6. Training
7. Deployment

b. Managed Services

Post-Implementation, CIHS seeks to enter a Managed Services Agreement. This includes, but is not limited to:

1. Support (via help desk and escalation contacts)
2. Maintenance and Management of Backend POS environment and systems
3. System Operations and Maintenance (if applicable)
4. Bug fixes
5. Software Updates/Patches
6. Enhancements (Major and Minor)
7. Ongoing Trainings (As Needed)

VIII. Proposal Submission Information and Questions

All proposals and questions shall be submitted in writing to:

Brad Stewart
Contract Manager
Community Integrated Health Services, LLC
Phone: (360) 795-5957
Email: BStewart@cihealthservices.com

All proposals must address the Project Requirements provided in Section VI of this RFP. Proposals must be received no later than **5:00 PM PST on February, 11, 2025**. When sending electronically, please include **“AI PROVIDER DOCUMENTATION SOLUTION RFP RESPONSE”** in the subject line.

Proposals received after the deadline will not be accepted.

IX. Proposal Format and Evaluation Process

A. Proposal Format

To simplify the evaluation process, the proposals shall be submitted in the format outlined below:

i. Letter of Transmittal:

- The proposal letter shall be formed on the organization’s letterhead, addressed to the coordinator listed, and shall include the name, title, telephone, email, and signature of the primary contact legally authorized to bind the proposal. It should also identify the proposer as a sole proprietorship, partnership, corporation, or other legal entity. Any proprietorship shall state the full name of the proprietor, any partnership shall state the full names of each general partner, and any corporation shall identify the state in which it is incorporated.

ii. Table of Contents:

- Clearly defined sections and pages numbered. Include a clear identification of the material by section and page number.

iii. Organization Overview and Resume:

- Provide organization overview, including management team and qualifications of key staff that would be assigned to the implementation of the AI Provider Documentation Solution.
- Also, state the Management Contact (representative authorized to sign an agreement for your organization) and Project Manager (person responsible for day-to-day management of the project), as well as the representative who will be in charge in the absence of the Management Contact and Project Manager.

iv. References:

- Provide at least three (3) references of current clients of similar scope (municipal government entities) with the proposal. Include name, title, jurisdiction, address, phone number, and email of contact person.
- List all similar public agencies for which contracts were terminated in the last three years. Provide names, organizations, and telephone numbers of points of contact. Organizations may provide a brief explanation of the reason(s) for termination.

v. Allocation and Resources:

- Provide a conceptual plan for services to CIHS that you believe are appropriate for the size/type of business of company. Indicate features, skills and/or services which distinguish your organization and make it the best choice for CIHS. Indicate how the resources of your organization (e.g., number and type of personnel allocated by hours) will be allocated for this project.
- Also, provide the staff positions that would be expected to serve CIHS to include executive, project, and accounting.

vi. Technical Requirements:

- All hardware, software, and/or application requirements must be provided and itemized.

vii. Implementation Services/Scope of Work

- Submittal of a project schedule is required as part of the Implementation Services. Provide a project management plan including reasonable target dates assuming the implementation of the project starts no later than **May 9, 2025**. This section must also outline key activities, work products, and assumptions.

viii. Training:

- Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated timeframe and deliverables for each stage of the project and training documentation provided.

ix. Services and Support:

- Provide a description of support services including provisions of regular updates and new releases, as well as technical consultation and support.
- Provide how your organization will report to CIHS contacts and users regarding the status of systems, elicit needs of users, necessary changes, etc.
- Provide how your organization will communicate system conditions and changes to CIHS contacts.
- Provide a guaranteed response time frame for issues dependent on severity and time of day. Also, provide average response time for after hours issues.
- Describe how scheduled down times (if any) are determined and how it is to be communicated to CIHS contacts and users.
- Describe your approach to planning for disaster recovery that will meet CIHS's needs.
- Describe how major system implementations and upgrades would be applied and what upgrades would require additional fees.

x. Documentation and Records:

- Describe how your organization would provide written reports to CIHS on IT/Software planning recommendations.
- Describe how your organization would document and record maintenance,

installation, performance, and changes to the system.

- Describe what documentation your organization would make available to CIHS at the end of the contract period.
- Describe how your organization would maintain confidentiality in strict conformance with HIPAA, HITECH, and other state and federal confidentiality laws and regulations.

xi. Cost Proposal:

- Please provide costs for licensing, implementation, training, maintenance, and any additional services that are typically provided.
- Provide costs for Service Initiation.
- Provide costs for ongoing monthly fees and describe what is included / excluded.
- Provide costs for organization representatives to be on-site.
- Provide costs for additional services (i.e. new system implementations, infrastructure audits, etc.) and emergency responses (i.e., disaster recovery).

xii. Additional Information – Please provide any other information you feel is important for consideration in our evaluation of proposals. Demonstrations will be required for Vendors selected to move forward in the evaluation process.

B. Proposal Selection Criteria

Proposals will be evaluated comparatively, and the contract awarded based on CIHS’s scoring on the following weighted scale:

1. Overall Cost	60%
2. Perceived quality and value of the systems and services offered	25%
3. Prior Similar Experience	10%
4. Quality of recommendations from references	5%

C. Correspondence

Direct all correspondence to the contact person listed in Section VII. **Inquiries received after the stated date and time will not be accepted and shall receive no response.**

- Confidential Material – Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable under the Public Records Act.

D. Selection and Award

Upon the completion of submission evaluations, a summary of all evaluated proposals will be provided to the CIHS Executive Team for review and recommendation. Those selected to move forward in the evaluation process will be asked to provide a demonstration of their AI Provider Solution Software to CIHS leadership. The CIHS Executive Team will determine which, if any, proposal to award the contract and can determine that additional information is required from any or all Contractors. The decision to award the contract will be made by a majority vote of the CIHS Executive Team and Governing Board.

E. Public Award Announcement

The award of a contract by CIHS will be communicated by a Notice of Award being published by the following method:

CIHS Website: <https://cihealthservices.com/>

F. Timetable for Selection and Review

CIHS has established a preliminary timetable for reviewing and selecting a vendor. The schedule is subject to change.

Date	Event
January 29, 2025	Issuance of RFP
February 4, 2025	Cut-off Date for Questions
February 11, 2025	Proposals Due
February 18, 2025	Proposal Evaluations Completed
February 19-24, 2025	Selection of Finalists and Notification
March 3-7, 2025	Conduct Demonstrations for Finalists
March 10-18, 2025	Final Decision and Selection of Vendor
March 24- April 4	Contract Negotiations
April 7-11. 2025	Contract approval and Execution

G. Terms and Conditions

- i. CIHS reserves the right to reject all proposals, any proposal not conforming to this Request for Proposal, and to waive any irregularity or informality with respect to any proposal. CIHS further reserves the right to request clarification of information submitted and to request additional information from one or more proposers.
- ii. CIHS requires that the AI Provider Documentation Solution Vendor selected will not discriminate under the contract against any person, in accordance with federal, state, and local government regulations.
- iii. CIHS requires the AI Provider Documentation Solution Vendor selected make an affirmative statement to the effect that their retention shall not result in a conflict of interest with any party which may be affected under this program
- iv. CIHS assumes no responsibility for proposals received after the advertised deadline or at any office or location other than that specified herein, whether due to mail delays, courier mistakes, strikes, mishandling, or any other reason.
- v. All proposals become the property of CIHS.
- vi. CIHS will not reimburse proposers for any costs associated with the preparation and submittal of any proposal.
- vii. Proposer acknowledges all information contained within its proposal is part of the public domain as defined by the State of Washington Public Records Act.
- viii. The organization must possess demonstrated ability, knowledge, and expertise to be awarded contract as the AI Provider Documentation Solution Vendor. It is important that the organization have sufficient depth of talent and able to allow a sufficient amount of time to meet the demands CIHS may place upon its AI Provider Documentation Solution Vendor. The organization must be available to meet and communicate with CIHS Staff and their Contractors on a continuous basis.
- ix. CIHS reserves the right to enter into contract negotiations with qualified responsive and responsible proposers. If CIHS and a proposer cannot negotiate a successful contract, the CIHS may terminate such negotiations and begin negotiations with another qualified, responsive, and responsible

proposer. As a result, the proposer shall indemnify and hold CIHS harmless from any and all claims, demands, damages, and expenses of whatever nature (including without limitation, attorney's fees).

DATED this 28th of January, 2025.

Brad Stewart, Contract Manager