# REQUEST FOR PROPOSAL - AMBIENT VOICE TECHNOLOGY

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| --- | --- |
| Organization Name |  |
| RFP Contact |  |
| Email |  |
| Instructions |  |

## GENERAL CONDITIONS AND PURPOSE

**Purpose of RFP**: This Request for Proposal (RFP) seeks to procure Ambient Voice Technology (AVT) solutions, also known as ambient AI or AI scribe, to enhance clinical efficiency, improve documentation accuracy, and boost productivity while ensuring compliance with data security and regulatory standards.

**General Conditions:**

* All costs incurred by suppliers in preparing and submitting responses shall be borne entirely by the supplier
* The CUSTOMER reserves the right not to pursue any procurement activity following this RFP
* Contents of this RFP are confidential and must not be disclosed to third parties without prior written consent
* Suppliers must respond in good faith based on available information
* Information provided will not influence future procurement evaluations

## AIMS AND OBJECTIVES

The CUSTOMER seeks suppliers to deliver:

* **Enhanced Clinical Efficiency**: Streamline workflows and reduce administrative processes
* **Improved Documentation Accuracy**: Ensure precise and timely patient records with reduced burden in document production
* **Increased Productivity**: Boost overall health economy productivity
* **Accurate Medical Coding**: Automate coding processes to ensure compliance and accuracy
* **Support for other administrative functions:** Provide AI tools to support creating and completing tasks like referral letters as well as patient follow up communication, including calls.

## TECHNICAL REQUIREMENTS

### **Voice Recognition and Transcription**

The solution must provide:

1. **Real-time Conversation Capture**: Use AVT to capture real-time conversations between clinical providers and patients
2. **Transcription**: Generate near-instant documentation supporting multiple voices within conversations
3. **High Accuracy**: Demonstrate high accuracy in recognising and transcribing medical terminology
4. **Multi-language Support**: Validated multilanguage facilities with keyboard support
5. **Multi-speaker Handling**: Support complex multi-speaker environments with speaker diarisation

### **Medical Coding and Documentation**

The solution must provide:

1. **Instant Summaries**: Generate instant summaries of conversations and draft medical notes/letters
2. **Concept Entity Recognition**: Support concept entity recognition for diagnosis, procedures, orders and requests for end user review
3. **Automated Coding**: Provide automated coding based on transcribed text
4. **Standards Compliance**: Ensure adherence to ICD-10, CPT, SNOMED CT, and other relevant coding standards
5. **Regular Updates**: Ability to update coding databases regularly with background writeback functionality

### **System Integration**

The solution must provide:

1. **EHR Integration**: Seamless integration with EHR
2. **Bidirectional API Connectivity**: Secure data transmission and storage with robust API connections
3. **Automation Capabilities**: Support for orders, scheduling, and workflow automation
4. **FHIR Compatibility**: FHIR R4 API support for interoperability

### **Data Management and Analytics**

The solution must include:

1. **Configurable Retention**: Configurable data retention periods with clear policies
2. **Comprehensive Analytics**: Reporting capabilities including user adoption metrics, volume analysis by patient groups, and easily accessible/interpretable data
3. **Custom Dashboards**: Ability to extract and configure data for specific organizational needs

### **Security and Compliance**

The solution must demonstrate:

1. **End-to-end Encryption**: Complete data security throughout transmission and storage
2. **Regulatory Compliance**: Full compliance with HIPAA, SOC 2 Type II, ISO27001, TX-RAMP, and applicable US healthcare regulations
3. **Regular Security Audits**: Ongoing security assessments and updates
4. **US Data Residency**: All data processing and storage must occur in the United States

## **COMPANY BACKGROUND & CONTACT**

|  |  |
| --- | --- |
| Company Name |  |
| Company Address |  |
| Company Contact |  |
| Contact Email |  |
| Contact Phone |  |
| Please provide a description of your company. |  |
| Please provide a brief overview of your ambient voice solution. |  |
| Please provide an example of your product in a setting similar to CUSTOMER. |  |

## **METHODOLOGY AND IMPLEMENTATION REQUIREMENTS**

### **Human Decision-Making and Safety Controls**

Describe your approach to implementing human decision-making at critical control points to:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Ensure Patient Safety**: Safeguards and validation processes |  |
| **Improve Summary Accuracy**: Quality assurance mechanisms |  |
| **Align with Clinical Pathways**: Integration with acute care setting workflows |  |
| **Reduce Bias and Clinical Errors**: Risk mitigation strategies for AI outputs |  |

**Product Development and Evaluation**

Provide your methodology for:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Iterative Development Process**: Minimum 2 cycles/future iterations of product refinement |  |
| **Clinical User Integration**: How end users have been considered throughout design and implementation |  |
| **Understanding Clinical Challenges**: Demonstration of understanding administrative burden and note-taking challenges in acute care |  |
| **Solution Benefits**: What benefits does your AVT deliver against these challenges |  |

### **Ethical Framework**

Describe your process for ensuring the development team adopts an ethical mindset, including:

|  |  |
| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Ethical AI Development**: Governance and transparency measures |  |
| **Bias Mitigation**: Strategies for reducing algorithmic bias |  |
| **Clinical Accountability**: Human oversight mechanisms |  |
| **Continuous Monitoring**: Ongoing assessment and improvement processes |  |

### **Training and Support Strategy**

Detail your comprehensive approach including:

|  |  |
| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Training:** Documentation, e-learning materials, and in-person training programs |  |
| **Workflows:** Material related to workflows for training staff |  |
| **Onboarding:** Ability to onboard staff with limited supplier involvement |  |
| **Train-the-trainer:** Train-the-trainer programs for sustainable internal capability |  |

#### **Support Model:**

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Ongoing Technical Support**: 24/7 helpdesk availability and maintenance |  |
| **Onsite and Remote Support**: Technology adoption and troubleshooting assistance |  |
| **Service Level Agreements**: Clear SLAs with outage alerts and escalation procedures |  |
| **User-friendly Interface**: Intuitive design with comprehensive documentation |  |

### **Implementation Strategy and Timeline**

Provide:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Deployment Timeline**: Expected timeline for AVT solution deployment including staff training schedules |  |
| **Phased Rollout**: Gradual implementation across departments/sites with complexity considerations |  |
| **Feedback Mechanisms**: User feedback collection and continuous improvement processes |  |

### **Partnership and Collaboration Model**

Describe:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Resource Dependencies**: Your dependency on **CUSTOMER** resources, expertise, and infrastructure including patient/clinician access |  |
| **Collaborative Partnership**: How dependencies support equal contributions from all parties |  |
| **Commercial Model**: Working arrangements to ensure:   * Efficient collaboration * Patient safety * Fit-for-purpose product delivery * Maximized commercial benefit for all parties |  |

### **Data Limitations and Risk Management**

Address:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Anticipated Data Limitations**: Based on previous work and experience |  |
| **Mitigation Strategies**: Specific approaches to address data limitations |  |
| **Practical Example**: One specific example illustrating your approach to overcoming data challenges |  |

### **Innovation and Adaptability**

Explain your approach to:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Continuous Innovation**: Ensuring ongoing adaptation to evolving clinical needs |  |
| **Future-proofing**: Maintaining relevance with changing healthcare requirements |  |
| **Technology Evolution**: Keeping pace with AVT and AI advancements |  |

## **SUPPLIER RESPONSE REQUIREMENTS**

### **Solution Overview and System Integration**

Provide a clear explanation of your solution including:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Key Features:** Detailed description of your AVT technology and key features |  |
| **Integration:** How the solution links to current systems (EHR and third-party systems) |  |
| Integration technical specifications |  |

### **Experience and Evidence**

Include:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Healthcare Experience:** Relevant experience in health environments |  |
| **Case Studies:** Case studies from organizations of similar size and complexity |  |
| **Measurable Benefits:** Quantifiable benefits and measurable productivity improvements while maintaining patient safety |  |

### **Compliance and Security Assurance**

Provide comprehensive details on:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Security & Compliance**   * Data governance frameworks and ethical use policies * Security protocols and certifications * Audit processes and quality assurance measures |  |

### **Gap Analysis and Development Plans**

Identify:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Requirements:** Any requirements you cannot currently fully meet |  |
| **Timeframes:** Realistic timeframes for achieving full compliance |  |

### **6. Commercial Considerations**

Include:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Pricing Model:** Indicative pricing or standard pricing model details |  |
| **Licensing:** Cost structures and licensing arrangements |  |
| **Support:** Service tiers and support options |  |
| **ROI:** Estimated ROI based on available data |  |

### **7. Additional Insights and Recommendations**

Share any additional information beneficial for decision-making, including:

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **CUSTOMER** Considerations: Individual **CUSTOMER** or collective considerations |  |
| **Lessons:** Lessons learned from similar implementations |  |
| **Roadmap:** Your technology roadmap for the next 5 years |  |
| **Future-proof:** How would you ensure that **CUSTOMER** is “future-proofed” for changing trends in ambient AI? |  |

## **SOCIAL VALUE**

Please describe your company values and the social and environmental impact of your product.

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| --- | --- |
| **CUSTOMER requirement** | **Vendor response** |
| **Company values** |  |
| **Provider burnout and wellbeing** |  |
| Environmental impact |  |
| Carbon reduction plan |  |

## **EVALUATION AND SELECTION CRITERIA**

Responses will be evaluated based on:

1. **Technical Capability**: Meeting all specified technical requirements
2. **Clinical Understanding**: Demonstration of healthcare workflow knowledge
3. **Implementation Readiness**: Proven ability to deliver at scale
4. **Security and Compliance**: Meeting all regulatory and security standards
5. **Innovation and Adaptability**: Future-proofing and continuous improvement capabilities
6. **Commercial Viability**: Value for money and sustainable partnership potential