University of Missouri Health Care
REQUEST FOR INFORMATION # 6041
Artificial Intelligence Application MUHC
Dated: 26 February, 2020
Due Date: 03/12/2020
Time:  3:00 PM CDT
Introduction
The Curators of the University of Missouri, a public organization, propose to contract on behalf of the University of Missouri System (hereinafter referred to as “University”) with an organization (hereinafter referred to as "Consultant"), to provide an artificial intelligence application as described herein. Additional services offered by awarded vendor can be contracted for through submission of a Statement of Work approved by University.

University reserves the right to make an award as an outcome of the request for information.

Please complete this RFI and return it by 3 PM CDT on March 12, 2020. Responses must be submitted by email to rogersk@umsystem.edu, Subject Line: RFI 6041.

Goals and Purpose
MU Health Care (MUHC), an academic health system with a mission to save and improve lives, seeks proposals from qualified suppliers to provide a proven, artificial intelligence (AI) service. MUHC uses Cerner Millennium. The selected solution must enhance our employee experience and reduce manual administrative workload. Beginning with Human Resources, an AI service should integrate with our web portal to great and respond to employees. In addition, the AI should integrate seamlessly with our third-party applications, document management systems and other software tools to perform repetitive tasks normally handled by staff. Basic functions that the AI should be able to perform include processes requests and updates to software platforms, handle processing of everyday tasks such as linking employee documents to the employee file of record, view and request information pertaining to shifts, time tracking, etc.

Acknowledgement
Please acknowledge receipt of this document by sending an electronic letter of receipt to Kyla Rogers, rogersk@umsystem.edu

Questionnaire

Company Experience and References

1. Provide a general overview of your company’s experience in providing an artificial intelligence tool in a health system setting. Specifically illustrate experiences similar in size and scope to the MU Health.
2. What do you consider your market differentiator(s) for your company’s artificial intelligence system? i.e. what features/functions set your product apart from other vendors?
3. Provide a current list of health systems similar in size and scope to MU Health that are currently utilizing your artificial intelligence system. (MUHC is an integrated academic health system closely partnered with several urban and rural moderate-sized hospitals serving a rural catchment area of 25 counties representing 800k+ inhabitants.)

4. Provide a minimum of four (4) references of your customers that have purchased products and services similar to that being proposed in the RFI. Include contact names, telephone numbers, and physical addresses.

**General Specifications**

1. Describe the ongoing administration and MUHC resources that will be necessary to properly maintain the solution.

2. Provide a list of existing clients for which you are currently serving as well as how long you have been their partner.

3. Please provide any ROI documentation that will help in determining the advantages to moving to your proposed AI solution.

4. Describe any value-added services that your organization will provide.

5. Describe how your system learnings new information as well expands its current offerings and services.

6. Describe how your system will be able to not only serve HR but the rest of the organization.

**Informatics and Reporting**

1. Describe your reporting platform.

2. Describe how MUHC will receive daily reports of actionable items. Provide samples of these reports.

3. Describe any reports, canned or customizable, that are available through dashboard and provide examples.

**Integration/Implementation**
1. Describe the implementation and set up process if we were to contract with your organization.

2. Describe any MUHC internal staff resources that are required for implementation of your organization’s platform.

3. Provide an example implementation timeline with set up process, implementation, and estimated deliverables.

4. Describe training and deployment assistance during implementation through go live.

5. Describe your API integration options and limitations.

6. Describe the ongoing support and resources that your organization will provide to ensure our ongoing success and sustainment of the platform.

**Support**

1. Provide standard support and maintenance agreement options and example terms of each.

2. Describe any SLA’s (Service level agreement) commitments as they relate but not limited to an employee recognition program to include uptime, downtime, scheduled upgrades etc.

3. Provide your solution’s standard service level agreement.

4. Describe or include your product’s foreseeable enhancement roadmap.

5. Describe any future functionality within your organization as it relates to the scope of this RFI not currently on your roadmap.

6. Describe IT security process/procedures when using a phone APP.
7. Is there a support team available to assist users in troubleshooting problems with the solution? Describe the process clients go through to log support tickets and summarize the ticket resolution process.

8. What are the support hours, methods of support (phone, email, live chat, portal for FAQ, on-site), levels of support, escalation procedure and issue priority determination? Where are your support facilities located?

Pricing

1) Please provide pricing detail for each of the following items:
   a. Total Year 1 estimated cost $________________

   Breakdown below
   i. Software Application $________________
   ii. Hardware (breakdown) $________________
   iii. Implementation $________________
   iv. Training $________________
   v. Warranty $________________
   vi. Maintenance & Support(bulk hourly rate) $________________
   vii. Travel cost if applicable $________________
   viii. Any additional cost not listed

   b. Maintenance & Support Year 2 $________________
   c. Maintenance & Support Year 3 $________________
   d. Maintenance & Support Year 4 $________________
   e. Maintenance & Support Year 5 $________________
   f. Tier base pricing for volume discounts $________________

Questions and Contact Information
If you have questions about this RFI please contact Kyla Rogers, rogersk@umsystem.edu

RFI #6041
Artificial Intelligence Application