

**REQUEST FOR PROPOSALS FOR  
OUTPATIENT REHAB TECHNOLOGY PROGRAM  
FOR  
THE CURATORS OF THE UNIVERSITY OF MISSOURI ON BEHALF OF  
MU HEALTH CARE RFP # 31211  
DUE DATE:  
FRIDAY, FEBRUARY 27, 2026  
TIME: 3:00 P.M. CT**

**THE CURATORS OF THE UNIVERSITY OF MISSOURI**

**Prepared by:**

**Marcy Maddox**

**Director, Sourcing & Contracting**

**MU Health Care Supply Chain**

**2401 LeMone Industrial Blvd.**

**Columbia, MO 65201**

Date Issued: 02/02/2026

**RFP # 31211**  
**OUTPATIENT REHAB TECHNOLOGY PROGRAM**  
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## NOTICE TO RESPONDENTS

The University of Missouri requests for Proposals of **OUTPATIENT REHAB TECHNOLOGY PROGRAM, RFP# 31211** which will be received by the undersigned at MU Health Care Supply Chain, until **Friday, February 27, 2026 at 3:00 p.m. CT. The University assumes no responsibility for any vendor's on-time receipt at the designated location for proposal opening. Faxed responses will not be considered.**

Specifications and the conditions of Request for Proposals together with the printed form on which Request for Proposals must be made may be obtained by accessing the following website: <http://www.umsystem.edu/ums/fa/procurement/bids> or from the Strategic Sourcing Specialist identified within this document.

In the event a Respondent chooses to use the Word version of the RFP to aid in the preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

If you have any questions regarding the RFP, please send them to:

**Marcy Maddox**  
**Director, Sourcing & Contracting**  
**MU Health Care Supply Chain**  
**2401 LeMone Industrial Blvd.**  
**Columbia, MO 65201**  
[maddoxml@health.missouri.edu](mailto:maddoxml@health.missouri.edu)

**All questions regarding the RFP must be received no later than 3:00 p.m. CST on February 13, 2026**

The University reserves the right to waive any informality in Request for Proposals and to reject any or all Request for Proposals.

THE CURATORS OF THE UNIVERSITY OF MISSOURI

**Marcy Maddox**  
**Director, Sourcing & Contracting**  
**MU Health Care Supply Chain**  
**2401 LeMone Industrial Blvd.**  
**Columbia, MO 65201**  
[maddoxml@health.missouri.edu](mailto:maddoxml@health.missouri.edu)

## UNIVERSITY OF MISSOURI GENERAL TERMS AND CONDITIONS

Except as otherwise specifically provided herein:

- “University” shall refer to The Curators of the University of Missouri.
- “Respondent” refers to the person or entity that is responding to this Solicitation.
- “Supplier” shall mean the successful Respondent(s) awarded a Contract as a result of this Solicitation.
- “Solicitation” shall mean the Request for Quotation, Request for Qualification, Request for Bids, Request for Proposal, or other competitive procurement process for which Respondent is submitting a response.
- “Contract” shall mean the contract awarded pursuant to this Solicitation.

1. **Governing Laws and Regulations:** Any Contract issued as a result of this Solicitation shall be governed by the laws of the State of Missouri without giving effect to the conflict of laws principles. Any action to enforce the provisions of a Contract issued as a result of this Solicitation shall be brought in a court of competent jurisdiction and proper venue in the State of Missouri. Additionally, the Supplier shall comply with all local, state, and federal laws, ordinances and regulations related to the performance of the Contract to the extent that the same may be applicable.
2. **Taxes:** The Supplier shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.
3. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Neither the issuance of this Solicitation, resulting Contract nor any other conduct, action or inaction of any University representative relating to the Solicitation and any resulting Contract is a waiver of sovereign immunity by the University. Any indemnity language in proposed terms and conditions will be modified to conform to language acceptable to the University.
4. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services, and firms when the goods or services to be provided are equally or better suited for the intended purpose. In assessing overall value, consideration will be given to the extent to which proximity or Missouri preference of the Respondent provides potential advantages or reduction of risks. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.
5. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of the awarded Contract, the University reserves the right to cancel the Contract with 30 days' notice.
6. **Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the Contract, the Supplier and all subcontractors shall not discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, national origin, ancestry, religion, sex, pregnancy, age, disability, protected veteran status, or any other status protected by applicable state or

federal law, and federal funds, if any, may not be used for programs that discriminate based on any such protected status.

The University serves from time to time as a contractor for and/or receives grant funding from the United States government and/or State of Missouri. Accordingly, the Supplier shall comply with all applicable state and federal laws, rules, regulations, and executive orders applicable to subcontractors of government contractors or to contractors of grant recipients, including those relating to non-discrimination, as each may be amended from time to time. Contract clauses required by the United States government or State of Missouri in such circumstances are incorporated herein by reference.

7. **OSHA requirements:** All items or services to be furnished hereunder shall meet all applicable State and Federal requirements of the Occupational Safety and Health Standard. All alleged violations and deviations from said State and Federal regulations or standards of the items of services to be furnished hereunder, must be set forth at the time of submission of the response. Or if at any later date the items or services contained herein shall not meet all applicable state and federal requirements after the Supplier is awarded the Contract hereunder, the Supplier must notify UM Procurement immediately in writing.
8. **Anti-Discrimination Against Israel Act:** If the Contract resulting from this Solicitation involves the acquisition or disposal of services, supplies, information technology, or construction and has a total potential value of \$100,000 or more, and if Supplier is a company with ten (10) or more employees, then Supplier certifies that it, and any company affiliated with it, does not boycott Israel and will not boycott Israel during the term of the Contract. In this paragraph, the terms “company” and “boycott Israel” shall have the meanings described in Section 34.600 of the Missouri Revised Statutes.
9. **Applicable Digital Accessibility Laws and Regulations:** The University affords equal opportunity to individuals with disabilities in its employment, services, programs and activities in accordance with federal and state laws, including [28 C.F.R. Pt. 35](#), Section 508 of the Rehabilitation Act, and RSMo. 161.935. This includes effective communication and access to electronic and information communication technology resources, and the University expects that all products will, to the greatest extent possible, provide equivalent ease of use for individuals with disabilities as for non-disabled individuals. The University of Missouri has adopted the Web Content Accessibility Guidelines (WCAG) 2.2 A and AA as the minimum standard.

Supplier shall: (1) deliver all applicable services and products in reasonable compliance with University standards (Web Content Accessibility Guidelines 2.2, Level A and AA or above); (2) provide the University with an Accessibility Conformance Report detailing the product’s current accessibility according to WCAG standards using the latest version of the Voluntary Product Accessibility Template (VPAT); (3) if accessibility issues exist, provide a “roadmap” plan for remedying those deficiencies on a reasonable timeline to be approved by the University; (4) within 15 days of notice respond to assist the University with resolving any accessibility complaints and requests for accommodation from users with disabilities resulting from Supplier’s failure to meet WCAG 2.2 A and AA guidelines at no cost to the University; and (5) indemnify and hold the University harmless in the event of any claims arising from inaccessibility. If supplier does not currently comply with WCAG 2.2 A and AA, they must provide confirmation that they have a roadmap in place to comply.

When installation, configuration, integration, updates, or maintenance are provided, the Supplier must ensure these processes are completed in a way that does not reduce the original level of WCAG conformance. If at any point after procurement it is determined that accessibility improvements need to be made in order to comply with the WCAG 2.2 A and AA standards, the Supplier agrees to work with the University to remedy the non-compliance by submitting a roadmap detailing a plan for improvement on a

reasonable timeline; provided, however, that any such improvements shall be implemented within 15 days of notice. Resolution of reported accessibility issue(s) that may arise should be addressed as high priority, and failure to make satisfactory progress towards compliance with WCAG, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of the agreement. The foregoing requirements are subject to the discretion of the University of Missouri System Director of Accessibility and ADA Coordinator.

10. **Applicable Health Related Laws and Regulations:** If these specifications or any resulting Contract involves health care services or products, then the following provisions apply: (i) Supplier agrees to maintain and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Supplier with regard to patients of the University. All services provided pursuant to this Contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and any other regulatory agency; (ii) Supplier represents that it is not excluded from participating in federal health care programs including Medicare and Medicaid, and is not debarred or suspended or listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Nonprocurement Programs; Supplier will notify University if it becomes excluded, debarred, or suspended during the term of the resulting Contract, Supplier will correct any breach of warranty at Supplier's sole expense. University does not waive any warranty by acceptance of goods, services or payment, and reserves all rights and remedies; and (iii) If the Supplier should be deemed a subcontractor of the University subject to the disclosure requirements of 42 U.S.C. § 1395x(v)(1), Supplier shall, until the expiration of four years after the furnishing of services pursuant to the resulting Contract, make available upon request to the Secretary, U.S. Department of Health and Human Services, and the U. S. Comptroller General, or any of their duly authorized representatives, a copy of the resulting Contract and the books, documents and records of services that are necessary to certify the nature and extent of the costs incurred under this resulting Contract by Supplier. If services or any duties of the resulting Contract are through a subcontractor with a value or cost of \$10,000 or more over a 12-month period with a third party, such subcontract shall contain a clause to the effect that should the third party be deemed a related organization, until the expiration of four years after the furnishing of services pursuant to such subcontract, the third party shall make available upon request to the Secretary, U.S. Department of Health and Human Services, and the U. S. Comptroller General, or any of their duly authorized representatives, a copy of the subcontract and the books, documents and records of such third party that are necessary to verify the nature and extent of the costs incurred under this resulting Contract by Supplier. No attorney-client, accountant-client or other legal privilege will be deemed to have been waived by either Party as a result of this resulting Contract; (iv) In relation to and for purposes of compliance with the "Stark" law, 42 U.S.C. § 1395nn, Supplier represents and warrants that: (i) it is not a physician owned distributor or "POD", (ii) it is not owned by one or more providers or physicians (as defined by the Stark law), and (iii) there are no physicians or providers with investment interests in the Supplier, in the case of (ii) and (iii) where any such ownership or investment interest would cause this arrangement to create a financial relationship between a "DHS entity" and a physician (hereinafter a "Stark Entity"). In the event the above representation and warranty changes so that it is inaccurate, Supplier will provide University with prompt written notice and the parties will negotiate any amendments to this Agreement necessary to ensure compliance with the Stark law.
11. **Excluded Individuals/Entities:** The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to

reject any Respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

12. **Compliance with CDC Guidelines (if applicable):** Supplier will monitor and comply with CDC and other federal, state, and local guidance related to any pandemic or global health concern; modifications to University operating procedures; and directives of University relating to protection of the health and safety of the University community.
13. **Inventions, Patents, and Copyrights:** The Supplier shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Supplier shall indemnify, defend, protect, and hold harmless the University its officers, agents, servants, and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the Supplier's performance or products produced under the terms of the Contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Supplier shall execute such documents as the University may require for the perfection thereof.

14. **Gifts:** Any Respondent to this Solicitation or Supplier shall refrain from offering any offers of gifts to the University, and all University of Missouri employees, in accordance with University of Missouri Policy #26301, Suppliers.
15. **Third Party Software:** If the resulting Contract contemplates or requires the use of third-party software, Supplier represents that none of the mandatory click-through, unsigned, or web-linked terms and conditions presented or required before using such third-party software conflict with any term of the resulting Contract or that it has authority to modify such third-party software's terms and conditions to be subordinate to the resulting Contract. Supplier shall indemnify and defend University against all claims resulting from an assertion that any such third-party terms and conditions are not in accord with, or subordinate to, the resulting Contract.
16. **University Premises:** If this resulting Contract requires Supplier's presence on University's premises or in University's facilities, Supplier will cause its employees, representatives, agents, and subcontractors to become aware of, fully informed about, and in full compliance with all applicable University rules and policies, including but not limited to those relative to personal health, security, environmental quality, safety, fire prevention, noise, smoking, and access restrictions.
17. **Use of University Marks:** Supplier shall not use the name or indicia of the University, nor of any of University's employees, in any manner of publicity, advertising, or news releases without prior written approval of the University.
18. **Debarment and Suspension Certification:** The Supplier certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).
19. **Cooperative Purchasing:** The intended coverage of this Solicitation, and any Agreement resulting from this Solicitation, shall be for the use by any MU Health Care locations. It shall also be available for use by all faculty, staff, students, departments, locations, and affiliates of the University of Missouri, as applicable. MU Health also has various affiliates.

MU Health Care seeks to make the terms and prices of this Contract available to MUHC's affiliates. Unless specifically included in the scope of the solicitation event, extension of the terms and prices to any or all affiliates is at the discretion of Supplier and shall not be considered in the award of this Contract. The Supplier shall further understand and agree that participation by affiliates is discretionary on the part of the affiliates, and MU Health Care bears no financial responsibility for any payments due the Supplier by such entities, nor will the MU Health Care be responsible for contract administration for affiliates.

20. **Contract Assignment:** The Contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.
21. **Contract Termination for Cause:** In the event the Supplier violates any provisions of the resulting Contract, the University may serve written notice upon Supplier and Surety setting forth the violations and demanding compliance with the Contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the Contract by serving written notice upon the Supplier; but the liability of Supplier and Surety for such violation; and for any and all damages resulting there from, as well as from such termination, shall not be affected by any such termination.
22. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the resulting Contract by giving written notice to the Supplier thirty (30) days prior to the effective date of such cancellation.
23. **Force Majeure:** University shall not be responsible for any failure to perform or delay in performing any of its obligations under this Agreement where and to the extent that such failure or delay results from causes outside the reasonable control of University. Such causes shall include, without limitation, war (whether declared or not), armed conflict or the serious threat of the same (including but not limited to hostile attack, blockade, military embargo), hostilities, invasion, act of a foreign enemy, extensive military mobilization; civil war, riot, rebellion, revolution, military or usurped power, insurrection, civil commotion or disorder, mob violence, act of civil disobedience; act of terrorism, sabotage or piracy; plague, epidemic, pandemic, outbreaks of infectious disease or any other public health crisis, including quarantine or other employee restrictions; act of authority whether lawful or unlawful, compliance with any law or governmental order, rule, regulation or direction, curfew restriction, expropriation, compulsory acquisition, seizure of works, requisition, nationalization; act of God or natural disaster such as but not limited to violent storm, cyclone, typhoon, hurricane, tornado, blizzard, earthquake, volcanic activity, landslide, tidal wave, tsunami, flood, damage or destruction by lightning, drought; explosion, fire, destruction of machines, equipment, factories and of any kind of installation, prolonged break-down of transport, telecommunication or electric current; general labor disturbance such as but not limited to boycott, strike and lock-out, go-slow, occupation of factories and premises; shortage or inability to obtain critical material or supplies, and the like.
24. **Warranty and Acceptance:** The Supplier expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the Solicitation, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a Contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all

equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Supplier upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

The bidder hereby guarantees that no article listed herein is adulterated or misbranded within the meaning of the Federal Food, Drug and Cosmetic Act or an article which may not, under the provisions of Federal Law, be introduced into interstate commerce.

25. **Accounting Practices:** The Supplier shall maintain, during the term of the Contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this Contract. The Supplier agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this Contract for the duration of the Contract and retain them for a minimum period of one (1) year beyond the last day of the Contract term. In the event time and materials are a portion of this bid, the University reserves the right to audit supplier's records concerning this bid.
26. **Personal Information:** If Respondent provides any "personal information" as defined in §105.1500, RSMo concerning an entity exempt from federal income tax under Section 501(c) of the Internal Revenue Code of 1986, as amended, Respondent understands and agrees that it is voluntarily choosing to seek a contract with an entity of the State of Missouri and providing such information for that purpose. The University will treat such personal information in accordance with §105.1500, RSMo.

## UNIVERSITY OF MISSOURI INSTRUCTIONS TO RESPONDENTS

- “University” shall refer to The Curators of the University of Missouri.
- “Respondent” refers to the organization that is interested in or responds to this Solicitation.
- “Supplier” shall mean the successful Respondent(s) awarded a Contract as a result of this Solicitation.
- “Solicitation” shall mean the Request for Quotation, Request for Qualification, Request for Bids, Request for Proposal, or other competitive procurement process for which Respondent is submitting a response.
- “Contract” shall mean the contract awarded pursuant to this Solicitation.

1. **Solicitation Document:** Respondents are expected to examine the complete Solicitation document and all attachments including, but not limited to, drawings, specifications, and instructions. Failure to do so is at Respondents’ risk. It is Respondents’ responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications, or requirements of the Solicitation appears to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the Solicitation to a single source.

Any and all communications from Respondents regarding specifications, requirements, or the Solicitation process should be directed to the University buyer of record referenced.

This Solicitation and any attachments constitute the complete set of specifications and response forms. No verbal or written information that is obtained other than through this Solicitation or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this Solicitation or give information as to the requirements of the Solicitation in addition to that contained in or amended to this written Solicitation document. In case of any doubt or difference of opinion as to the true intent of the Solicitation, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. **Preparation of Solicitations:** All Solicitation responses must be submitted in the format as specified in the detailed specifications. To receive consideration, Solicitation responses must be received prior to the due date and time stated.

Unless otherwise specifically stated in the Solicitation, all specifications and requirements constitute minimum requirements. All Solicitation responses must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the Solicitation clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Solicitation, all pricing submitted in response to this Solicitation is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications, it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution."

Unless noted in the specifications and/or on the proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at Supplier's expense, all items that are furnished which are not acceptable as equals to items specified and Supplier agrees to replace such items with satisfactory items at the original proposed price.

Time will be of the essence for any orders placed as a result of this Solicitation. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the Suppliers response and accepted by the University. Unless otherwise specified in the detailed specifications and/or on the proposal form, pricing shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed. Risk of loss or damage to the goods prior to the time of their receipt and acceptance by the University is upon the Supplier.

3. **Submission of Solicitation:** Respondent shall furnish information required by the Solicitation in the form requested. All Solicitation responses shall be submitted by a duly authorized representative of Respondent's organization.

By submitting a response to this Solicitation, Respondent agrees to provide the specified equipment, supplies and/or services in the Solicitation, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, Respondent certifies that: (1) the Solicitation response is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) Respondent has not directly or indirectly induced or solicited any other Respondent to submit a false or sham response to this Solicitation; (3) Respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) Respondent has not sought by collusion or otherwise to obtain any advantage over any other respondent or over the University.

If Respondent provides any "personal information" as defined in §105.1500, RSMo concerning an entity exempt from federal income tax under Section 501(c) of the Internal Revenue Code of 1986, as amended, Respondent understands and agrees that it is voluntarily choosing to seek a contract with an entity of the State of Missouri and providing such information for that purpose. University will treat such personal information in accordance with §105.1500, RSMo.

4. **Withdrawal and Resubmission of Solicitation Response:** Prior to the date and time designated for receipt of Solicitation response, Respondent may withdraw their response in writing to the buyer of record by a duly authorized respondent representative. Such withdrawal should be completed prior to the designated date and time for receipt of submission. Respondent may resubmit a withdrawn response up to the time designated for receipt of Solicitation response provided the resubmitted response complies with the Solicitation document. Respondent may not withdraw its response for a period of ninety calendar days after the time designated for receipt of Solicitation responses, unless the response contains an obvious and documented error for which it would be a manifest injustice to require Supplier to perform pursuant to such terms.
5. **Open Records & Confidentiality:** All submissions, information, and materials received by the University in connection with a Solicitation response shall be deemed open records pursuant to 610.021 RSMo. If Respondent believes any of the information contained in Respondent's response is exempt from 610.021 RSMo, Respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt.

- 6. Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the University before Contract award. Upon discovering an apparent clerical error, the University shall contact Respondent and request clarification of the intended submission. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of Respondent's response in order to verify the intent. Respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible Respondent whose product or service meets the terms, conditions, and specifications of the Solicitation and whose submission is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of Respondent to perform as required; whether Respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of Respondent; the quality of past performance by Respondent; the previous and existing compliance by Respondent with related laws and regulations; the sufficiency of Respondent's financial resources; the availability, quality and adaptability of Respondent's equipment, supplies and/or services to the required use; the ability of Respondent to provide future maintenance, service and parts.

The University reserves the right to make multiple awards, to accept or reject any or all responses, and to waive any technicality or informality in response to the Solicitation at the University's sole discretion.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer of Record. In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Assistant Vice President of Management Services, UM System shall be final and binding upon all parties.

- 7. Contract Award and Assignment:** The successful Respondent(s) shall enter into a Contract with the University in a form approved by the University. The Contract Documents shall include, unless otherwise specified in the resulting Contract, the Advertisement for Solicitation, Specifications and Addenda, Exhibits, Solicitation Form and Terms and Conditions, Form of Contract, Statement of Work, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.
- 8. Payment:** Preferred settlement method is through the use of Electronic Accounts Payable solutions. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be net 30 days. Cash discounts for prompt payment may be offered, but they will not be considered in determination of award unless specifically stated in the Detailed Specifications. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

For consulting services and/or contract labor services performed for MU Health Care, the hourly rate and the number of hours worked must be included in the agreement and/or on the invoice submitted. Payment may not occur unless this information has been provided.

The University encourages Respondents to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Respondents who participate in the

SUA program are Net 0 as opposed to the standard Net 30 terms.

- 9. Service-Disabled Veteran Business Enterprise (SDVE) Preference:** In accordance with section 34.074, RSMo, the Supplier should secure participation of qualified service-disabled veteran business enterprises (SDVE) in providing the products/services required herein. A three (3)-point bonus preference shall be granted to Suppliers who are a qualified SDVE or that provide at least three percent **(3%) SDVE** participation of the total contract value through the use of qualified SDVE subcontractors or suppliers.

In order to be considered a qualified SDVE, the SDVE must be certified by the State of Missouri, Office of Administration by the proposal opening date (date the proposal is due). The University will not accept certification from entities other than the State of Missouri, Office of Administration.

SDVE means a business that meets the requirements in section 34.074, RSMo and the implementing regulations of the State of Missouri, Office of Administration: doing business as a Missouri firm, a corporation, or individual or maintaining a Missouri office or place of business, not including an office of a registered agent; having not less than fifty-one percent (51%) of the business owned by one (1) or more service-disabled veterans (SDVs) or, in the case of publicly-owned business, not less than fifty-one percent (51%) of the stock of which is owned by one (1) or more SDVs; having the management and daily business operations controlled by one (1) or more SDVs; and the SDV possesses the power to make day-to-day as well as major decisions on matters of management, policy, and operation.

The services performed or the products provided by the SDVE must provide a commercially useful function related to the delivery of the contractually required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract. If the Supplier uses the services performed or the products provided by the SDVE, to any extent, in the Supplier's obligations outside of the contract, it shall not be considered a valid added value to the contract and shall not qualify as participation in accordance with this clause.

- 10.** Shipments shall be marked as directed on the resulting Purchase Order or Contract.
- 11.** The University shall not be responsible for articles or services furnished without a Purchase Order.
- 12.** All invoices and correspondence shall show the Purchase Order Number. All invoices must contain full descriptive information on items or service furnished. Separate invoices shall be rendered for each order and forwarded to the University.

## UNIVERSITY OF MISSOURI DETAILED SPECIFICATIONS

### 1. OBJECTIVE

The Curators of the University of Missouri, a public organization, propose to contract on behalf of MU Health Care (hereinafter referred to as "MUHC") with an organization (hereinafter referred to as "Respondent"), to provide **OUTPATIENT REHAB TECHNOLOGY PROGRAM** as described herein.

MUHC is issuing this Request for Proposal (RFP) to select a vendor that can provide an enterprise-grade outpatient rehabilitation technology platform, supporting PT/OT/SLP services across hospital-owned outpatient departments and affiliated clinics.

The Organization operates within an Oracle Health (Cerner) enterprise environment. Proposed solutions must integrate with Oracle Health systems and IDX/Athena and support enterprise clinical, revenue cycle, and interoperability standards.

### 2. SCOPE

MU Health Care is seeking proposals from qualified professional firms interested in providing a solution that will:

- Standardize outpatient rehab documentation and workflows
- Improve charge capture accuracy, authorization management, and denial prevention
- Support hospital billing, compliance, and audit requirements
- Integrate with Oracle Health systems
- Scale across multiple sites with strong governance and reporting

Vendors must clearly identify **native vs. third-party** functionality.

#### In-Scope

- Outpatient Rehab EMR (PT/OT/SLP)
- Scheduling and Practice Management
- Billing and/or Revenue Cycle Management
- Authorization Management
- Analytics and Reporting
- Patient Engagement
- Oracle Health (Cerner) and IDX/Athena Integration through HL7 and/or FHIR.
- Implementation, Training, and Support
- Imbedded home exercise program

This RFP may be awarded to a single or multiple suppliers as determined to be in the best interests of MUHC at the sole discretion of MUHC.

### **3. BACKGROUND INFORMATION**

MU Health Care is comprised of seven hospitals: Capital Region Medical Center, Children's Hospital, Ellis Fischel Cancer Center, Missouri Orthopaedic Institute, Missouri Psychiatric Center, University Hospital, and Women's Hospital, as well as approximately 60 outpatient clinics. The inpatient hospitals have a combined 600 beds. Affiliates of MU Health Care include Columbia Surgical Associates and Rusk Rehabilitation Center.

### **4. CONTRACT PERIOD**

The contract period shall be from the date of award for three (3) years with the option to renew for two (2) additional one-year periods.

Each respondent is required to state their maximum percent increase for items awarded for the successive annual renewal periods, if applicable. The percent increase shall be a percentage change in the unit prices and shall not exceed that percent. The percent increase will be considered when evaluating the financial proposals.

### **5. INSTRUCTIONS FOR PROPOSAL RESPONSE**

Responses should be enumerated in the same order and fashion of the Mandatory and Desirable Specifications outlined within. Respondents are required to fully respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with a description of ability and how to meet the evaluation criteria.

Respondents must be clear and concise in responses in order to be fully credited in the evaluation. Attach and reference any relevant documentation that would ensure the evaluating committee that both Mandatory and Desirable specifications are met. If "no response" or insufficient response to substantiate compliance is provided, MUHC reserves the sole right to reject respondent's response from further consideration.

Proposals are to be submitted in two (2) emails (not password protected) in the following manner.

Volume I – Functional Response – Response to mandatory and desirable criteria. Do not include financial information in this response.

Volume II – Financial Response – Include financial response, including proposal form, authorized respondent information, and Attachments A, B & C.

All proposals must be submitted via electronic mail to Marcy Maddox at [maddoxml@health.missouri.edu](mailto:maddoxml@health.missouri.edu). Subject line of emails to read RFP #31211, Outpatient Rehab Technology Program, Volume I and Volume II, respectively.

If there is a supplier related contract that must be signed as part of doing business, it should be included with the proposal response.

Respondent must complete and return the MUHC Proposal Form with their proposal response.

Supplier quote sheets are not acceptable forms of bidding and could cause rejection of proposal.

Note: Any Respondent's proposal that makes material modifications to the University's Terms and Conditions may be found non-responsive, as solely determined by MUHC.

## 6. EVALUATION AND CRITERIA FOR AWARD OF PROPOSAL

Respondents must meet the mandatory/limiting criteria to be "qualified" for scoring. If requirements are not met, the respondents are disqualified from further evaluation/award. Qualified remaining respondents will be scored on their ability to meet scored desirable criteria, which includes qualitatively, how specifications are met. A team of MUHC individuals will evaluate and assign points to suppliers' responses to the evaluation questions. At the sole option of MUHC, the functional/technical review team may decide to go on a site visit, at their expense, or request suppliers to perform a presentation/demonstration to confirm specifications are met as provided in responses. MUHC could elect to not award to a potential respondent if site visits/presentations revealed compliance inconsistency.

MUHC may request suppliers selected as finalists to come onsite to the University, at the supplier's expense, for presentations as part of the RFP selection. Virtual presentations via Zoom may also be used at MUHC's discretion.

Proposals will be awarded based upon the functional and financial evaluation.

## 7. INSURANCE REQUIREMENTS

Supplier agrees to maintain, on a primary basis and at its sole expense, at all times during the life of any resulting contract the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as the University's review or acceptance of insurance maintained by Supplier is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Supplier under any resulting contract. Coverage to be provided as follows by a carrier with A.M. best minimum rating of A-VIII.

**Commercial General Liability** Supplier agrees to maintain Commercial General Liability at a limit of not less than **\$1,000,000 Each Occurrence, 2,000,000** Annual Aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual liability, or Cross liability.

Supplier may satisfy the minimum liability limits required for Commercial General Liability or Business Auto liability under an Umbrella or Excess liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto liability. Supplier agrees to endorse the officers, employees, and agents of The Curators of the University of Missouri as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.

**Business Auto Liability (if required in service performance)** Supplier agrees to maintain Business

Automobile Liability at a limit not less than \$1,000,000 Each Occurrence. Coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event Supplier does not own automobiles, Supplier agrees to maintain coverage for Hired & NonOwned Auto liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

**Workers' Compensation & Employers Liability** Supplier agrees to maintain Workers' Compensation in accordance with Missouri State Statutes or provide evidence of monopolistic state coverage. Employers Liability with the following limits: \$500,000 each accident, disease each employee and disease policy limit.

**Professional Liability** Supplier agrees to maintain Professional Liability at a limit of not less than \$1,000,000 Each Occurrence, \$3,000,000 Aggregate.

**Data Breach** If capturing, transmitting or access to PII, PHI or PCI then coverage must also include Data Breach coverage of \$1,000,000 per occurrence.

#### **Contract Language**

The officers, employees and agents of The Curators of the University of Missouri are to be Additional Insured with respect to the project to which these insurance requirements pertain. A certificate of insurance evidencing all coverage required is to be provided at least 10 days prior to the inception date of the contract between the supplier and the University. Supplier is required to maintain coverages as stated and required to provide written notice of cancellation according to the policy provisions. The University reserves the right to request a copy of the policy. The University reserves the right to require higher limits on any contract provided notice of such requirement is stated in the request for proposals for such contract.

#### **Indemnification**

The Supplier agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Supplier's operations. The supplier agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the Supplier or at the option of the University, agrees to pay to or reimburse the University for the Defense Costs incurred by the University in connection with any such liability claims, or demands.

The parties hereto understand and agree that the University is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the University, or its officers, employees, agents or volunteers.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the University shall have the right to cancel and terminate the contract without notice.

The insurance required by the provisions of this article is required in the public interest and the University does not assume any liability for acts of the Agency/Service and/or their employees and/or their

subcontractors in the performance of this contract.

## **8. BUSINESS ASSOCIATE REQUIREMENTS**

If the services requested by MUHC via this RFP require the respondents to use and/or disclose protected health information (PHI), a "Business Associate" relationship exists. The following 19 identifiers, together or individually, may constitute PHI:

1. Names;
2. All geographic subdivisions smaller than a state (e.g. street address, city, county, precinct, zip code);
3. All dates related to the individual (e.g. date of birth, admission date, discharge date, date of death);
4. Telephone number;
5. Fax number;
6. Electronic mail addresses;
7. Social Security Number {SSN};
8. Medical record number;
9. Health plan numbers;
10. Account numbers;
11. Certificate or license numbers;
12. Vehicle identification/serial numbers, including license plate numbers;
13. Device identification/serial numbers;
14. Universal resource locators (URL's);
15. Internet protocol (IP) addresses;
16. Biometric identifiers;
17. Full face photographs and comparable images;
18. Genetic information; or
19. Any other unique identifying number, characteristic or code

If a Business Associate relationship is determined to exist, the awarded supplier will be required to sign the University's Business Associate Agreement at the time of contract execution.

## **9. MANDATORY CRITERIA**

Respondents must meet all mandatory requirements in this section in order to continue with a response to this RFP. Any Respondent that does not meet all the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer.

### **Vendor Qualifications**

- A. It is mandatory for the respondent have a minimum of 3 years' experience supporting outpatient rehabilitation EMR solutions.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- B. It is mandatory for the respondent to be able to demonstrate experience with hospital-owned outpatient rehab centers.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- C. It is mandatory for the respondent to provide at least 3 current health systems or AMC references.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- D. It is mandatory for the respondent to be financially solvent organization (no pending bankruptcy)

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

## **Integration**

- A. It is mandatory for the respondent to demonstrate the ability to interface with Oracle Health Millennium and IDX/Athena.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- B. It is mandatory for the respondent to support HL7 ADT messages for patient registration updates.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- C. It is mandatory for the respondent to support inbound orders/referrals from Oracle Health.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- D. It is mandatory for the respondent to support outbound documentation or clinical summaries to Oracle Health.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- E. It is mandatory for the respondent to support charge/transaction (DFT) interfaces for hospital billing.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- F. It is mandatory for the respondent to demonstrate the ability to participate in Oracle Health security and access governance.

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

## **Revenue Cycle & Billing**

- A. It is mandatory for the respondent to support hospital-based outpatient billing workflows

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- B. It is mandatory for the respondent to provide time-based billing compliance (8-minute rule)

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

- C. It is mandatory for the respondent to have the ability to provide modifier automation (e.g., GP/GO/GN, 59, CQ/CO as applicable)

**CONFIRM**    Y\_\_\_\_\_    N\_\_\_\_\_

**Provide information to support your answer.**

D. It is mandatory for the respondent to provide authorization tracking with alerts

**CONFIRM**    Y\_\_\_\_\_            N\_\_\_\_\_

**Provide information to support your answer.**

E. It is mandatory for the respondent to provide audit trail for documentation and charge edits.

**CONFIRM**    Y\_\_\_\_\_            N\_\_\_\_\_

**Provide information to support your answer.**

F. It is mandatory for the ability to file transfer/interface to manage the charge entry workflow.

**CONFIRM**    Y\_\_\_\_\_            N\_\_\_\_\_

**Provide information to support your answer.**

## **Security, Privacy and Compliance**

***\*Please refer to exhibit A for IT related mandatory and desirable elements. Respondents must address each item on the list for further consideration.***

### **10. DESIRABLE CRITERIA**

It is the Respondent's responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations.

#### **Clinical Documentation & Workflow**

**The respondent should provide narrative detail, screenshots and examples of functionality including;**

- A. PT/OT/SLP discipline-specific templates
- B. Customizable documentation with governance controls
- C. Required fields and compliance enforcement
- D. Pediatric, neuro, and specialty workflows
- E. Clinician efficiency tools (macros, defaults, automation)

### **Scheduling & Practice Management**

**The respondent should provide narrative detail, screenshots and examples of functionality including;**

- A. Multi-site scheduling
- B. Resource-based scheduling (provider, room, equipment)
- C. Referral/order intake workflow
- D. Automated reminders and waitlists
- E. Real-time eligibility verification

### **Revenue Cycle & Financial Performance**

**The respondent should provide narrative detail, screenshots and examples of functionality including;**

- A. Claim scrubbers and edit engines and any alerts available in the systems.
- B. Denial management workflows
- C. RCM service performance reporting (if applicable)

### **Analytics & Reporting**

**The respondent should provide narrative detail, screenshots and examples of functionality including;**

- A. Ability to add data to enterprise data warehouses
- B. Productivity and utilization dashboards
- C. Referral leakage and access reporting
- D. Financial and RCM performance analytics
- E. ERA posting and reconciliation (Charge reconciliation)
- F. Exportable/custom reports
- G. Support for payer and regulatory reporting

### **Oracle Health Alignment**

**The respondent should provide narrative detail, screenshots and examples of functionality including;**

- A. Depth of Oracle Health and IDX/Athena interface experience
- B. Documentation return/read-only access in Oracle Health
- C. Support for SSO and enterprise identity management
- D. Interface monitoring and issue resolution

### **Implementation & Support**

**The respondent should provide narrative detail, screenshots and examples of functionality including;**

- A. Implementation methodology and timeline
- B. Data migration approach
- C. Training model and materials

- D. Go-live and post-go-live support including onsite support, testing, etc.
- E. Ongoing account management

Respondents must clearly identify AI capabilities that are currently available in production versus those that are planned or on the vendor roadmap.

### **AI Capabilities**

The Respondent should provide narrative detail, screenshots, and examples of any AI-enabled functionality, including but not limited to:

- AI-assisted clinical documentation or note drafting
- Voice recognition or ambient documentation support
- Automated identification of incomplete, inconsistent, or non-compliant documentation
- Predictive identification of high-risk claims, denials, or authorization issues
- AI-supported billing work queues or prioritization logic
- Predictive no-show or cancellation risk modeling
- Scheduling or capacity optimization recommendations
- Operational insights or anomaly detection related to productivity, utilization, or revenue

### **AI Governance, Safety, and Transparency**

The Respondent should describe how AI capabilities are governed and controlled, including:

- Clear distinction between AI-generated content and user-entered content
- Human-in-the-loop controls (ability to review, accept, or reject AI recommendations)
- Role-based controls to enable or disable AI features
- Explainability of AI outputs (how and why recommendations are made)
- Audit logging of AI activity consistent with MUHC security requirements

### **Data Use, Privacy, and Oracle Health Alignment**

The Respondent should provide a clear description of:

- Whether and how Protected Health Information (PHI) is used by AI models
- Whether MUHC data is used for model training and how such use can be restricted or excluded
- Data ownership and retention related to AI-generated content
- Alignment with Oracle Health (Cerner) security, access controls, and audit requirements
- Compliance with applicable healthcare data privacy and security standards

### **AI Maturity and Roadmap**

The Respondent should describe:

- AI features currently deployed in production environments
- Client references actively using AI capabilities
- Measurable outcomes achieved through AI use (e.g., time savings, denial reduction)
- AI product roadmap for the next 12–36 months
- Client influence on AI feature development and prioritization

## **Implementation & Support**

**The respondent should provide narrative detail, screenshots and examples of functionality including;**

- F. Implementation methodology and timeline
- G. Data migration approach
- H. Training model and materials
- I. Go-live and post-go-live support including onsite support, testing, etc.
- J. Ongoing account management

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**REQUEST FOR PROPOSAL FORM**  
**REQUEST FOR PROPOSALS FOR**  
**OUTPATIENT REHAB TECHNOLOGY PROGRAM**  
**FOR**  
**THE CURATORS OF THE UNIVERSITY OF MISSOURI ON BEHALF OF**  
**MU HEALTH CARE RFP #31211**  
**DUE DATE: FEBRUARY 27, 2026**  
**TIME: 3:00 P.M., CT**

The undersigned proposes to furnish the following items and/or services in accordance with all requirements and specifications contained within this Request for Proposal issued by MU Health Care.

Respondents should provide comprehensive pricing proposals including

- Transparent and clarity of pricing models
- Total cost of ownership
- Implementation, License, Subscription or other fees.
- Contract flexibility and term options
- Termination and data access provisions.
- State any applicable maximum price increases for renewal years:

### AUTHORIZED RESPONDENT REPRESENTATION

Authorized Signature		Date	
Printed Name		Title	
Company Name			
Mailing Address			
City, State, Zip			
Phone No.		Federal Employer ID No.	
Fax No.		E-Mail Address	
Number of calendar days delivery after receipt of order: _____		Payment Terms: _____ Note: Net 30 is default. Early pay discounts encouraged.	
Select Payment Method:                      SUA                      ACH                      Check			
Circle one:      Individual      Partnership      Corporation			
If a corporation, incorporated under the laws of the State of _____			
Licensed to do business in the State of Missouri?    ____yes    ____no			
Maintain a regular place of business in the State of Missouri?    ____yes    ____no			

**This signature sheet must be returned with your proposal.**

**ATTACHMENT A**  
**SDVE PARTICIPATION FORM**

**Evaluation of Supplier's SDVE Participation:** If a Respondent is proposing participation by a Service-Disabled Veteran Business Enterprise (SDVE), in order to receive evaluation consideration for participation by the SDVE, the Respondent must provide the required information with the proposal. Information not included with the proposal will not be considered in scoring.

**SDVE Evaluation:** The respondent must either be a SDVE or must be proposing to utilize a SDVE as a subcontractor and/or supplier that provides at least three percent (3%) of the total contract value. If the Respondent proposing a SDVE participation percentage meets or exceeds three percent (3%) of the total contract value and provides the required documentation identified herein, then the Supplier shall be assigned the three (3) bonus points.

**SDVE Commitment:** If the Respondent is awarded a contract and the Respondent received points for the SDVE participation in the evaluation, the percentage level of SDVE participation committed to by the Respondent shall be a contractual requirement.

**Spending with SDVE Companies:** If you are a certified SDVE, as defined in the Instructions to Respondents, section #9, please provide evidence of certification below.

**SDVE Certified in Missouri:** Are you a Service-Disabled Veteran Business Enterprise (SDVE) certified by the State of Missouri, Office of Administration? YES \_\_\_\_\_ or NO \_\_\_\_\_

If YES was checked above as being a certified SDVE by the State of Missouri, Office of Administration, provide the name of the SDVE your certificate is under. \_\_\_\_\_

If you are not a certified SDVE, are you willing to commit to using one or more certified SDVE companies in the performance of this contract if awarded? If yes, please explain the nature of the participation by each SDVE and provide the percentage of the contract value that will be attributable to such SDVE and evidence of certification.

\_\_\_\_\_

-----**THIS FORM MUST BE SUBMITTED WITH THE RESPONSE**-----

**ATTACHMENT B**  
**PHYSICIAN SELF-REFERRAL QUESTIONNAIRE**

**Section I – Company Ownership**

1. Is your company a publicly traded stock company with more than \$75 million in stockholder equity? NO \_\_\_\_\_ YES \_\_\_\_\_
2. Is your company a public agency? NO \_\_\_\_\_ YES \_\_\_\_\_

**Section II – Physician Relationship**

For purpose of answering these questions, the term “immediate family member” means the following individuals: husband or wife; natural or adoptive parent, child or sibling, stepparent, stepchild, stepbrother or stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law, grandparent or grandchild, and spouse of a grandparent or grandchild.

1. Is your company owned or governed in whole or part by a physician (or an immediate family member of a physician) who may refer patients or treat patients at a MU Health Care facility? NO \_\_\_\_\_ YES \_\_\_\_\_
2. Is your company owned or governed in whole or part by any person (other than a physician or immediate family member of a physician) who may refer patients to a MU Health Care facility? NO \_\_\_\_\_ YES \_\_\_\_\_
3. Does your company employ or contract with a physician (or an immediate family member of a physician) who may refer patients or treat patients at a MU Health Care facility? NO \_\_\_\_\_ YES \_\_\_\_\_
4. Does your company have compensation arrangements with a physician (or an immediate family member of a physician) that vary with or take into account the volume or value of referrals or other business generated by the physician for a MU Health care facility? NO \_\_\_\_\_ YES \_\_\_\_\_

If you answered “Yes” to any of the questions 1-4 of Section II, please provide the applicable physician name(s), the person(s) who refers patients to the health care facilities, the name(s) of the health care facilities, and if applicable, the name(s) of the immediate family members of the physicians or other person.

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I represent the answers provided herein are truthful and accurate as of the date of my signature below. I agree to immediately notify the Director of MUHC Supply Chain Operations at 2910 LeMone Industrial Blvd., Columbia, MO 65201 of any changes in the above disclosed information.

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Company Name

---

Signature

Date

---

Print Name

Title

EXHIBIT C  
RFP SECURITY RELATED CRITERIA

**MU HEALTHCARE | INFORMATION SECURITY**

**RFP Mandatory and Desired**

08/12/2025

Most recent document can be found [here](#).

**Security Related**

	Type	Category	Requirement	Conditions
1.	Mandatory	Agreements	The vendor will enter into a Business Associate Agreement provided or agreed to by UM System.	Solutions that involve PHI.
2.	Mandatory	Agreements	The vendor confirms that any subcontractors who have access to protected health information (PHI) have signed a Business Associate Agreement (BAA) with the vendor.	Solutions that involve PHI.
3.	Mandatory	Practices	Vendor will provide evidence of independent audit (SOC 2 Type 2, HITRUST, ISO 27001) where the scope of the audit covers the vendor's operational practices and technical controls <b>or</b> complete a HECVAT FULL (most recent version).  Note: Independent audit is desired over HECVAT	Solutions that are fully or partially hosted by the vendor, or where the vendor stores, processes, creates, receives, or transmits MUHC data.
4.	Mandatory	Practices	Manufacturer Disclosure Statement for Medical Device Security (MDS2)	For solutions that involve medical devices.
5.	Mandatory	Practices	Vendor provides evidence of secure coding practices, including framework adoption.	All
6.	Mandatory	Practices	Vendors must provide complete vulnerability scan and penetration testing reports conducted within the past 12 months.  Note: Independent vulnerability scan and penetration test is desired over internal.	For solutions that involve cloud-based, web-based, or API components.
7.	Mandatory	Best Practices & Compliance	Solution supports unique user identification requirement.	All
8.	Mandatory	Best Practices & Compliance	Solution supports Role-Based Access Controls (RBAC).	All  For solutions involving PHI, RBAC must support minimum necessary standard.

9.	Mandatory	Compliance	The solution meets user access log requirements below <sup>i</sup> .	Solutions that involve PHI.
10.	Mandatory	Compliance	All PHI on vendor's systems and subsystems are encrypted with industry approved encryption technology.	Solutions that are fully or partially hosted by the vendor, or where the vendor stores, processes, creates, receives, or transmits MUHC PHI.
11.	Mandatory	Best Practices & Compliance	<p>Vendor utilizes zero trust methodology.</p> <p>On-prem Servers, Appliances, and Devices (if applicable) must:</p> <ul style="list-style-type: none"> <li>• Support residing in an isolated VLAN where inbound and outbound traffic must be allow-listed.</li> <li>• Support MUHC endpoint detection and response (malware protection).</li> <li>• Support operating systems that are not end of life support.</li> </ul>	All solutions.
12.	Mandatory	Best Practices	If the solution needs to send email where the "from" email address is from a UM domain (e.g., @health.missouri.edu, @umsystem.edu, @missouri.edu), the solution must support subdomains (e.g., @vendorsolution.health.missouri.edu).	All solutions.
13.	Mandatory	Best Practices	Mobile apps must be capable of running under MUHC's Mobile Device Management solutions.	All solutions that involve a mobile app used by MUHC workforce.
14.	Mandatory	Best Practices	User accounts can be disabled or deactivated rather than deleted and disabled accounts are not subject to licensing.	All
15.	Mandatory	Best Practices	Meets Authentication Requirements listed below <sup>ii</sup> .	All
16.	Desired	Practices	Desktop application must not require admin privileges to be used by the end user of the application.	

17.	Desired	Best Practices	Solution supports Microsoft Azure's Single-Sign-On through UM System's Azure instance or LDAP.	All
18.	Desired	Practices	Supports Allow-Listing of University IP address.	For solutions that involve cloud-based, web-based, or API components.

#### Non-Security Related

	Type	Category	Requirement	Conditions
19.	Mandatory	Integrations	Solution supports integration to Oracle Electronic Medical Record (EMR) system.	All solutions requiring integration with MUHC EMR.

#### Documentation Requested

	Type	Category	Requirement	Conditions
20.	Requested	Documentation	<ul style="list-style-type: none"> <li>Provide a general description of how the solution will be used.</li> <li>For clinical use, describe what clinical procedures or type of patients.</li> <li>For operational use, describe workflows, business processes, or analytic capabilities the solution provides.</li> </ul>	All
21.	Requested	Documentation	Where multiple subscriptions and options exist, provide a list specific subscription and options are included in RFP (or reference which document has information).	All
22.	Requested	Documentation	Documentation of Azure Application Registrations or service accounts, including permissions that are needed.	For solutions requiring Application Registrations or service accounts.
23.	Requested	Documentation	Inventory of desktop-based software, modules, or add-ons, with documentation on what permissions are needed to install or run the application.	For solutions that require desktop software to be installed.
24.	Requested	Documentation	List of all user-facing access points to the solution, such as web portals, mobile applications, or other interfaces. This does not require detailing every individual screen or page. The goal is to provide a clear understanding of each unique method by which users, whether patients, providers, or administrators, can access the system.	All

25.	Requested	Documentation	Network requirements, including, but not limited to firewall rules.	All
26.	Requested	Documentation	Describe solution's backup methodology.	
27.	Requested	Documentation	Recovery Time Objective - specify the maximum acceptable amount of time the solution may be unavailable during a disruption before normal operations are restored, in alignment with the defined Recovery Time Objective (RTO).	Solutions that are fully or partially hosted by the vendor, or where the vendor stores, processes, creates, receives, or transmits MUHC data.
28.	Requested	Documentation	Documentation on how the vendor intends to meet and how they have tested the RTO?	Solutions that are fully or partially hosted by the vendor, or where the vendor stores, processes, creates, receives, or transmits MUHC data.
29.	Requested	Documentation	Recovery Point Objective – specify the maximum acceptable amount of data loss measured in time (i.e., the point in time to which data must be restored following a disruption) in accordance with the solution's Recovery Point Objective (RPO).	Solutions that are fully or partially hosted by the vendor, or where the vendor stores, processes, creates, receives, or transmits MUHC data.
30.	Requested	Documentation	Documentation on how the vendor intends to meet and how they have tested the RPO?	Solutions that are fully or partially hosted by the vendor, or where the vendor stores, processes, creates, receives, or transmits MUHC data.
31.	Requested	Documentation	Requirements and options for remote access.	Solutions where remote access is needed by the vendor to access servers or devices on MUHC's network.
32.	Requested	Documentation	Documentation of intended use of MUHC's de-identified data. Include detailed description of how the data will be de-identified and if the vendor will be maintaining a <i>mapping table</i> (to re-identify a record) to the de-identified dataset.	Where the vendor intends to de-identify and use MUHC's data.

## <sup>1</sup> User Access Log Requirements

**Record Access** – when a user views the single record or partial record of an individual within the solution.

**List Access** – when a user views PHI presented in a list view (i.e., list of patients scheduled that day, list of patients based on search).

- The solution creates audit logs on the following:
  - When a user authenticates (login) to the solution.
  - When a user creates, modifies, or deletes a user of the solution.
  - When a user accesses, creates, modifies, or deletes PHI of an individual (**Record Access**).
  - When a user views PHI of individuals (List Access).
  - When a user exports PHI (e.g., creates a report, exports data to Excel or CSV).

- Logs contain the following information:
  - User identifier such as username.
  - Description of action.
  - Date and time of action.
  - Description of data accessed or reference window name (e.g., demographics, lab results, clinical note).
  - Identifier of patient(s) (e.g., name, patient ID number, or medical record number).
    - For **List Access**, having the ability to determine which patients were displayed when the user accessed the list would be an acceptable compensating control with confirmation from the vendor that the report was thorough and accurate.
- Access to Audit Logs: Customer can access the above-mentioned audit logs via the application.
- Log Retention: The above-mentioned audit logs are available for no less than 12 months.
- Log Integrity: Vendor implements protections to ensure that audit logs cannot be modified by the customer or vendor.

## <sup>1</sup> Authentication Requirements

The solution must support one of the following authentication methods:

- Single Sign-On (SSO) via the UM System's Microsoft Azure instance
- Integration with the UM' Systems LDAP directory
- Application-based authentication that meets the criteria outlined below

If using application-based authentication, the solution must:

- Support multi-factor authentication (MFA) using an authenticator app
- Alternatively, support email or SMS-based MFA combined with IP allow-listing

If the application is internet-accessible and hosted by the vendor:

The vendor must confirm that login activity logs are actively monitored for suspicious access attempts.

## <sup>i</sup> User Access Log Requirements

**Record Access** – when a user views the single record or partial record of an individual within the solution.

**List Access** – when a user views PHI presented in a list view (i.e., list of patients scheduled that day, list of patients based on search).

- The solution creates audit logs on the following:
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## **ii Authentication Requirements**

**The solution must support one of the following authentication methods:**

- Single Sign-On (SSO) via the UM System's Microsoft Azure instance
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**If the application is internet-accessible and hosted by the vendor:**

- The vendor must confirm that login activity logs are actively monitored for suspicious access attempts.