



**REQUEST FOR PROPOSAL  
Clinical AI System**

**Issue Date: July 12, 2024  
Bid Due Date: July 25, 2024**

**Metrocare Services, Inc  
1345 River Bend Dr  
Suite 200  
Dallas, TX 75247  
Ph: 214-743-1200**

**METROCARE SERVICES**

**REQUEST FOR PROPOSAL**

**For Clinical AI System**

**Responses due Thursday, July 25, 2024, by 4:30pm CST**

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**I. GENERAL DESCRIPTION of CENTER:**

The mission of Metrocare Services is to serve our neighbors with developmental or mental health challenges by helping them find lives that are meaningful and satisfying. We are an agency committed to quality gender-responsive, trauma-informed care to individuals experiencing serious mental illness, development disabilities, and co-occurring disorders. Metrocare programs focus on the issues that matter most in the lives of the children, families, and adults we serve.

**II. OVERALL PROJECT OBJECTIVES**

Metrocare has several divisions, including Mental Health, Local Intellectual and Developmental Disability Authority, Homeless and Housing Services, and Veterans and Military Family Services who are interested in purchasing a clinical augmented intelligence system that supports better care delivery by capturing the clinical session conversation and then assembles a progress note that is presented to the provider for review and aides in the completion of the required documentation for the encounter.

**III. SPECIFICATION OF DELIVERABLES**

The preferred application will utilize clinical intelligence to capture key points in the clinical session and assist the clinician with the required documentation for the encounter. An overview of the services provided by the vendor should include a detailed description of each of the following minimum capabilities:

- Clinically proven ambient listening capability using either a static or mobile listening device for a minimum of a year.
- EMR agnostic and able to integrate with Netsmart MyAvatar
- Can be mapped to current progress note formats.
- Manual note entry supports multiple languages

**IV. PROPOSAL REQUIREMENTS:**

A submission must, at a minimum, include the following elements:

- Description of your firm including general overview, names and credentials of team members
- Description of the functionality of the solution
- A brief description of the firm's strengths, related experience and skills or capabilities as they might relate to Metrocare Services
- Define any hardware/specific system requirements
- Outline of the implementation process to be used
- Data pertaining to potential time savings for our clinicians
- Pricing Breakdown for services offered
- Timeline of project (estimate)

**V. RFP CONTACT INTRODUCTION**

Requests for Proposals will be accepted for Metrocare Services by Katisha Clark, Director of Purchasing, at the Corporate Headquarters Office, 1345 River Bend Dr, Dallas, TX 75247 until **4:30 P.M. CST on Thursday, July 25, 2024.**

Submissions will be sent via email to [RFPsolutions@Metrocareservices.org](mailto:RFPsolutions@metrocareservices.org), with a subject line of "*Vendor Name*: Clinical AI System RFP Response." The Request for Proposal document is available via download from Metrocare's web site.

**VI. DESCRIPTION OF THE RFP PROCESS**

The RFP process shall consist of a two (2) step process.

a. Step 1 – Submission of Proposal

Metrocare Services will establish an RFP Committee/Internal Working Group to review and evaluate the responses to the RFP in accordance with the evaluation criteria identified herein. Metrocare reserves the right to interview vendors if deemed a necessary step.

b. Step 2 – Selection and Recommendation Stage

The RFP Committee will select a provider to deliver and facilitate the implementation of the clinical AI system for Metrocare. Staff will then seek final approval from Metrocare's Executive Committee.