

Request for Bids – Tender_20123

Artificial Intelligence Solutions - AI Scribe

Bidder Information Session

November 22, 2024

11:00AM Toronto Time



**Supply
Ontario**

In the event of a discrepancy between the Artificial Intelligence Solutions - AI Scribe Request for Bids (RFB) Tender #20123, and this presentation document, the RFB shall prevail.

The contents of this document do not constitute any change within the RFB.

Bid submissions must rely solely on the information contained in the RFB documents and/or as modified by RFB addenda.

Bidders are responsible for all costs associated with or incurred for any activity related to this RFB

Introduction

- This presentation is for information purposes only and may be subject to change.
- The objective of this session is to ensure that Bidders have the required information to respond to this RFB in an electronic tendering environment.
- All questions must be submitted through Ontario's designated electronic tendering system, Ontario Tenders Portal (OTP) at ontario.ca/tenders. Responses will be by way of an Addendum posted to the RFB.
 - No questions will be answered during this session and all participants will be muted .
 - No questions will be answered during this session through Microsoft Teams chat.
- This slide deck will be posted on the OTP after this presentation.

Agenda

- Background
- Timetable
- RFB Scope
- Electronic Tendering Service
- Addenda & Bidder Questions
- RFB Process
- Bid Evaluation Process
- Second Stage Selection Process
- VOR Arrangements Contract Awards
- Vendor and Pricing Refreshes
- Tips for Bidders

Background

- The purpose of this RFB is to qualify Vendors to be part of a VOR Arrangement for Artificial Intelligence Solutions – AI Scribe.
- The term of the new agreement will be 4 years (3 years, plus one 1–year extension option)
- The RFB seeks to qualify multiple vendors without any cap on the number of vendors
- The new VOR arrangement will provide the entities within public Healthcare Sector with access to qualified vendors to provide AI Scribe solutions to meet their needs.

Timetable

- Date RFB Issued: Nov 15, 2024
- Bidder Information Session: Nov 22, 2024 @ 10:00 am Toronto time
- Deadline for Questions: Nov 29, 2024 @ 11:00 am Toronto time
- Deadline for Issuing Addenda: Dec 4, 2024 @ 17:00 Toronto time
- RFB Submission Deadline: Dec 13, 2024 @ 12:00 Noon Toronto time, via the OTP

RFB Scope

- Supply Ontario (SO) is seeking Bids from Bidders to establish a multi-vendor Vendor of Record (VOR) arrangement for Artificial Intelligence (AI), stream AI Scribe solutions. The new VOR arrangement will provide the entities in public Healthcare Sector with access to qualified vendors to provide AI Scribe solutions to meet their needs.
- This VOR arrangement will introduce a digital tool designed to reduce the administrative burden on healthcare practitioners, allowing them to focus more on patient care. This will enhance patient engagement, improve care coordination, and optimize clinical workflows.
- Scope of Work – AI Scribe
 - Capture ambiently patient-physician conversations.
 - Transform these audio recordings into text using speech-to-text technology.
 - Generate a clinical note from the transcribed text using artificial intelligence (particularly employing a large language model).

Electronic Tendering System

- **Ontario Tenders Portal (OTP) on Jaggaer ([Ontario.ca/tenders](https://www.ontario.ca/tenders))**
- For technical assistance when preparing your submission, contact Customer Support at [Jaggaer Customer Support](#) or at 866-722-7390.
- It is strongly recommended that pop-ups be enabled in the Bidder's web-browser. This will allow a warning message to appear if the Bidder's session has been inactive for over 15 minutes and is about to be logged out. The time-out function is an important security requirement for the e-Tendering portal.
- Additional information about doing business with the Ontario Government is available at the following link: <https://www.ontario.ca/page/doing-business-government-ontario>

Addenda & Bidder Questions

- If for any reason Supply Ontario determines that it is necessary to provide additional information and responses to Bidders questions relating to this RFB during the posting period, such information will be communicated to all Bidders by addenda posted as an attachment on the OTP.
- Each addendum shall form an integral part of this RFB.
- Questions must be submitted in writing through the online e-Tendering messaging feature in the OTP. Questions submitted via email will not be answered.
- The deadline for Bidder questions is Nov 29, 2024 at 11:00 am Toronto time.
- All questions received prior to the above deadline will be answered via addendum posted on the OTP by Dec 4, 2024 at 17:00 Toronto time.

RFB Process

Stage 1 - Qualification Envelope (RFx 18057)

- Access, read and respond to the questions within this Qualification Envelope first.
- Qualification Envelope includes Mandatory Requirements sections.
- **Even though the OTP system will allow a bid that has answered "No" to a Mandatory Requirement to complete the bid process, failure to meet all the Mandatory Requirements may result in Bidder disqualification.**
- Bidders must complete the Qualification Envelope and click the “submit” button.

RFB Process continued

Stage 2 – Technical Envelopes (RFx_18057)

- Read the Notes section for Technical Envelope for additional information and instructions
- Access, read and respond to the questions within the Technical Envelopes. There is no mandatory questions in this section. All the questions are rated questions.
- Pay attention to the minimum score required to pass (70%). The weight/score of each question and the available answers are shown in the dropdown menu.
- Yes/No, Options List Questions (close-ended) : Choose one of the options for each questions
- Attachment Questions (open-ended): Attach a file to answer questions.
 - Most open-ended questions require the Bidder to provide a proof or evidence as an attachment
 - It's recommended to add a cover page to provide a summary and context of the documents being submitted.
 - You can only attach one file. If you need to attach multiple files, compress files into a single Zip folder.

RFB Process continued

Stage 2 – Technical Envelopes (RFx_18057) – 2.4 Tool Validation section (1/2)

- Tool Validation Section requires the Bidders to submit **unedited** SOAP notes generated by the Bidder's AI Scribe Tool.
- 2 Recordings are provided as attachments for this section.
- Recordings can be found in Details/Attachments section in the OTP.
- Please submit an **unedited** SOAP note as an attachment using the sample recordings of the patient and doctor conversation.
 - Download both of the recordings.
 - Use the recordings to create one SOAP note per recording.
- Submit the **unedited** two SOAP notes in one file in PDF format.

RFB Process continued

Stage 2 – Technical Envelopes (RFx_18057) – 2.4 Tool Validation section (2/2)

- It is critical to submit SOAP notes without any further editing to ensure a fair evaluation.
- SO reserves the right to validate the tool's functionality and performance at any time with any vendor at SO's full discretion. This may involve setting up a meeting with the vendor, and validating tool's functionality and performance in real time during the meeting.
- If the vendor fails to demonstrate the tool's functionality and performance, SO reserves the right to cancel the award and/or terminate the Master Agreement with cause (Non-performance).
- The Bidders are required to attest, by answering the question 2.4.2, that they strictly followed the guidelines and requirements provided when submitting their response in this section.
- The tool's functionality and performance will be evaluated against the deliverables specified in Schedule B and the vendor's bid submission.

RFB Process continued

Stage 3 – Commercial Envelope (RFx_18057)

- Access, download, read and respond to all the requirements in the *Attachment 1-3 Schedule C AI Catalogue Submission Form* after which bidders are required to upload them back to the Commercial Envelope as your Commercial Response
- The instructions on how to fill out the form is provided within the form.

Bid Evaluation Process

- Bids will be evaluated according to the following three-stage process:

	QUALIFICATION ENVELOPE [MANDATORY REQUIREMENTS]		
Evaluation STAGE I	Mandatory Requirements	Pass/Fail	Pass
	TECHNICAL ENVELOPE [RATED REQUIREMENTS]		
Evaluation STAGE II	<p>Rated Requirements</p> <ul style="list-style-type: none">○ Clinical, Tool Validation, Business, Privacy/Legal, Security○ Building Ontario Business Initiative, Limited Contract Negotiation Framework	Total 530 points	371 points (70%)
	COMMERCIAL ENVELOPE [EIM Catalogue Submission]		
Evaluation STAGE III	Pricing and Discount submitted using AI Solutions Catalogue Submission Form	N/A	Supply Ontario to Review for Acceptance

VOR Arrangements Contract Awards

- There will be no cap on the number of Vendors awarded.
- Bidders must receive a minimum of 70% in the rated questions in order to be eligible to qualify as a Vendor, provided they meet the mandatory requirements and other terms and conditions of the RFB.
- SO intends to execute an agreement with each of the awarded Vendor(s) depending on Bidder(s) response to the question on the LCNF (Limited Contract Negotiation Framework) process in the section 2.8 of Technical Envelope. This process is described in detail in Attachment 3 – Terms and Conditions.
 - Bidders who respond to accepting Form of Agreement as is in the Technical Envelope, will be expected to execute the agreement with SO without any negotiation.
 - Bidders who respond to accepting Form of Agreement with LCNF process in the Technical Envelope, will go through a limited negotiation with SO only for the subsection(s) they have chosen before agreement execution.
- Clients will utilize this agreement with the selected vendor after their second stage selection process. Purchasing Document will be required to be executed after second stage selection between Vendor and the Client.

Second Stage Selection Process

- The Client determines the specific details for their RFS (Request for Service), including the solution or services they require, any client specific deliverables, the timeframe of the project, and estimated overall value of the procurement.
- The Client issues a RFS to a select number of Vendor(s) from the list of qualified Vendors as per organizational requirements.
- The Vendor(s) will then be required to respond to the RFS within the Client's prescribed timeframe.
 - The Discounts offered during the Second Stage Selection Process must not be lower than the Discounts provided during the procurement, which represent baseline discount.
 - Higher discounts shall be offered during the Second Stage Selection Process.
- The Client will evaluate all RFS responses from the Vendor(s). Following the evaluation, the Client will make the Vendor selection.

Vendor and Catalogue Refresh

- The Vendor Refresh is the process for inviting Bidders to submit Bids to be qualified as additional new service providers as well as for existing Vendors to bid on Categories that they were not previously qualified for.
- The Catalogue Refresh is the process by which the discount and pricing component may be re-opened to Qualified Vendors to provide higher discounts for existing or additional services described on their Catalogue submission. Catalogue Refreshes are open only to existing vendors in the VOR arrangement.
- The Vendor and Catalogue Refreshes are meant to provide a structured process by which new Vendors, Categories and Discounts are acquired to ensure that SO and the Clients are receiving the best value throughout the term of the agreement and any extensions. This process shall be carried out on an annual basis.
- The Vendor and Catalogue Refreshes may be held at the discretion of Supply Ontario depending on the business need for SO and its Client(s).
- Existing Vendors that bid again through the refresh process will receive an amendment to their Master Agreement with SO to include any existing and additional Categories that the Vendor provided higher discounts through the refresh process.
- No other changes to the Master Agreement will be made. The Amending Agreement will be generated by Supply Ontario and executed by both parties.

Tips for Bidders

- Contact Jaggaer Customer Support if you run into any problems when putting together your bid submission. The technical support staff can ensure you are submitting a complete bid.
- Start working on your bid submission early and do not wait until the last minute to submit your bid. This will allow time should you run into any technical issues or have any questions when you are submitting your bid.
- Be sure to send any questions you may have relating to the process, subject matter, terms and conditions, or anything else, by the deadline for bidder questions (Nov 29, 2024 at 11:00 am Toronto time).
- Do not submit conditions, options, variations or contingent statements to the terms set out in the Form of Agreement as part of your bid or after receiving a notice of selection. This may lead to your bid being disqualified.

Thank you for attending!