

## Cloud-Based Document Storage Solution

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<b>Date of Issue:</b>	<b>June 4, 2025</b>
<b>Applications must be received no later than:</b>	<b>2:00 p.m. ET July 9, 2025</b>
<b>Submit all RFI-related questions to:</b>	<b>Hans Leach, Manager of Contracts and Procurement <a href="mailto:hans.leach@phila.gov">hans.leach@phila.gov</a></b>

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER:  
WOMEN, MINORITY INDIVIDUALS AND PEOPLE WITH  
DISABILITIES ARE ENCOURAGED TO RESPOND**

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### 1. INTRODUCTION

Community Behavioral Health (CBH) is a not-for-profit 501(c)(3) corporation contracted by the City of Philadelphia, by and through the Philadelphia Department of Behavioral Health and Intellectual Disability Services (DBHIDS), for the primary purpose of arranging for the delivery of, and paying for, mental health and substance use disorder (SUD) services for eligible Medical Assistance recipients in Philadelphia County under the Pennsylvania Behavioral HealthChoices Program.

CBH is issuing this request for information (RFI) to gather high-level information from qualified vendors about a cloud-based document storage solution that ensures secure and compliant storage, access, and management of electronic medical records (EMRs) and other sensitive health care documents.

### 2. BACKGROUND/PURPOSE OF RFI

CBH currently manages medical records through on-site, off-site, and vendor-managed cloud-based storage. As part of a broader project, CBH aims to transition to a single storage solution for better security, accessibility, and cost efficiency.

CBH is seeking a document storage solution and is evaluating cloud solutions that can meet the needs of healthcare data management.

The solution must support:

- ➔ Secure uploading and retrieval of documents
- ➔ Audit trails and logging
- ➔ Integration with existing infrastructure
- ➔ Document retention and destruction
- ➔ Document recovery

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- ➔ Accessibility
- ➔ Scale with growth
- ➔ Support Single-Sign On (SSO)
- ➔ Compliance with the Health Insurance Portability and Accountability Act (HIPAA)

The RFI does not describe an exhaustive list of requirements. Instead, it seeks to survey the range of solutions available on the market, pose some basic questions that responders should answer, and invite responders to offer considerations in choosing a solution that might not have come to mind in these early stages of a potential procurement.

### 3. TERMS OF RFI

Please note that this RFI is for informational purposes only, and no contract will be awarded as a result. A firm or organization's response to the RFI—or lack thereof—will not affect the evaluation of responses to any subsequent Request for Proposals (RFP). While this RFI asks for pricing ranges, responses are not considered binding or limiting in any subsequent procurement process. Responses will be used solely for information and planning purposes.

Potential vendors and other respondents will bear all costs of responding to this RFI. Failure to respond does not preclude participation in any future procurement process.

All information in this RFI and submitted in response is the sole property of CBH.

### 4. RESPONSE FORMAT AND SUBMISSION DETAILS

Responses to this RFI should be prepared simply and economically, providing a straightforward, concise description of the respondent's ability to respond to the RFI. Each response in this RFI should use the format described below. Responses must be presented

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in a print size of 12, using Times New Roman font, single-spaced, on 8.5” by 11” sheets of paper with minimum margins of 1”.

For each section where it is required, the respondent must fully answer all the listed questions in the outline form in which they are presented in the RFI. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFI. Applications should not exceed 10 pages.

Parties responding to this RFI should answer the questions in the section below and provide additional information of value to CBH. As part of the RFI response, please identify any confusion or challenges in meeting the listed performance requirements. The cover page does not count in the page total and should include:

- ➔ Name of the responding company
- ➔ Name, phone number, and email of the contact person for the response, particularly for the person or persons who can answer questions about the response
- ➔ If the responding company is a Pennsylvania Minority, Women, or Disabled-Owned Enterprise (M/W/DSBE)
  - » Please note similar or related designations (e.g., Philadelphia M/W/DSBE, etc.)
- ➔ Number of years the company has been in business

Please submit your responses to this RFI via email to the RFI point of contact before the due date identified in Section 6. If you have any questions about this RFI, please direct them to the RFI contact prior to the deadline to pose questions by 5:00 p.m. ET on June 13, 2025.

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### 5. RFI QUESTIONS

#### 5.1. Vendor Background and Experience

1. Who are your typical clients or customers?
2. What platform features or offerings set you apart from your competitors?
3. What compliance frameworks and certifications does your platform meet (e.g., HIPAA, HITRUST, SOC 2, ISO 27001)?
4. How routine is system maintenance performed and communicated to customers?
5. What are your platform's recovery time objective (RTO) and recovery point objective (RPO)?

#### 5.2. Product Architecture, Customization, and Data Management

6. How flexible is the platform in terms of customer-specific customization?
7. Please describe the overall architecture of your cloud platform.
8. What are your system's upload and download capabilities?
9. How is protected health information (PHI) handled and protected in your system?
10. What are your data backup and disaster recovery capabilities?
11. How do you encrypt data both at rest and in transit?
12. Is artificial intelligence (AI) integrated or utilized within your product? If yes, how so?
13. Do you provide redaction capabilities within the platform?

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### 5.3. Cost, Licensing, and Support

14. Please describe your pricing and licensing model (e.g., per user, per usage tier).
15. What does post-implementation support include (e.g., bug fixes, software updates)?
16. Do you provide training for end users or administrators?
17. How is your platform updated, and how do new releases impact end users?
18. What is your process for incident detection and response?
19. In the event of a data breach, what is your notification process and timeline?

### 5.4. Interoperability and Integration

20. Can the platform be integrated with third-party software or internal systems?
21. Do you offer an open application programming interface (API) for integration?
22. How can single sign-on (SSO) be implemented within your platform?
23. How would your platform integrate with files originating from our claims systems?
24. What is your process for migrating existing data into your system, and what is the typical timeline?

### 5.5. Security and Compliance

25. Where are your data storage facilities located?
26. How is data destroyed or disposed of after it is no longer needed?
27. Do you support optical character recognition (OCR) capabilities?

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- 28.** Can you provide your most recent third-party security assessments or penetration test results?
- 29.** What type(s) of encryption do you utilize across the platform?
- 30.** How are user accounts and access levels managed and controlled?
- 31.** What is the data return procedure once a contract is complete? Are there limitations, security measures, or timelines to be aware of?

## 6. RFI TIMELINE

This RFI is released on June 4, 2025. Questions from potential respondents should be sent to Hans Leach at [hans.leach@phila.gov](mailto:hans.leach@phila.gov) no later than 5:00 p.m. ET on June 13, 2025, and CBH expects to answer the questions it feels would clarify this RFI by June 25, 2025.

RFI Event	Deadline Date
RFI Issued	June 4, 2025
Deadline to Submit Questions to CBH about RFI	June 13, 2025
Answers to Questions about RFI to be posted to CBH website	June 25, 2025
Response Deadline	2:00 PM ET on July 9, 2025

Interested parties should respond to this RFI by 2:00 p.m. ET, July 9, 2025. Please submit your responses to Hans Leach at [hans.leach@phila.gov](mailto:hans.leach@phila.gov). All responses become the property of CBH upon submission. This RFI will be closed once the submission deadline has passed.