



AI Digital Worker Platform

REQUEST FOR QUOTE (RFQ)
AUGUST 15, 2025

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SECTION I: KERN HEALTH SYSTEMS BACKGROUND

A. Kern Health Systems Background

Kern Health Systems (KHS) is a public agency formed under Section 14087.38 of the California Welfare and Institutions Code. KHS began full operations on September 1, 1996. KHS serves an estimated 405,000 Medi-Cal beneficiaries in Kern County. Medi-Cal is a jointly funded, Federal-State health insurance program. KHS has expanded its services to a Dual Special Needs Program, Medicare/Medi-Cal plan which will be effective January 1, 2026, and we anticipate both to grow significantly in memberships.

Kern Health Systems can be located on the following link: [Home | Kern Family Health Care](#)

B. Statement of Purpose

This RFQ contains a list of requirements for the AI Digital Worker platform for KHS.

KHS is soliciting responses from qualified Bidders to address the stated requirements of this RFQ. A qualified Bidder, for the purpose of this RFQ, is one that can reliably provide the required services to KHS and perform to the satisfaction of KHS and its regulators for the entire term of the agreement.

Upon receipt of this RFQ, recipients are expected to read and understand the service priorities and requirements that have been defined by KHS. The final Quote submitted, should include all appropriate goods and services required to satisfy the identified priorities and requirements. KHS will look to the selected vendor for technical compatibility of components and application requirements satisfaction during the entire term of the agreement.

KHS management would prefer to have an ongoing relationship with the chosen Bidder. The character and operating principles of the successful Bidder are important to KHS management. If additional information would be informative to KHS management, please add it to the last question in each section.

SECTION II: INSTRUCTIONS AND CONDITIONS

A. Instructions and Conditions

1. Definitions

- 1.1. As used herein, "RFQ" means "Request for Quote."
- 1.2. As used herein, "KHS" means "Kern Health Systems."

2. Examination of Quote Documents

- 2.1. Before submitting a Quote, each Bidder is expected to thoroughly examine the specifications in the Attachments, and all other related contractual documents included in this RFQ, including subsequent amendments to the RFQ. Failure to do so will be at the Bidder's risk and will not bar the Bidder's obligation to perform if a contract is awarded pursuant to this RFQ.
- 2.2. Each Bidder must be satisfied by personal examination and by such other means as it may prefer, as to the actual conditions and requirements under which the contract will be performed.

3. Amendments

Bidders are advised that KHS reserves the right to amend the requirements and timeline of this RFQ. Any changes to the RFQ will be amended and published on KHS's website. A notification may be sent to all Bidders known to have received a copy of the RFQ. This may be done via e-mail, or other method as determined by KHS.

In the event an Amendment is warranted, bidders are requested to acknowledge receipt of amendments to the RFQ. This may be done acknowledging receipt of the amendment via email.

4. Cancellation of RFQ

- 4.1. Issuance of this RFQ or receipt of Quotes does not commit KHS to award a contract. KHS reserves the right to withdraw this RFQ at any time without further notice and, furthermore, makes no representation that any contract will be awarded to any bidder responding to this RFQ.
- 4.2. KHS expressly reserves the right to postpone Quote opening for its own convenience; to accept or reject any or all Quotes received in response to this RFQ; to waive informalities and minor irregularities in bids received; to reject any and all Quotes responding to this without indicating any reasons for such rejection; to negotiate with other than the selected bidder should negotiations with the selected bidder be terminated; to negotiate with more than one bidder simultaneously or to cancel all or part of this RFQ .

5. RFQ Schedule

The following table presents the anticipated schedule for this RFQ and will be strictly adhered to unless modified by amendment. All dates are subject to change at KHS's discretion.

Event	Date
RFQ Issue Date	Friday, August 15, 2025
Bidder Questions Due	Friday, August 22, 2025 (2:00pm PST)
Responses to Questions due from KHS	Wednesday, August 27, 2025
Proposals Due	Friday, September 5, 2025 (2:00pm PST)
KHS Board of Directors Meeting/Approval	Thursday, October 23, 2025
Vendor Award Announcement	Friday, October 24, 2025

6. Procurement Point of Contact

- 6.1. All communications relating to this RFQ must be directed to KHS's designated contact below:
Alonso Hurtado
rfp@khs-net.com
2900 Buck Owens Blvd
Bakersfield, CA 93308
- 6.2. Any and all communications relating to this RFQ must be directed to the Point-of-Contact named above. Communications relating to this RFQ between respondents, KHS staff members and/or Board of Directors concerning this RFQ are strictly prohibited. Failure to comply with these requirements will result in Quote disqualification.

7. Quote Submittal

Date and Time: Quotes shall only be submitted electronically via e-mail to rfp@khs-net.com no later than September 5, 2025, 2:00 PM PST. Bidders should not include any unnecessarily elaborate or promotional material.

7.1. Acceptance of the Quote

7.1.1. KHS reserves the right to accept or reject any and all Quotes, or any item or part thereof, or to waive any informalities or irregularities in Quotes.

7.1.2. KHS reserves the right to withdraw this RFQ at any time without prior notice and KHS makes no representations that a contract will be awarded to any bidder responding to this RFQ.

7.1.3. KHS reserves the right to postpone Quote opening for its own convenience.

7.2. Alternate Quotes are not authorized and will not be considered.

7.3. Late Quotes will not be considered or accepted if received after the time set for receipt specified in this RFQ. For purposes of this RFQ, the official time shall be the time reflected in the KHS RFQ email.

8. Pre-Contractual Expenses

- 8.1. Costs for developing responses to this Quote are entirely the responsibility of the Bidder. KHS shall not, in any event, be liable for any pre-contractual expenses incurred by bidder in preparation of its Quote. These expenses shall not be included as part of the Quote.

9. Eligibility for Contract Award

- 9.1. KHS will not award this RFQ or enter into a contract with any bidder who is debarred, suspended or otherwise ineligible for the award of a contract or grant by any Federal agency or from participating in Federal Healthcare Programs. By submission of this Quote, bidder acknowledges and warrants that the bidder and any of its officers, directors, owners, partners, or any person having primary management or supervisory responsibilities within the bidder's business are not presently debarred, suspended, proposed for debarment or declared ineligible for the award of contracts by any Federal agency or from participating in any Federal healthcare programs.

10. Withdrawal of Bids

- 10.1. Quotes may be withdrawn electronically via email by a Bidder or an authorized representative with proof of their authority to act on behalf of the Bidder. If withdrawn in person by a Bidder or a representative of the Bidder, the person withdrawing the Quote will acknowledge receipt of withdrawal.
- 10.2. Withdrawal action of any type must be done before the date and time specified for opening of bids in this RFQ.

11. Disposition of Quotes and Proprietary Data

- 11.1. All materials submitted in response to this RFQ become the property of Kern Health Systems. Any and all Quotes received by the KHS shall be subject to public disclosure and inspection, except to the extent the proposer designates trade secrets or other proprietary data to be confidential, after the Evaluation Committee has completed its deliberative process and either the proposer has been informed that they are not the vendor selected by the Evaluation Committee for recommendation to the Board of Directors, or the matter has been set for consideration before the Board of Directors, whichever comes first. However, KHS is a public agency and therefore subject to the California Public Records Act (California Government Code, Section 6250 et seq).
- 11.2. Material designated as proprietary or confidential shall accompany the Quote and each page shall be clearly marked and readily separable from the Quote in order to facilitate public inspection of the non-confidential portion of the Quote. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary. KHS will endeavor to restrict distribution of material designated as confidential or proprietary to only those individuals involved in the review and analysis of the Quotes.
- 11.3. Proposers are cautioned that materials designated as confidential may nevertheless be subject to disclosure. Proposers are advised that KHS does not wish to receive confidential or proprietary information and that proposers are not to supply such information except when it is necessary. If any information or materials in any Quote submitted is labeled confidential or proprietary, the Quote shall include the following clause:

(legal name of proposer) shall indemnify, defend and hold harmless Kern Health Systems, its officers, agents and employees from and against any request, action or proceeding of any nature and any damages or liability of any nature, specifically including attorneys' fees awarded under the California Public Records Act (Government Code §6250 et seq.) arising out of, concerning or in any way involving any materials or information in this Quote that (legal name of proposer) has labeled as confidential, proprietary or otherwise not subject to disclosure as a public record.

12. Evaluation Process

- 12.1. In no event will KHS be limited to selecting a successful bidder based solely upon total cost submitted. Evaluation of the Quotes shall be generally based upon the reasonableness of price; experience in the market; capabilities of the bidder to effectively complete the project requirements; financial stability and completeness of the Quote response and the requested data. All Quotes received as specified will be evaluated by KHS staff in accordance with the above criteria and additional sub-criteria that may be considered as relevant or pertinent by the evaluators.
- 12.2. False, incomplete, or unresponsive statements in connection with a Quote may be cause for rejection. The evaluation and determination of fulfillment for the above requirements shall be in KHS's sole judgment and this judgment shall be final. Any Quote not meeting terms and conditions may be rejected.

12.3. KHS will provide special consideration to vendors located and doing substantial business in Kern County

13. Award of Contract

13.1. Bidders who submitted a Quote in response to this RFQ shall be notified electronically via email regarding whether its firm was awarded the contract or not. Such notification shall be made within a reasonable time after the selection is approved by authorized executives.

13.2. The contract will be subject to KHS Governing Board Approval.

14. Miscellaneous

- a. The successful Bidder may not assign the contract or any part of its obligations without the prior written consent of KHS, which may be withheld in its sole discretion.
- b. Bidder recognizes that the Medi-Cal Managed Care and Healthy Families programs are dynamic programs that are subject to numerous legislative and regulatory changes, which will likely require the successful Bidder to implement related changes to the agreement that may be awarded pursuant to this RFQ.

ATTACHMENT A

SCOPE OF WORK

1. Objectives

The primary objectives of implementing an AI-powered calling agent include:

- **Automating Routine Calls:** Handling tasks such as benefits verification, appointment reminders, and provider searches.
- **Enhancing Member Experience:** Providing timely and accurate information to members.
- **Ensuring Compliance:** Adhering to Medi-Cal and CalAIM standards, including NCQA Health Equity Accreditation requirements.
- **Improving Operational Efficiency:** Reducing call wait times and operational costs.

2. Scope of work

The selected vendor will be responsible for:

- **AI Agent Development:** Designing and deploying an AI agent capable of handling various call types.
- **Integration:** Ensuring seamless integration with existing systems, including CRM or other data integration types.
- **Compliance:** Adhering to HIPAA and other relevant regulations.
- **Training:** Providing necessary training for staff to manage and oversee AI operations.
- **Support and Maintenance:** Offering ongoing support and updates to the AI system

3. Vendor Qualification

Vendors must demonstrate:

- Proven experience in developing AI solutions for healthcare applications.
- Knowledge of Medi-Cal and CalAIM requirements.
- Ability to integrate AI solutions with existing healthcare IT systems.
- Commitment to data security and compliance with HIPAA.

4. Submission Requirements

Vendors should submit:

- Company profile and relevant experience.
- Detailed technical proposal, including AI capabilities and integration plans.
- Compliance certifications (e.g., HIPAA, NCQA).
- Case studies or references from similar implementations.

- Pricing structure and licensing models.

5. Evaluation Criteria

Proposals will be evaluated based on:

- Technical capabilities and innovation.
- Compliance with healthcare regulations.
- Integration feasibility with existing systems.
- Vendor experience and references.
- Cost-effectiveness and value proposition.

6. Service Level Agreement

- The vendor must ensure 95% uptime on autonomous workflows. The vendor is responsible for the continuous operation of these workflows (“duties”) as defined by the customer’s requirements. Non-autonomous or ad hoc requests are not subject to this uptime guarantee

ATTACHMENT B

SCHEDULE OF FEES

Service Category	Description	Rate/Minute or fixed fee (USD)
Admin Calling + Voicemail + Sequencing	Outbound calls for patient engagement for quality measures and other initiatives	
Campaign Setup & Scenario Design	Initial configuration based on Customer-provided outreach goals	
Project Rollout Planning	Collaborative planning and timeline development	
Technical Onboarding Support	Workflow enablement by Provider staff	
Ongoing Ticket-Based Support	Standard support via technical assistance portal	
Advanced Support (Optional)	Escalated technical assistance beyond standard ticketing	
Service Level Agreement Monitoring	95% uptime guarantee for autonomous workflows	
Reporting & Analytics Dashboard	Monthly performance reports on outreach and engagement	
Miscellaneous Charges (if applicable)	Any additional services not covered above	