



COUNTY OF KERN

KERN BEHAVIORAL HEALTH & RECOVERY SERVICES

REQUEST FOR INFORMATION

FROM QUALIFIED VENDORS REGARDING COMPREHENSIVE SOFTWARE SOLUTIONS FOR DOCUMENT SCANNING, ELECTRONIC DOCUMENT MANAGEMENT, AND CONTRACT LIFECYCLE MANAGEMENT.

DUE November 17, 2025

TIME Before 4:00 p.m.

All inquiries concerning this RFI should be directed to the following Contact Person:

Kern Behavioral Health & Recovery Services
Gail Eckels
2001 28th Street
Bakersfield, CA 93301
Telephone (661) 868-6706
GEckels@kernbhhs.org

Envelopes containing the responses are to be marked:

RFI: “KernBHRS Comprehensive Software Solutions”.

Respondents shall submit one (1) original and one (1) copy on thumb drive. The thumb drive (virus free) must be a standard Microsoft Windows (Word, Adobe, Excel, etc.) compatible format readable by the County; using word processing software that is Windows based, preferably Microsoft Word. Respondent agrees to be fully responsible for any damage caused by any materials submitted to County. **Please submit all responses to:**

**Kern County General Services Division
1115 Truxtun Ave., 3rd Floor
Bakersfield, CA 93301
Telephone (661) 868-3000**

Responses may be delivered in person, by courier service or by mail to the address indicated above. ALL RESPONSES MUST BE SEALED AND RECEIVED BEFORE 4:00 P.M. on November 17, 2025, at the above office and address.

Introduction

Behavioral Health and Recovery Services (KernBHRS) operates under the directorship of Ms. Alison Burrowes, MA LCSW, and is governed by the five (5) members of the Kern County Board of Supervisors. The Department strives to promote its mission statement, “*Working together to support Hope, Healing, and Recovery*”. The Department’s goal is to ensure the citizens of Kern County who are afflicted with mental and behavioral health disorders are provided with services and resources necessary for their treatment and recovery.

Based on a 2024 report issued Kern County’s population is 922,529. The California Economic Forecast report indicated that the County would continue to attract new residents over the forecast horizon and the growth of population will modestly accelerate. By the end of 2025 the total population is anticipated to reach 925,105.

Bakersfield, the largest city in the County, is home to 419,238 individuals or 45% of the County’s total population. Approximately 88% of the county’s total population resides in or around various urbanized areas with 12% of the County’s population living in undeveloped, rural areas.

English and Spanish are the primary languages spoken in Kern County. The County’s population demographics are made up as follows:

- Hispanic/Latin persons: 57.0%
- White/non-Hispanic: 28.0%
- African American/Black: 5.0%
- Asian: 5.0%
- American Indian and Alaska Native: 0.5%
- Two or More Races: 3.0%
- Native Hawaiian/Pacific Islander: 0.5%

According to the US Census Bureau, 53.8% of Kern County residents speak only English, while 46.2% speak other languages. The non-English language spoken by the largest group is Spanish, which is spoken by 40.3% of the population.

Kern Behavioral Health and Recovery Services (KernBHRS) is seeking information from qualified vendors regarding comprehensive software solutions for document scanning, electronic document management, and contract lifecycle management. This RFI is intended to gather market intelligence to inform our procurement strategy and assist in developing detailed specifications for a future Request for Proposal (RFP).

The County reserves the right to not advance respondents to the RFP process that do not meet requested requirements.

This request is for information purposes only; it is not an invitation to bid, not binding on either party and may or may not lead to an RFP or RFQ. Responses to the RFI will not be returned. Vendors who respond to this RFI shall be considered eligible to respond to any subsequent request for proposal that might result from this RFI. Responders are solely responsible for all expenses associated with responding to this RFI.

Project Overview

Our department is seeking a unified enterprise solution to address multiple document management challenges across multiple divisions:

1. Legacy Medical Records Digitization – Converting closed paper medical records to a searchable electronic format.
2. Employee Records Management – Digitizing historical employee files and establishing electronic workflows for existing and new employees.
3. Contract Lifecycle Management – Managing contract documents, workflows, renewals and expiration tracking.
4. Finance Division Operations – Invoice workflows, check processing, correspondence management, and financial document storage.
5. Medical Services Authorization Management – TAR forms, NOABD processing, audit logs, and compliance tracking.
6. Correctional Behavioral Health Document Storage – Court Evaluations, Conservatorship files, and psychiatric testing records.
7. Crisis Services Documentation – Property Sheets, Skin Check documents, and vital signs tracking.
8. Administrative Documentation – Freedom of Information Act request tracking and Grant documentation storage.

The primary objectives are:

- Reduce physical storage costs and space requirements.
- Improve document accessibility and search capabilities across the organizations.
- Enhance compliance and audit readiness.
- Streamline contract management and financial approval processes.
- Establish scalable electronic document workflows with automated routing.
- Leverage API integrations to create seamless workflows between existing systems.
- Implement role-based access controls for sensitive data.
- Create automated alerts and notifications for missing documentation or compliance deadlines.

Detailed Requirements:

Document Scanning & Digitization:

Closed Medical Records Requirements:

- Volume: Approximately 55,000 closed medical records.
- Document Types: Client files, forms, progress notes, lab results, court records, etc.
- Scanning resolution: Minimum 300 DPI, color and black/white capability.
- Onsite scanning services
- HIPAA Compliance
- Access controls and audit trails
- Retention Schedule Management
- Metadata capture, indexing capabilities including Optical Character Recognition.

Employee Records Requirements:

- Historical employee files: Approximately 140 banker boxes.
- Current Employee document file management & workflows: 1,073 current employees.

- Employee Performance Reviews
- Annual Updates
- New employee onboarding document workflows.
- Document Types
 - Employee Information (Current Position Detail, Photo, Emergency Contact Information, Social Security Card, Driver's License, EEO Form)
 - Notice of Employment/Change of Employee Status
 - Acknowledgements (Code of Ethics, Dress Code, Sexual Harassment, Vehicle Use, Nepotism, etc.)
 - Confidential (Direct Deposit, W-4 Form, I-9 Form, Beneficiary, etc.)
 - Credentials (Certificates, Licenses, Transcripts, etc.)
 - Live Scan Documents
 - Annual Packet (Annual Updates, Work Schedule Agreement, Outside Work Agreement, Availability Pay Acknowledgement)
 - Investigations
- Privacy and confidentiality controls
- Integration and internal Human Resources Information System.

Finance Division Document Management:

- Volume: Approximately 300 banker boxes in offsite storage.
- Document types: Contractor reimbursements organized by fiscal year.
- Financial records requiring role-based access controls for sensitive information

Accounts Payable Workflow:

- Invoice receipt and processing workflows.
- Multi-level approval routing to division administrators.
- Automated notifications and escalations.
- Integration with existing financial systems.
- Audit trail for approval processes.

Check Processing and Logging:

- Check scanning and digital capture capabilities.
- Automated check log creation and tracking.
- Search and retrieval functionality for processed checks.

Correspondence Management:

- Mail scanning and electronic distribution workflows.
- Automated routing based on recipient or department.
- Tracking and delivery confirmation.

Medical Services Division Requirements:

- Volume: Minimum 1,500 reviews annually.
- Document Types: TAR forms, NOABD (Notice of Admission) forms, Narcotic logs, Room/Refrigerator Temperature Logs, Patient Rights Logs, Short Doyle Forms, ECM/CS Referrals.
- Indexing structure: By facility, then by month.
- Automated alerts for missing documentation.
- Compliance tracking and reporting.

Correctional Behavioral Health Document Management:

- Legal (penal code specific) evaluations (PC288, PC1369, PC170, PC170.1).
- Document Types: Conservatorship evaluations (intake, annual and as needed), Conservatorship screenings (multiple times per month), Psych evaluations, Psych Testing.
- Secure access controls for sensitive legal documents.
- Documents must be kept for 10 years.

Psychiatric Evaluation Center:

- Document Types: Property Sheets, Skin Checks, Vital Signs.
- Search and retrieval functionality.
- Secure access controls for protected health information.

Contract Lifecycle Management Requirements:

- Ability to auto-draft contract templates with customization options.
- Ability to auto-draft board letter templates with customization options.
- Multi-use simultaneous review capability for different contract stages.
- Comprehensive work queue management for all contracting processes.
- Centralized contract repository for executed contracts and historical records.
- Automated renewal notifications.
- Contract template management with version control.
- Approval workflow automation with parallel sequential routing.
- Key date tracking (execution, expiration, renewal deadlines, milestone dates).
- Reports and analytics dashboards.
- Vendor/counterparty management.
- Financial tracking and budget management with expenditure monitoring.
- Advanced Alert System
 - Contract stage identification alerts (drafting, review, board-ready status).
 - Staff review and approval trigger notifications.
 - Missed timeframe and deadline alerts with configurable advance notice.
 - Contract renewal timing alerts with configurable advance notice.
 - Expenditure limit breach notifications and warnings.
 - Procurement process readiness alerts.
 - Agreement termination trigger alert.
 - Contract termination execution alert.
 - Contract breach identification and notification alert.
- Workflow and Routing Capabilities
 - Automated routing of contract requests to all applicable internal and external parties.
 - Contract review and signature routing to internal stakeholders and external vendors.
 - Configurable approval chains with conditional logic.
 - Electronic routing and notifications across multiple divisions.
 - Task assignment and tracking with escalation procedures.
 - Document collaboration tools with real-time editing capabilities.
 - Amendment and modification tracking with version history.
 - Multi-division workflow coordination.
 - Parallel and sequential approval process.

- Reporting and Analytics
 - Comprehensive contract lifecycle flow reports showing complete process tracking.
 - Departmental performance reports related to contract lifecycle metrics.
 - Custom report builder for ad-hoc analysis.
 - Executive dashboard with key performance indicators.
 - Contract volume and processing time analytics.
 - Vendor performance and compliance reporting.
 - Financial impacts and budget variance reports.
 - Audit trail and compliance reporting.
- Work Queue Management
 - Centralized contract work queue with priority management.
 - Task assignment capabilities to specific team members.
 - Workload balancing and resource allocation tools.
 - Performance tracking and productivity metrics.
 - Automated task distribution based on workload and expertise.
- User interface requirements
 - Team dashboard displaying all contracts and amendments in process with real-time status updates.
 - Requester dashboard providing current tracking for users who initiate agreement drafting.
 - Role-based views tailored to user responsibilities and access levels.
 - Intuitive navigation with minimal training requirements.

Technical Scanning Specifications

- High-volume scanning capabilities.
- Automatic document feeding and batch processing.
- Document recognition, metadata capture and indexing capabilities.
- Quality control and error detection.
- Multiple filetype compatibility (docx, .pdf, .tif, etc.)

Enterprise Document Management

Core Functionality:

- Centralized document Repository with role-based access controls.
- Advanced Search Capabilities (full-text, Metadata, Boolean searches)
- Version control and document lifecycle management.
- Automated workflow and approval processes.
- Electronic signature integration
- Mobile and web-based access.
- Scalability for future growth.

Security & Compliance:

- HIPAA compliance requirements.
- DHCS compliance requirements.
- Audit logging capabilities.
- User authentication and authorization controls.
- Role-based access controls
- Data Encryption

- Backup and disaster recovery capabilities.
- FOIA compliance and response tracking capabilities.

Integration Requirements:

- Comprehensive REST API and/or SOAP API capabilities.
- Single Sign-on (SSO) integration.
- Real-time and batch API connectivity options.
- Microsoft Office 365 Integrations.
- Email (Outlook) Integrations.
- Webhook support for automated workflows between systems.
- API documentation with code samples and SDKs
- Version management for API updates.
- API Security controls.

Response Format:

1. Cover Page:

Include a letter of introduction signed by an authorized representative of the organization containing the following language:

- The undersigned certifies that all statements in the response are true and correct; and that any material false statement contained in this response shall entitle Kern County to pursue any and all remedies authorized by law and/or declare any contract made as a result thereof, to be void.
- Indicate the name of the firm and the RFI project title clearly on your cover sheet.

2. Corporate/Agency Profile:

Provide specific information concerning the firm in this section, including all of the following:

- The legal name, address, and telephone number of your company
- The type of entity (sole proprietorship, partnership, or corporation and whether public or private).
- Whether you are a local Kern County vendor as defined in section I.D.2. of this RFI (provide the street address of the local office).
- The name and telephone number of the person(s) in your company is authorized to execute the proposed contract.

3. Qualifications and Experience:

This section is designed to establish the respondent as an entity with the ability and experience to operate the program, or provide the services specified in the RFI.

Provide specific information in this section concerning the firm's experience and qualifications.

4. Credentials/Resumes:

- a. Credentials and resumes of the person(s) responsible for administering or providing the services must be provided. Include a statement of qualifications and

resumes/backgrounds of key personnel assigned to the project, including training certifications of professional and non-professional personnel.

- b. Respondent shall specifically provide the following information on all management, supervisory and other key employees who will be providing service:
- Name, business address and phone number
 - Description of education
 - General experience
 - Experience or education related to the RFI project
 - Letters of reference, if available

5. Project Approach:

Provide a detailed description of the methodology proposed to perform all required services.

6. Cost of Service:

The response shall clearly state all the costs associated with the project, broken down by category of products and services, and all on-going costs for recommended/required products/services such as maintenance.

7. Additional Information:

Include any other information you believe to be pertinent but not required.

8. Disposition of Proposals and Proprietary Data

All materials submitted in response to this RFI become the property of the County. Any and all Responses received by the County 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.

Material designated as proprietary or confidential shall accompany the Response and each page shall be clearly marked and readily separable from the Response in order to facilitate public inspection of the non-confidential portion of the Response. 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. The County will endeavor to restrict distribution of material designated as confidential or proprietary to only those individuals involved in the review and analysis of the Response.

9. Insurance Requirements

Vendor, in order to protect County and its board members, officials, agents, officers, and employees against all claims and liability for death, injury, loss and damage as a result of Vendor's actions in connection with the performance of Vendor's obligations, as required in this Agreement, shall secure and maintain insurance as described below.

Vendor shall not perform any work under this Agreement until Vendor has obtained all insurance required under this section and the required certificates of insurance and all

required endorsements have been filed with the County's authorized insurance representative.

Receipt of evidence of insurance that does not comply with all applicable insurance requirements shall not constitute a waiver of the insurance requirements set forth herein. The required documents must be signed by the authorized representative of the insurance company shown on the certificate. Upon request, Vendor shall supply proof that such person is an authorized representative thereof and is authorized to bind the named underwriter(s) and their company to the coverage, limits and termination provisions shown thereon.

The Vendor shall promptly deliver to the County's authorized insurance representative a certificate of insurance, and all required endorsements, with respect to each renewal policy, as necessary to demonstrate the maintenance of the required insurance coverage for the term specified herein. Such certificates and endorsements shall be delivered to the County's authorized insurance representative prior to the expiration date of any policy and bear a notation evidencing payment of the premium thereof if so requested. Vendor shall immediately pay any deductibles and self-insured retentions under all required insurance policies upon the submission of any claim by Vendor or County as an additional insured.

a. Workers' Compensation and Employers Liability Insurance Requirement:

In the event Vendor has employees who may perform any services pursuant to this Agreement, Vendor shall submit written proof that Vendor is insured against liability for workers' compensation in accordance with the provisions of section 3700 of the California Labor Code.

Vendor shall require any subcontractors to provide workers' compensation for all of the subcontractors' employees, unless the sub-contractors' employees are covered by the insurance afforded by Vendor. If any class of employees engaged in work or services performed under this Agreement is not covered by California Labor Code section 3700, Vendor shall provide and/or require each sub-contractor to provide adequate insurance for the coverage of employees not otherwise covered.

Vendor shall also maintain employer's liability insurance with limits of one million dollars (\$1,000,000) for bodily injury or disease.

b. Liability Insurance Requirements:

(1) Vendor shall maintain in full force and effect, at all times during the term of this Agreement, the following insurance:

(a) Commercial General Liability Insurance including, but not limited to, Contractual Liability Insurance (specifically concerning the indemnity provisions of this Agreement with the County), Products-Completed Operations Hazard, Personal Injury (including bodily injury and death), and Property Damage for liability arising out of Vendor's performance of work under this Agreement. The Commercial General Liability insurance shall contain no exclusions or limitations for independent contractors working on the behalf of the named insured. Vendor shall maintain the Products-Completed Operations Hazard coverage for the longest period allowed by law following termination of this Agreement. The amount of said insurance coverage required by this Agreement shall be the policy limits, which

shall be at least one million dollars (\$1,000,000) each occurrence and two million dollars (\$2,000,000) aggregate.

- (b) Automobile Liability Insurance against claims of Personal Injury (including bodily injury and death) and Property Damage covering any vehicle and/or all owned, leased, hired and non-owned vehicles used in the performance of services pursuant to this Agreement with coverage equal to the policy limits, which shall be at least one million dollars (\$1,000,000) each occurrence.
 - (c) Professional Liability (Errors and Omissions) Insurance, for liability arising out of, or in connection with, the performance of all required services under this Agreement, with coverage equal to the policy limits, which shall not be less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate.
- (2) The Commercial General Liability and Automobile liability Insurance required in this sub-paragraph b. shall include an endorsement naming the County and County's board members, officials, officers, agents and employees as additional insureds for liability arising out of this Agreement and any operations related thereto. Said endorsement shall be provided using one of the following three options: (i) on ISO form CG 20 10 11 85; or (ii) on ISO form CG 20 37 10 01 plus either ISO form CG 20 10 10 01 or CG 20 33 10 01; or (iii) on such other forms which provide coverage at least equal to or better than form CG 20 10 11 85.
 - (3) Any self-insured retentions in excess of \$100,000 must be declared on the Certificate of Insurance or other documentation provided to County and must be approved by the County Risk Manager.
 - (4) If any of the insurance coverages required under this Agreement is written on a claims-made basis, Vendor, at Vendor's option, shall either (i) maintain said coverage for at least three (3) years following the termination of this Agreement with coverage extending back to the effective date of this Agreement; (ii) purchase an extended reporting period of not less than three (3) years following the termination of this Agreement; or (iii) acquire a full prior acts provision on any renewal or replacement policy.
- c. Cancellation of Insurance – The above stated insurance coverages required to be maintained by Vendor shall be maintained until the completion of all of Vendor's obligations under this Agreement except as otherwise indicated herein. Each insurance policy supplied by the Vendor shall not be suspended, voided, cancelled or reduced in coverage or in limits except after ten (10) days written notice by Vendor in the case of non-payment of premiums, or thirty (30) days written notice in all other cases. This notice requirement does not waive the insurance requirements stated herein. Vendor shall immediately obtain replacement coverage for any insurance policy that is terminated, canceled, non-renewed, or whose policy limits have been exhausted or upon insolvency of the insurer that issued the policy.
 - d. All insurance shall be issued by a company or companies admitted to do business in California and listed in the current "Best's Key Rating Guide" publication with a minimum rating of A-; VII. Any exception to these requirements must be approved by the County Risk Manager.

- e. If Vendor is, or becomes during the term of this Agreement, self-insured or a member of a self-insurance pool, Vendor shall provide coverage equivalent to the insurance coverages and endorsements required above. The County will not accept such coverage unless the County determines, in its sole discretion and by written acceptance, that the coverage proposed to be provided by Vendor is equivalent to the above-required coverages.
- f. All insurance afforded by Vendor pursuant to this Agreement shall be primary to and not contributing to all insurance or self-insurance maintained by the County. An endorsement shall be provided on all policies, except professional liability/errors and omissions, which shall waive any right of recovery (waiver of subrogation) against the County. A waiver of right of recovery (waiver of subrogation) is only required on Workers' Compensation policies when a vendor's personnel deliver or perform services for the County while on County property.
- g. Insurance coverages in the minimum amounts set forth herein shall not be construed to relieve Vendor for any liability, whether within, outside, or in excess of such coverage, and regardless of solvency or insolvency of the insurer that issues the coverage; nor shall it preclude the County from taking such other actions as are available to it under any other provision of this Agreement or otherwise in law.
- h. Failure by Vendor to maintain all such insurance in effect at all times required by this Agreement shall be a material breach of this Agreement by Vendor. County, at its sole option, may terminate this Agreement and obtain damages from Vendor resulting from said breach. Alternatively, County may purchase such required insurance coverage, and without further notice to Vendor, County shall deduct from sums due to Vendor any premiums and associated costs advanced or paid by County for such insurance. If the balance of monies obligated to Vendor pursuant to this Agreement are insufficient to reimburse County for the premiums and any associated costs, Vendor agrees to reimburse County for the premiums and pay for all costs associated with the purchase of said insurance. Any failure by County to take this alternative action shall not relieve Vendor of its obligation to obtain and maintain the insurance coverages required by this Agreement.