

Oakland University

REQUEST FOR INFORMATION (RFI)

Clinical Cloud-Based EHR and Video Recording System

FILE 00323

Issue Date: September 29, 2026

Questions Due: October 13, 2026 @ 12:00 P.M. EST

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Information Due: November 3, 2026 @ 12:00 P.M. EST

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SECTION I – BACKGROUND

1.01 Oakland University Background Information

Oakland University (University) is a world-class academic institution located on 1,443 acres of wooded hills and meadows in Rochester, MI. The university was established in 1957 through a generous donation from founders Alfred and Matilda Dodge Wilson. Oakland University celebrated the 50th anniversary of its founding in 2007. When it opened in 1959, 570 students were enrolled, and the charter class graduated in 1963 with 125 students receiving diplomas. Today, nearly 16,000 students attend classes at OU, and our alumni total has grown to approximately 100,000.

As a state-supported institution of higher education, Oakland University has been recognized and is classified as a doctoral research university by the Carnegie Foundation for the Advancement of Teaching. With 139 baccalaureate degree programs and 127 graduate degree and certificate programs, Oakland provides a distinct educational experience with flexible class schedules and state-of-the-art facilities, student services, classroom technologies, research labs, internships and research opportunities with corporate partners. Located in the heart of Oakland County's Automation Alley, the university has forged hundreds of partnerships with hospitals, Fortune 500 companies, cities, government agencies and educational institutions.

All questions regarding this Request for Information should be directed to:

George Haight

Buyer

Oakland University, Purchasing Department

411 Pioneer Drive

Rochester, Michigan 48309

Phone No. (248) 370-4421

Email: georgehaight@oakland.edu

1.02 RFI Overview

Oakland University's School of Education and Human Services (SEHS), Department of Counseling, is requesting information from qualified suppliers regarding a web-based, cloud-hosted electronic health record/electronic medical record (EHR/EMR) system with video-recording capabilities suitable for a university training counseling clinic. The SEHS Counseling Center is a teaching and research facility that supports Oakland University's counseling education program by enabling graduate students to apply counseling theory in practice while providing supervised, no-cost professional counseling services to individuals in need.

The purpose of this RFI is to gather market information, capabilities, and best practices to inform a potential future RFP or purchasing decision. The Counseling Center currently uses an on-premises dual-system solution supporting more than 50 faculty and students in a split in-person and telehealth environment; however, components that are not web-based or cloud-hosted require a resource-intensive process for secure access to campus computers and servers. Oakland University is interested in secure, browser-based solutions that can simplify access while supporting its EMR and video-recording needs. This RFI is for information-gathering purposes only and does not constitute a commitment to purchase or contract.

SECTION II – Objectives

The objectives of this RFI are to find a solution that:

- Meets the needs of the faculty, staff and students of the Department of Counseling
- Is user friendly for student success
- Provides security features necessary for Confidential Data in a HIPAA-equivalent program
- Aligns with higher education budget constraints

SECTION III – Information Requested

The Department of Counseling will need a system that is capable of:

- Supporting 40+ practicing students, along with their supervisors and/or instructors each semester (three semesters per year)
- Secure storage of client data/information
- Scheduling/appointment and hour (direct and indirect) tracking components
- Clinical documentation: progress notes, intakes, treatment plans, discharge summaries, contact notes, etc
- Live observation
- Video Recording
 - Videos need to be retained for periods of 120-180 days ([Policy 481](#))
 - Should have transcripts

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- Should be timestamped
- Ability to download video if necessary by admins
- Friendly, end-user management for department staff and technical support
- SSO/MFA integration
- Secure web browser
- HIPAA compliant
- ADA compliant

Questions for vendors:

- **Architecture & Security:**
 - How and where do you store client data and video?
 - Do you incorporate AI features? If so, please provide the manner and purpose?
 - What are your backup schedules, retention periods and recovery timelines?
 - What cloud provider(s)/platform(s) do you utilize?
- **Platform Requirements & Support:**
 - Are there end-user hardware/software requirements?
 - Does your solution support cross platform (multi-devices) use?
 - How many institutional administrators/account managers are included?
 - What type of end-user support model is provided (24x7)?
- **Video & Recording Capabilities:**
 - Is your video solution natively built into the EHR/EMR, or is it a third-party relationship?
 - Does your solution integrate with Zoom or other applications?
 - Does your solution compress video for storage/pricing purposes?
 - Does your video solution allow for 'pins' or annotations?
 - What is the expected latency under standard network conditions?
- **Clinical & Supervisory Workflows:**
 - Does your solution allow for routing/return for signature/approvals?
 - Does your solution support multi-supervisor review, routing and approval for a single student trainee?
 - How do faculty/supervisors review or comment on student notes?
 - Do you offer online client intake forms?
 - What does the intake process look like for a new client?

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- Do you have pre-built, editable intake templates or do we need to build our own forms?
- Does your solution offer client reminders?
- **Implementation & Migration:**
 - Can you import/transfer records from a previous EHR/EMR platform?
 - What level of staff involvement is required from the institution preparing for and during launch?

Vendors are requested to provide the following information:

*****Completion of Schedule F attached at the end of this document as well as:**

1. Company Information
 - Company name, address, and year established
 - Primary contact (name, title, email, phone)
 - Ownership type (private, public, nonprofit, etc.)
 - Relevant industry certifications or affiliations
2. Experience and Qualifications
 - Background in providing [product/service] to organizations similar to ours
 - Examples of comparable clients or projects
3. Product/Service Information
 - Description of your solution or service offering
 - Key features, functions, and differentiators
 - Compatibility/integration with existing systems
 - Scalability and upgrade path
4. Implementation and Support
 - Typical implementation approach and timeframes
 - Training and change-management resources
 - Support model (hours, escalation, service levels)
5. Pricing and Cost Information
 - General pricing structure or cost model (no binding quote required)
 - Factors that typically affect cost

6. Other Information

- Potential challenges or risks to consider
- Value-added services or innovations

OU may request a demonstration of software with this Request for Proposal

SECTION V - SUBMISSION PROCESS

5.01 Submission Method, Date and Time

One (1) copy of the Request for Information shall be submitted electronically. All responses must be submitted online via MITN, [BidNet Direct](#). Responses must be received by **November 3, 2026 @ 12:00 P.M. Eastern Time**. Responses will not be opened publicly. It is the firm's responsibility to ensure that its response is delivered at the proper time and place.

Expenses for developing and presenting responses to this RFI shall be the entire responsibility of the Supplier and shall not be chargeable to the University. All supporting documentation and manuals submitted with this proposal will become the property of the University.

5.02 Questions and Interpretations

All inquiries to this RFP must be submitted online via MITN, [BidNet Direct](#) by **October 13, 2026 @ 12:00 P.M. Eastern Time**. An Addendum will be issued **October 20, 2026** with responses to all questions received.

SECTION VI – GENERAL CONDITIONS

This RFI in no manner obligates the University to the eventual purchase of any products or services described, implied, or which may be proposed, and may be terminated by the University without penalty or obligation at any time.

Expenses for developing and presenting proposals will be the entire responsibility of the Supplier and will not be chargeable to the University. All supporting documentation and manuals with this proposal will become the property of the University.

The Supplier understands that the University complies with the Michigan Freedom of Information Act ("FOIA") and that the University may provide Confidential Information to other persons or entities upon receipt of a FOIA request. Section "z" of the FOIA states that security information is exempt from disclosure.

The Supplier affirms that to the best of its knowledge there exists no actual or potential conflict-of-interest between the Supplier's family, business, or financial interests and providing the Services. The Supplier will not attempt to influence any University employee by the direct or indirect offer of anything of value. The Supplier also warrants that no officer or employee of the University has or will have a direct or indirect personal financial interest in the Agreement. The Supplier also affirms that neither the Supplier nor any of its employees has paid or agreed to pay any person, other than bona fide employees

and consultants working solely for the Supplier, any fee, commission, percentage, brokerage fee, gift or any other consideration contingent upon or resulting from the execution of an Agreement.

In the event of change in either Supplier's interests or Services under this Agreement, the Supplier will inform the University regarding all possible conflicts-of interest which may arise as a result of such change. The Supplier agrees that conflicts-of-interest will be resolved to the University's satisfaction or the University may terminate the Agreement.

In accordance with the U.S. Constitution and all federal legislation and regulations governing fair employment practices and equal employment opportunity including, but not limited to Title VI (42 USC 2000d, et seq.) and Title VII (42 USC 2000e, et seq.) of the Civil Rights Act of 1964 (P.L. 88-352, 78 Stat. 241) and the U.S. Department of Justice regulations (28 CFR Part 42, et seq.) and the U.S. Department of Labor regulations (29 CFR Part 1601, et seq.) issued pursuant to those Titles, Executive Order 11246 (September 24, 1965) as amended, the Michigan Constitution and all state laws and regulations governing fair employment practices and equal employment opportunity, including but not limited to the Michigan Civil Rights Act (P.A. 1976 No. 453) and the Michigan Handicappers Civil Rights Act (P.A. 1976 No. 220), the Contractor agrees that it shall not discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment because of religion, race, color, national origin, age, sex, sexual orientation, height, weight, marital status or handicap that is unrelated to the individual's ability to perform the duties of a particular assignment or position. The Contractor hereby recognizes the right of the United States and the State of Michigan to seek judicial enforcement of the foregoing covenant against discrimination, against itself or its subcontractors connected directly or indirectly with the performance of this Contract.

SCHEDULE F
AMENDMENT TO REQUEST FOR INFORMATION
IT TECHNICAL COMPLIANCE

The supplier should submit any of the applicable documents below and be prepared to provide additional items as requested. *Non-Disclosure agreements will be completed if required.*

- Third Party Assessments - System and Organization Controls (SOC) Type II *preferred*
- Higher Education Community Vendor Assessment Toolkit (HECVAT) Full
- Software Bill of Materials (SBoM) *preferred*
- Data Integration Guides / Architecture Diagrams
- Email Integration Guides / Architecture Diagrams
- Voluntary Product Accessibility (VPAT) statement for ADA compliance
- Single Sign On (SSO) Integration / Configuration
- Implementation Guides / Architecture Diagrams
- Data retention, destruction, and return processes
- Service Level Agreement (SLA) language
- End User License Agreement (EULA)
- Any additional documentation or items requested during the review process

If the supplier is unable to provide applicable documentation, please include the rationale in the proposal.

Please indicate any of the following types of protected data the proposed solution will have access to:

- ☐ Health Information ☐ Credit Card ☐ Financial Aid ☐ Student Information
- ☐ Regulated Data ☐ Other _____

ACKNOWLEDGMENT; This Amendment must be signed and returned with your proposal

Signature

Date