



Request for Qualifications for Implementation Partners for the SHINE-HT Program

RFQ No. 2026-MeHI-01

**Massachusetts Technology Collaborative
75 North Drive
Westborough, MA 01581-3340
<http://www.masstech.org>**

Procurement Team Leader:	Katherine Green
RFQ Issued:	12/8/2025
Questions Due:	1/2/2026
Answers to Questions Posted:	1/13/2026
Responses Due:	1/30/2026

1. INTRODUCTION

1.1 Overview

Massachusetts Technology Collaborative (“Mass Tech Collaborative” or “MassTech”), on behalf of the Massachusetts eHealth Institute (“MeHI”) is issuing this Request for Proposals for **health technology implementation partners (RFQ No. 2026-MeHI-01)** (the “RFQ”) to solicit responses from qualified contractors (“Respondents”) with experience in **designing and leading implementations of health technologies with community based health care providers**. The submissions of all Respondents shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFQ, and it is expected that multiple Respondents will be prequalified.

Mass Tech Collaborative will be the contracting entity on behalf of MeHI for the purposes of this RFQ, and (except where the specific context warrants otherwise), MeHI and Mass Tech Collaborative are collectively referred to as Mass Tech Collaborative or MassTech.

1.2 Mass Tech Collaborative and MeHI

Mass Tech Collaborative is an independent public instrumentality of the Commonwealth of Massachusetts chartered by the Commonwealth to serve as a catalyst for growing its innovation economy. Mass Tech Collaborative brings together leaders from industry, academia, and government to advance technology-focused solutions that lead to economic growth, job creation, and public benefits in Massachusetts. For additional information about Mass Tech Collaborative and its programs and initiatives, please visit our website at www.masstech.org.

MeHI is the designated state agency for growing the digital health ecosystem in Massachusetts and works to catalyze health care innovation, technology and competitiveness, and accelerate the adoption and utilization of health technologies across provider settings to improve the safety, quality and efficiency of health care in Massachusetts. For more information about MeHI please visit the web site at <http://mehi.masstech.org>.

2. SERVICES REQUIRED

2.1 Overview

The Massachusetts eHealth Institute at the Massachusetts Technology Collaborative (“MassTech”) is seeking proposals from organizations with experience in designing and leading implementations of health technologies for community-based health care organizations as part of the Stronger & Healthier communities through INtegration of Emerging Health Tech Program (SHINE-HT). The SHINE-HT Program is designed to help federally qualified health centers (FQHCs) adopt innovative health technology solutions that are available through their existing electronic health record (EHR) systems to support their workforce and improve care delivery, while ensuring that the needs of underrepresented patient populations are included in the implementation of these technologies.

AI and other digital health technologies are rapidly transforming care delivery by helping to reduce administrative burdens, improve patient-provider communication, and expand access. However, these technologies are not always designed to fit the unique needs of FQHCs and their patients. Additionally, these FQHCs often face limited financial and staffing resources to test and implement new technologies, preventing them from leveraging innovation to improve efficiency and patient outcomes. To address these challenges, MeHI launched the SHINE-HT program to assess the technology needs of FQHCs and to identify and test solutions that address those needs. The program supports MeHI’s mission to increase health access across the Commonwealth and aligns with the Executive Office of Health and Human Services’ (EOHHS) Advancing Health Equity in Massachusetts (AHM) initiative.

MeHI conducted listening sessions across the state in partnership with the Massachusetts League of

Community Health Centers, the Health Policy Commission (HPC), and EOHHS. The listening sessions were held in September and October 2025, and included administrative and clinical staff, senior leadership, and patient representatives from FQHCs across the state. The listening sessions provided an opportunity for participants to identify pain points, challenges, and barriers to adopting health technologies, as well as to discuss opportunities and considerations that could reduce burdens and improve patient outcomes. The information gathered was used to guide the development of use cases aimed at testing health technology solutions to address specific FQHC pain points.

MeHI plans to fund pilot technology implementations at Massachusetts FQHCs for the selected use cases. MeHI anticipates funding one pilot implementation in state fiscal year 2026 (July 1, 2025 – June 30, 2026) and additional pilot implementations in future fiscal years. If successful, MeHI anticipates providing funding and support to scale the implementations to additional FQHCs in Massachusetts.

Each pilot will pair a Massachusetts FQHC with a pre-qualified Implementation Partner, who will lead the design and rollout of the pilot. The FQHCs will be selected through a separate solicitation. A Technology Committee consisting of representatives from MeHI, the Mass League of Community Health Centers, EOHHS, and other organizations identified by MeHI, will research and evaluate health technology solutions that are currently commercially available to support the selected FQHC's use case. Technologies will be evaluated on their ability to integrate with the selected FQHC's EHR, be designed or customizable for an FQHC setting, incorporate patient centered design, and be able to meet the language and cultural needs of the selected FQHC's patient population. The Technology Committee will recommend one solution for the pilot implementation.

Organizations pre-qualified through this RFQ will be eligible to be selected as the Implementation Partner for each funded pilot. The selected FQHC will select the Implementation Partner from the pre-qualified list with guidance from MeHI. The Implementation Partner will collaborate with the selected FQHC and technology vendor to design the pilot implementation project. The pilot design will include, as needed, staff training, workflow redesign, and a cultural change management model to support the successful rollout and utilization of the new technology. At the end of the pilot, the Implementation Partner will produce a detailed report summarizing the implementation process, any challenges encountered, how challenges were addressed, the outcomes of the pilot, and recommended metrics to track the long-term impact of the technology. The Implementation Partner will also create an implementation plan template for the selected technology and use case that could be used to scale the implementation at the selected FQHC and to support implementations at other FQHCs in Massachusetts.

MeHI will provide funding to support the pilot implementation to both the selected FQHC partner and the selected Implementation Partner. MeHI will award a fixed sum of \$70,000 to the selected Implementation Partner to complete the scope of services for each pilot implementation. MeHI will award funds to the selected FQHC partner for the selected technology.

2.2 Scope of Services

MeHI intends to pre-qualify organizations as Implementation Partners for the SHINE-HT Program. Qualified Implementation Partners will be eligible to be selected to work with a FQHC in Massachusetts to design and lead the pilot implementation of an innovative health technology. Organizations will be pre-qualified through June 30, 2029.

Implementation Partners will be responsible for carrying out the following services for each pilot project they are selected for:

- Lead design of a pilot implementation plan tailored to the selected FQHC's specific needs in collaboration with MeHI, the FQHC, and the selected technology vendor.
- Conduct site assessments with the selected FQHC to understand their existing systems and workflows.
- Work with the selected FQHC and technology vendor to design needed workflow changes and an

implementation plan.

- Develop a cultural change management model to assist staff with technology integration into their clinical and administrative workflows as necessary.
- Project manage the pilot implementation. The size of the pilot implementation will be determined by the selected use case and technology costs.
- Work with the selected technology vendor to develop staff training plans and materials to support the effective adoption of the selected technology. Trainings may be a combination of in-person staff training, train-the-trainer methods, and written or recorded on-demand training materials.
- Monitor and document progress, challenges, and outcomes during the pilot implementation with support from the selected FQHC and tech vendor.
- Produce a detailed report that summarizes the implementation process and timeline, challenges encountered and how they were addressed, and the outcomes achieved. The report should also include recommended metrics to measure the long-term impact and return on investment of the technology implementation. The selected FQHC and technology vendor will provide input into creating the report.
- Develop an implementation plan template for the selected technology and use case to support scalability plans and replication at other health centers across Massachusetts.

3 APPLICATION PROCESS

3.1 Application and Submission Instructions

Respondents are cautioned to read this RFQ carefully and to conform to its requirements. Failure to comply with the requirements of this RFQ may serve as grounds for rejection of an Application.

All Applications must be submitted electronically to Emma Powers at powers@masstech.org and proposals@masstech.org.

All Applications must include the items listed below:

- Application Cover Sheet (**Attachment A**)
- Application, which shall be no more than 10 pages and shall include:
 - A description of Respondent's organization and whether Respondent is a minority or women owned business.
 - Respondent's qualifications to perform the scope of services, including experience working with community health centers.
 - Brief bios of team members who may be assigned to support a project and their anticipated role in the project.
 - A brief budget narrative describing how Respondent would utilize the \$70,000 budgeted for each pilot implementation to support the goals of the implementation project.
 - One reference for work previously performed by the Respondent that is substantially similar to the Services. References should include a contact person, address and phone number.
- Respondent's W-9.
- Authorized Application Signature and Acceptance Form (**Attachment B**). **By executing the Authorized Respondent's Signature and Acceptance Form and submitting a response to this RFQ, Respondents certify that they (1) are in compliance with the terms, conditions and specifications contained in this RFQ, (2) acknowledge and understand the procedures for handling materials submitted to the Mass Tech Collaborative as set forth in the paragraph below, (3) agree to be bound by those procedures, and (4) agree that the Mass Tech Collaborative shall not be liable under any circumstances for the disclosure of any**

materials submitted to the Mass Tech Collaborative pursuant to this RFQ or upon the Respondent's selection.

Any and all responses, Applications, data, materials, information and documentation submitted to Mass Tech Collaborative in response to this RFQ shall become Mass Tech Collaborative's property and shall be subject to public disclosure. As a public entity, the Mass Tech Collaborative is subject to the Massachusetts Public Records Law (set forth at Massachusetts General Laws Chapter 66). There are very limited and narrow exceptions to disclosure under the Public Records Law. If a Respondent wishes to have the Mass Tech Collaborative treat certain information or documentation as confidential, the Respondent must submit a written request to the Mass Tech Collaborative's General Counsel's office no later than 5:00 p.m. ten (10) business days prior to the required date of Application submission set forth in Section 3.2 below. The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Respondent. The General Counsel will issue a written determination within five (5) business days of receipt of the written request. If the General Counsel approves the request, the Respondent shall clearly label the relevant information and/or documentation as "**CONFIDENTIAL**" in the Application. Any statements in an Application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.

3.2 Application Timeframe

The application process will proceed according to the following schedule. The target dates are subject to change. Therefore, Respondents are encouraged to check Mass Tech Collaborative's website frequently for updates to the schedule.

Task	Date:
RFQ Released	12/8/2025
Questions Due	1/2/2026
Answers Posted	1/13/2026
Applications Due	1/30/2026 @ 3 PM EST
Notification of Qualification	2/27/2026

3.3 Questions

Questions regarding this RFQ may be submitted by electronic mail to MeHI Program Coordinator Emma Powers at powers@masstech.org. Please reference "Questions- RFQ No. 2026-MeHI-01" in the subject line. A question-and-answer document will be posted to MassTech Collaborative's website by 1/13/2026.

4 EVALUATION PROCESS AND CRITERIA

4.1 Process

The Mass Tech Collaborative shall evaluate each Application that is properly submitted. As part of the selection process, Mass Tech Collaborative may invite finalists to answer questions regarding their Application in person or in writing.

4.2 Criteria

Qualifications of a Respondent to provide the services sought herein may be based on criteria that include but are not limited to:

- Respondent's experience designing and leading successful implementations of health technologies in health care provider settings.
- Respondent's experience working with community health centers and understanding the unique needs of the populations they serve.
- Qualifications of identified team members.
- Respondent's ability to complete the scope of services for the award amount.

Lack of debarment status by either the state or federal government is also required.

The order of these factors does not generally denote relative importance. The goal of this RFQ is to select and prequalify Respondents that will provide the best value for the services to achieve MassTech Collaborative's goals. Mass Tech Collaborative reserves the right to consider such other relevant factors as it deems appropriate in order to obtain the "best value".

5.0 GENERAL CONDITIONS

5.1 General Information

- a) If an Application fails to meet any material terms, conditions, requirements or procedures, it may be deemed unresponsive and disqualified. The Mass Tech Collaborative reserves the right to waive omissions or irregularities that it determines to be not material.
- b) This RFQ, as may be amended from time to time by Mass Tech Collaborative, does not commit Mass Tech Collaborative to select any firm(s), award any contracts for services pursuant to this RFQ, or pay any costs incurred in responding to this RFQ. Mass Tech Collaborative reserves the right, in its sole discretion, to withdraw the RFQ, to engage in preliminary discussions with prospective Respondents, to accept or reject any or all Applications received, to request supplemental or clarifying information, to negotiate with any or all qualified Respondents, and to request modifications to Applications in accordance with negotiations.
- c) On matters related solely to this RFQ that arise prior to an award decision by the Mass Tech Collaborative, Respondents shall limit communications with the Mass Tech Collaborative to the Procurement Team Leader and such other individuals as the Mass Tech Collaborative may designate from time to time. No other Mass Tech Collaborative employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFQ. Respondents may contact the Procurement Team Leader for this RFQ in the event this RFQ is incomplete.
- d) The Mass Tech Collaborative may provide reasonable accommodations, including the provision of materials in an alternative format, for Respondents with disabilities or other hardships. Respondents requiring accommodations shall submit requests in writing, with supporting documentation justifying the accommodations, to the Procurement Team Leader. The Mass Tech Collaborative reserves the right to grant or reject any request for accommodations.
- e) Respondent's Application shall be treated by the Mass Tech Collaborative as an accurate statement of Respondent's capabilities and experience. Should any statement asserted by Respondent prove to be inaccurate or inconsistent with the foregoing, such inaccuracy or inconsistency shall constitute sufficient cause for Mass Tech Collaborative in its sole discretion to reject the Application and/or terminate of any resulting agreement.
- f) Mass Tech Collaborative's prior approval is required for any subcontracted services under any agreement entered into as a result of this RFQ. The selected Respondent will take all appropriate steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible. The selected Respondent is responsible for the satisfactory performance and

adequate oversight of its subcontractors. Subcontractors are required to meet the same requirements and are held to the same reimbursable cost standards as the selected Respondent.

- g) Submitted responses must be valid in all respects for a minimum period of sixty (60) days after the deadline for submission.

5.2 Posting of Modifications/Addenda to RFQ

This RFQ has been distributed electronically using the Mass Tech Collaborative and COMMBUYS websites. If the Mass Tech Collaborative determines that it is necessary to revise any part of this RFQ, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the websites. It is the responsibility of each potential Respondent to check the Mass Tech Collaborative, MeHI and COMMBUYS websites for any addenda or modifications to the RFQ. The Mass Tech Collaborative accepts no liability and will provide no accommodation to Respondents who submit a response based on an out-of-date RFQ.

Attachment A
Application Cover Sheet

Name of Respondent			
Mailing Address	City/Town	State	Zip Code
Telephone	Web Address		
Primary Contact for Clarification		Primary Contact E-mail Address	
Authorized Signatory		Authorized Signatory E-mail Address	
Legal Status/Jurisdiction (e.g., a Massachusetts Corporation, LLC, LLP, etc.)		Respondents UEI No.	

Attachment B
Massachusetts Technology Collaborative
Authorized Respondent's Signature and Acceptance Form

The undersigned is a duly authorized representative of the Respondent listed below. The Respondent has read and understands the RFQ requirements. The Respondent acknowledges that all of the terms and conditions of the RFQ are mandatory, and that Respondent's response is compliant with such requirements.

Respondent agrees that the entire bid response will remain valid for sixty (60) days from receipt by the Mass Tech Collaborative.

I certify that Respondent is in compliance with all corporate filing requirements and State tax laws.

I further certify that the statements made in this response to the RFQ, including all attachments and exhibits, are true and correct to the best of my knowledge.

Respondent: _____
(Printed Name of Respondent)

By: _____
(Signature of Authorized Representative)

Name: _____

Title: _____

Date: _____