



**Mini-bid for Federally Qualified Health Centers (FQHCs) to
Participate in the Stronger & Healthier communities through
Integration of Emerging Health Tech Program (SHINE-HT)**

Mini-Bid No. 2026-MeHI-02

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

Procurement Team Leader: Katherine Green

Mini Bid Issued: 1/23/2026

Responses Due: 2/27/2026

GENERAL INFORMATION

Project Name: Stronger & Healthier communities through INtegration of Emerging Health Tech (SHINE-HT)

Responses are Due to MassTech by: February 27, 2026

Submit Electronic Proposals to: Proposals@masstech.org

PROPOSED OPPORTUNITY

PROJECT DESCRIPTION

The Massachusetts eHealth Institute at the Massachusetts Technology Collaborative (“MassTech”) is seeking proposals from Federally Qualified Health Centers (FQHCs) in Massachusetts for the Stronger & Healthier communities through INtegration of Emerging Health Tech Program (SHINE-HT). The SHINE-HT Program is designed to help FQHCs adopt innovative health technology solutions that support their workforce and improve care delivery while ensuring that the needs of underrepresented patient populations are included in the development and implementation of emerging health 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 designed to fit the unique needs of FQHCs and their patients. 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. It also reflects the growing use of AI solutions among larger and more well-resourced healthcare systems across the state and will help address the technology gaps that exist between these organizations and FQHCs.

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 technology, as well as to discuss opportunities and considerations that could reduce administrative burdens and improve patient access. The information gathered was used to guide the development of use cases aimed at testing health technology solutions to address specific FQHC pain points in workflows.

Through this mini-bid, MeHI will select one FQHC to conduct a pilot implementation of a new, upgraded, or expanded use of an AI health technology that addresses one of the identified use cases. Respondents to this mini-bid will identify which use case they want to implement and how it will help address their organization's current challenges and priorities.

The selected FQHC will designate representatives to serve on the Technology Committee. Other members of the Technology Committee may include representatives from MeHI, the Mass League of Community Health Centers, EOHHS, and other organizations identified by MeHI. The Technology Committee will research and evaluate health technology solutions that are currently commercially available to support the selected use case. Technologies will be evaluated on their ability to integrate with the selected FQHC's electronic health record (EHR) system, 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, including representatives from the FQHC, will recommend one solution for the pilot implementation, which will be reviewed and approved by MeHI.

The selected FQHC will also select an Implementation Partner, to be approved by MeHI, to lead the design and execution of the pilot implementation. Eligible Implementation Partners will be pre-qualified by MeHI through RFQ No. 2026-MeHI-01. The selected Implementation Partner will work with the selected FQHC and the approved technology vendor to design the pilot implementation project. The pilot design will include staff training and, as needed, 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, and the outcomes of the pilot. The selected FQHC and the selected technology vendor will provide input into creating the report. 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 the selected FQHC partner and the selected Implementation Partner. MeHI will award \$80,000 to the selected FQHC partner to cover staff and technology costs. MeHI will separately award \$70,000 to the selected Implementation Partner to cover staff costs. See Attachment B for eligible funding uses and budget details.

Use Cases

Applicants must select one of the use cases defined below. Applicants should consider which use case can best meet their organization's current challenges and priorities.

Solution/Technology	Use case example	Current vendors with existing solutions to support use case (not exhaustive)
AI Call Center	<ul style="list-style-type: none"> - Triaging patients to the correct clinical / administrative departments - Addressing multiple languages to support patient populations 	Hyro, TalkDesk, AssortHealth, Emitrr, Attuned-Intelligence

Ambient scribing	- Clinical note taking	Nuance DAX, Suki AI, DeepScribe, Corti AI, Nabla
Scheduling solutions	- Patient scheduling - Waitlist management	NexHealth, Phreesia, Kyrus Health, Emitrr
Patient Intake tools	- Patient registration - Patient consent	Phreesia
Prior authorization	- Insurance verification for patients to receive services within the FQHC - Insurance verification for referrals	Clearwave, Valer, Doctor Alliance, Assured, BridgeHealthAI
Translation and interpretation services	- Connecting non-English speaking patients with social services - Patient registration for non-English speaking patients	IQVIA NLP, WellSky, Lexi, Callipoe, NaBarrier AI
Other	- Other clinical or administrative process that can be improved by an AI technology	

SCOPE OF WORK

The selected FQHC will provide the following services:

- Participate in the Technology Committee to select a technology vendor. The selected FQHC will designate at least one team member with knowledge of the FQHC's IT infrastructure and current workflows to serve on the Technology Committee.
- Select an Implementation Partner from the list of organizations pre-qualified by MassTech. MeHI will review and approve the selection prior to contracting.
- Work with the selected Implementation Partner and technology vendor to design a pilot implementation of the selected technology. Implementation design will be led by the Implementation Partner.
- Participate in the execution of the pilot implementation. The selected FQHC will assign a project lead who will serve as the primary liaison with the Implementation Partner and technology vendor. The selected FQHC will provide additional staff support and will make staff available for training as reasonably required for a successful pilot implementation.
- Provide regular feedback to the implementation partner on the pilot implementation process to guide development of both a report on the pilot and a scalable implementation plan. The Implementation Partner will be responsible for developing the final report and implementation plan.
- Execute agreements with MassTech, the selected Implementation Partner, and the selected technology vendor for the identified use case.

TIMELINE AND DELIVERABLES

Mini-Bid released	1/23/2026
FQHC Responses Due	2/27/2026
MeHI selects FQHC partner	3/20/2026
FQHC selects Implementation Partner	4/30/2026
FQHC participates in Technology Committee and selects technology vendor	April 2026
Anticipated Pilot Timeframe	September 2026 – May 2027

Deliverables: A brief report outlining the selected FQHC's experience piloting the selected technology, any challenges encountered during the implementation, and lessons learned for future technology implementations.

PROPOSAL GUIDELINES

All Applications must be submitted electronically to MeHI Program Coordinator Emma Powers at powers@masstech.org. Please include the Solicitation number in the subject line.

All applications must include the items listed below:

- Application cover sheet (**Attachment A**)
- Application, which shall be no more than 3 pages and shall include:
 - Description of applicant's organization including the number of full-time employees, number of patients served annually, and breakdown of patients' demographics including: race, ethnicity, primary languages, insurance status, and the percent of patients served whose income is under the federal poverty guidelines.
 - What electronic health record (EHR) applicant organization currently uses, whether the applicant is expecting to switch EHR vendors in the next 3 years, and the anticipated timeline for any change.
 - Use case the applicant would like to implement as described on pages 3-4 of the mini-bid. Applicant should describe why they selected this use case and how it addresses the applicant organization's needs and priorities.
 - Description of how the applicant will sustain the technology after the pilot implementation. Applicant should describe if and how they will scale the technology across the applicant's organization if the pilot is successful, or how the applicant will end the pilot or transition to a new technology vendor if the plot is unsuccessful.
 - Names, roles, and brief bios for the main team members who will support the pilot implementation. Please indicate the role each team member will play in the pilot implementation and identify who will serve as the project lead.
 - Description of how the main team members will get buy-in for the technology implementation and related change management from impacted staff, including

who from the applicant organization's leadership team will serve as the primary champion for the implementation.

- Description of applicant's previous experiences implementing new health care technologies. Please briefly describe any challenges faced during the implementation, how you addressed these challenges, and what lessons were learned during the process.
- Completed Budget Template (**Attachment B**)
- Signed Authorized Respondent's Signature and Acceptance Form (**Attachment C**)
- Copy of Applicant's W-9

EVALUATION CRITERIA

MeHI's evaluation team will evaluate each properly submitted application. After review, MeHI may request follow-up meetings to further discuss the submission from select applicants.

Applications will be reviewed on the following criteria:

- Selected use case and how it aligns to the applicant organization's needs and priorities.
- Commitment and plan to scale and sustain the technology implementation after the pilot period if the pilot is successful.
- Availability and qualifications of lead team members.
- Commitment to supporting the pilot implementation, including getting buy-in for any change management required of impacted staff from organizational leadership.
- Applicant's prior experience implementing new health technologies.
- Potential impact of the technology implementation on reducing the state's health disparities based on the demographics of the applicant organization's patient population.

Mass Tech Collaborative reserves the right to consider such other relevant factors as it deems appropriate. MassTech may or may not seek additional information from Respondents prior to making a selection.

AGREEMENT

The selected Respondent will execute an agreement with MassTech. MassTech anticipates executing an agreement with the following milestone-based payment terms:

- Milestone 1: 25% upon full execution of the agreement
- Milestone 2: 25% upon written confirmation that all staff requiring training completed it
- Milestone 3: 50% upon completion of the pilot and submission of a final report

RESPONDENTS PLEASE NOTE

- i) This mini-bid does not commit MassTech to select any firm, award any work order, pay any costs incurred in preparing a response, or procure or contract for any services or supplies. MassTech reserves the right to accept or reject any or all submittals received, cancel or modify the mini-bid in part or in its entirety, change the mini-bid guidelines, engage in preliminary discussions with prospective respondents, request supplemental or clarifying information, negotiate with any or all qualified respondents, and to request resubmissions or modifications to applications when it is in the best interests of MassTech to do so.
- ii) If a proposal fails to meet any material terms, conditions, requirements or procedures, it may be deemed unresponsive and disqualified. MassTech reserves the right to waive omissions or irregularities that it determines to be not material.
- iii) On matters related solely to this mini-bid that arise prior to an award decision by MassTech, Respondents shall limit communications with MassTech to the Procurement Team Leader and such other individuals as MassTech may designate from time to time. No other MassTech employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this mini-bid. Respondents may contact the Procurement Team Leader for this mini-bid in the event this mini-bid is incomplete.
- iv) Any and all responses, proposals, data, materials, information and documentation submitted to MassTech in response to this mini-bid shall become MassTech property and shall be subject to public disclosure. As a public entity, MassTech 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 MassTech treat certain information or documentation as confidential, the respondent must submit a written request to the MassTech General Counsel's office no later than 5:00 p.m. ten (10) business days prior to the required date of proposal submission set forth in this mini-bid. 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 proposal. Any statements in a proposal reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.
- v) MassTech 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. MassTech reserves the right to grant or reject any request for accommodations.
- vi) Respondent's proposal shall be treated by MassTech 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 MassTech in its sole discretion to reject the proposal and/or terminate of any resulting agreement.

- vii) Costs that are not specifically identified in the respondent's response and/or not specifically accepted by MassTech as part of the agreement will not be compensated under any contract awarded pursuant to this mini-bid.
- viii) MassTech's prior approval is required for any subcontracted services under any agreement entered into as a result of this mini-bid. 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.
- ix) Submitted responses must be valid in all respects for a minimum period of sixty (60) days after the deadline for submission.

Attachment A
Application Cover Sheet

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

Attachment B
Budget Template

Budget Category	Description of Cost	Total Cost
Staff/Personnel (including indirect costs)	<i>Name and/or Title</i>	
	<i>Name and/or Title</i>	
	<i>Name and/or Title</i>	
Total Staff Costs		
Technology Costs		
Equipment Costs		
Other		
MassTech Total		\$80,000.00
In-Kind Costs	<i>Will the Respondent cover any of the technology costs or provide additional staff time beyond the \$80,000 grant</i>	
Total Project Costs		

Example Budget

Budget Category	Description of Cost	Total Cost
Staff / Personnel (including indirect costs)	Jane Smith, Grants Manager – Project Lead	\$30,000
	Dr. Jane Doe, Chief Medical Officer	\$15,000
	Joe Schmo, Call Center Manager	\$10,000
Total Staff Costs		\$55,000
Technology Costs	Estimated 3 months of AI call center technology (<i>or estimated 3 months to upgrade AI call center technology to X level</i>)	\$25,000
Equipment Costs		
Other		
MassTech Total		\$80,000
In-Kind Costs	3 months of AI call center technology at base level	\$20,000
	CEO – Project Oversight	\$10,000
	IT Director – Staff Training	\$10,000
	Time for # of staff to complete training for the new technology	\$15,000
Total Project Costs		\$135,000

Attachment C
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 mini-bid requirements. The Respondent acknowledges that all the terms and conditions of the mini-bid are mandatory, and that Respondent's response is compliant with such requirements. The Respondent specifically acknowledges the application of the procedures regarding disclosure of sensitive information as set forth in Section "Respondents Please Note", subsection iv. of the mini-bid, and specifically agrees that it shall be bound by those procedures.

Respondent agrees that the entire proposal 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 mini-bid, 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: _____