**Image Exchange Vendor Request for Proposal (RFP)**

CRISP Shared Services (CSS) is seeking an Image Exchange solution for 4 Health Information Exchanges (HIE). CSS is open to both “buy” (purchasing an existing solution) and “build” (developing a custom solution) options. **Vendor must be able to support the project immediately upon selection**.

The solution must have the ability to launch through CSS’s two point of care-facing channels; CSS’s InContext app launched from organization EHR (SMART on FHIR patient launch with OAuth2.0 or SAML) and InContext app launched from CSS Web Portal. Any solution introduced into the CSS environment must conform to CSS security policies, performance standards and code review.

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| **Event** | **Due Date** | **Notes** |
| RFP posted | 8/18/2025 | RFP will be posted on CSS public website [www.crispsharedservices.org](http://www.crispsharedservices.org) |
| Questions due to CSS | 9/8/2025 | Last day for vendor to submit questions to [Rachel.Miller@crisphealth.org](mailto:Rachel.Miller@crisphealth.org) and [Andrew.Franke@crisphealth.org](mailto:Andrew.Franke@crisphealth.org) |
| Answers to questions due | 9/15/2025 | Last day for CSS to answer questions |
| Official proposal submissions due | 9/22/2025 | Last day to submit official proposals |
| Technical and business Interviews begin for selected proposal | 10/13/2025 | CSS will schedule interviews for selected proposals |
| Selection due | 11/17/2025 | Last day for CSS to select and notify proposal |
| Contract execution due | 12/8/2025 | Work in coordination to execute an official contract |

**The due date for submissions is 9/22/2025.** This excel sheet is supplemental to 2 additional required files posted to CSS’s website [***www.crispsharedservices.org.***](http://www.crispsharedservices.org) Please contact us to review our vendor security requirements. For submissions, please include transparent and comprehensive pricing for our current services, potential new HIE onboardings and support options. You may attach supporting documentation in your submission as you see fit. Please submit questions and responses to [Rachel.Miller@crisphealth.org](mailto:Rachel.Miller@crisphealth.org) and [Andrew.Franke@crisphealth.org](mailto:Andrew.Franke@crisphealth.org). You may attach supporting documentation in your submission as you see fit.

| **Task** | **Estimated Timeline** | **Proposed Major Deliverables** |
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| Detailed technical SOW and implementation plan | January 2026 | **Vendor must be able to support the project immediately upon selection** and will work with stakeholders to finalize requirements and begin project kick-off. |
| Development Start | February 2026 | Necessary development or configuration, load testing, user testing, performance testing, demonstration of testing to CSS. |
| Communication | Starting in March 2026 – Go Live | Vendor will provide support and instructions to CSS so CSS can outreach to current connected sites about upcoming changes and what their responsibilities will be in transition. Vendor will provide user guides, documentation, and training materials to CSS. CSS will have the ability to brand/edit documentation and then communicate changes to partner teams and users. |
| Implementation | April-June 2026 | CSS will perform a code review using standard security practices and deploy within CSS Dev and Test environments. Vendor will help CSS IT team understand how to deploy in Production, connect to current facilities and will be available to assist with the deployment. |
| Go Live | By August 14, 2026 | Official Go Live |

**CSS Current Offerings**

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| **CSS Main Current Offerings for Reference** | **Description** |
| Ability for users to see all available images for selected patient in a worklist view | Ability to view all images from all organizations that contribute images to HIE. The current worklist has up to 20-year’s worth of prior images from contributing sites. Any users with access to patient’s clinical information may view images. Standard with Image Exchange services. |
| Ability for users to view image study with corresponding report | Users can launch and view an image and the corresponding Radiology or Cardiology report(s) directly from InContext app in EHR and InContext app launched from CSS Web Portal. Any users with access to patient’s clinical information may view the image and corresponding report(s). Standard with Image Exchange services. |
| Ability for credentialed users to download studies to site PACS | PACS stands for Picture Archiving and Communication System and is used to store images. CSS’s current offering allows credentialed users to download images from us to their local PACS. Requires additional onboarding and credentialing for user and organization. |
| Ability for credentialed users to see worklist of wet/unread image studies for any patient that meets specified stroke-related criterias | With this offering, facilities securely share wet/unread imaging studies with authorized users within minutes of an exam being performed. Highly utilized by healthcare providers that regularly treat stroke patients. Primary Stroke Center and Thrombectomy-Capable Stroke Centers push studies to this certain archive, and studies are viewable in worklist view by users at Comprehensive Stroke Centers. Users with credential access to this offering in the CSS Web Portal can view in full diagnostic quality from a worklist view of any patient in the past 72 hours that meets the specified criteria. This capability facilitates streamlined second opinions and consultative reads, enabling faster, more effective diagnosis and treatment of trauma cases. It also streamlines patient transfers by allowing users to share images with receiving locations in advance of the patient's arrival. |
| CSS Web Portal | CSS Web Portal provides a superior user experience while leveraging HIE applications. Users with access to clinical data can patient search directly from the home page  and launch searched patient data into various applications such as InContext seamlessly. All users’ CSS Portal accounts are protected by secure application or token based two factor authentication. |
| InContext | InContext is CSS’s point of care clinical tool. It is a SMART on FHIR patient launch with OAuth2.0 or SAML with displays and specialized views of clinical and claims data. Users can launch InContext patient context from the EHR chart or after a patient search in the CSS Web Portal. The InContext application provides real-time data and the ability to launch into images from the HIE within the context of a healthcare provider’s workflow by integrating directly in their electronic health record (EHR) system. This application provides users with access to their patient’s care alerts, PDMP data, clinical data, and even public health alerts. The InContext app preloads for the current patient searched within your EMR and does not require additional login or navigation to a new page or environment. CSS has relationships with hospitals, ambulatory practices, state data repositories, and national networks. Through the InContext app, CSS is able to securely share patient data across institutional boundaries and provide users with access to real-time clinical information from all CSS participants. InContext can be an effective tool when a user is in need of additional clinical information not found within their native EHR. |