Request for Information

OCR Vendor Software

Contents

INTRODUCTION

Noridian Healthcare Solutions, LLC (Noridian) invites qualified responders, with special consideration given to small businesses, to submit a response to this Request for Information.

COMPANY BACKGROUND

Noridian Healthcare Solutions, LLC (Noridian), a wholly owned subsidiary of Healthy Dakota Mutal Holdings, develops solutions for federal, state, and commercial health care programs through a full suite of innovative offerings, including claims processing, medical review, and contact center and provider administrative services. Noridian has served as a government claims contractor for Medicare since the federal program's inception in 1966. The company is headquartered in Fargo, N.D., and employs about 2000 staff nationwide.

DESCRIPTION OF SERVICES

This RFI is to initiate the process of finding a replacement for our OCR software platform. We currently OCR CMS 1500 claim forms, CMS 1500 Claim forms with flu roster attachments, CMS UB-04, CMS 855I, checks and correspondence documents, both structured and unstructured (inquiries, appeals, solicited, and unsolicited requests or letters). Going forward we need an OCR software that has the following capabilities:

- Web-based program that can be incorporated into our SAML SSO
- Need both form recognition & OCR capabilities
  - o Red dropout capabilities for claims forms
- Ability to OCR variety of documents, both structured and unstructured
- Ability to process all types of receipts: mail, fax, checks, and electronic (intake from scanners, image file transfer, or manual upload)
- Ability to have colored or B&W images based on document type or scan type
- Ability to program first page-only OCR and multiple-page OCR
- Ability to recognize splits for claims documents (single claims vs. claims with attachments) and ability to recognize separator page splits
- Handle a large number of documents and pages without latency (individual documents can be up to 10k pages)

- Ability to create multiple image and index files based on OCR results (i.e. missing/invalid data on a claim gets rejected vs. a completely completed claim being processed).
- The image and index files should be exported within 24 hours of processing
- Individual document processing rather than batch processing would be preferable
- Customizable field screen so it mimics the image of the claim or form and ability to have overlay
- Easily adjustable programming (confidence levels, field size/anchors, field logic, new doc types, etc)
- Ability to program a secondary review based on predetermined criteria (i.e. invalid MBI, date, or NPI format)
- Ability to learn new forms based on user interaction (review & approve process would be preferred)
- Includes a quality interface that allows us to set QA % for each user, so a random number of documents is pulled for secondary review
- Ability to go into a previous scanned batch to view or edit the batch to change the scan type and scan indexes
- Ability to change scan type within the software to avoid rescans
- Ability to manage access via user groups by scan job
- Ability to interface with our document management software
- Compatible with ibml scanners and software
- Ability to intake multiple formats of electronic images and convert to TIF files
- Customizable reporting: completes by user, scan type, pages & documents processed by scan type, document type, receipt date, and other custom scan indexes, quality results, Character Accuracy Rate (CAR): percentage of correctly recognized characters, Word Accuracy Rate (WAR): percentage of correctly recognized words, confidence scores: average and distribution of OCR engine confidence per document or field, error rates: types and frequency of OCR errors (e.g., substitutions, deletions)
- Intelligent language translation services/functionality – i.e. ability to translate documents in Spanish to English
- Ability to be hosted on premise or in a CMS Approved Fed Ramp High certified environment
- Ability to integrate via API with downstream data consumers/systems
- Data must be encrypted at rest and in transit
- SAML SSO integration

- Audit ability for security events and access logs
- SSL Web based interface
- If self-hosted / managed - Server OS: Windows Server 2022 or RHEL
- If self-hosted / managed – DB: MS SQL Server 2022+ preferred. PostgreSQL or MariaDB acceptable but not preferred

RESPONSE REQUIREMENTS AND TIMELINE

Responder's Representations

By submitting a response to this RFI, each responder represents that:

- Responder is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal or State department or agency; and
- Responder does not have any conflicts of interests that would prohibit it from entering a contract with Noridian for the services or solutions described in this RFI.
- Noridian personnel other than the Contact(s) listed above are not authorized to discuss this RFI with potential responders before the Response Due Date and Time. Contact with any Noridian personnel not listed above may result in disqualification. Noridian will not be held responsible for oral responses to potential responders regardless of the source. Noridian will respond to responder's questions in writing.

RESPONSE

All items below must be included in response to this RFI:

1. Responder's website URL.
2. Brief history of responder's company and its ownership.
3. A description of the company's certification process.
4. The names of all company accreditations and certifications.
5. Whether there are any pending lawsuits involving responder's company and/or any potential conflicts with Noridian or Noridian Mutual Insurance Company. Please provide details regarding any pending lawsuit(s) and/or conflict(s).
6. Whether responder's company had any judgment and/or liens filed in the last five years. Please provide details regarding the judgment and/or lien and what actions have been taken to remedy, if any.

7. Whether responder's company currently has an existing business relationship with Noridian or Noridian Mutual Insurance Company.
8. Responder's business classification, including small business, woman owned business, minority owned business, HUBZone, etc. Please specify relevant small business categories.

RESPONSE SUBMISSION

The deadline for responses is on or before October 31, 2025.

Due Date

Any response(s) received after the specified Due Date and Time will be considered late and non-responsive, unless otherwise agreed to by Noridian. Noridian is not responsible for lost, misplaced, or misdirected responses.

Tentative Timetable for Review Process

Event	Date
RFI release	October 3, 2025
Deadline for Respondent's Questions	October 31, 2025
Noridian responses to Respondent's Questions	November 15, 2025
Responses due by 5:00 PM CT	November 30, 2025

CONTACT INFORMATION

Any correspondence regarding this RFI, including questions, responses, etc. must be submitted via the Request for Information in Agiloft.
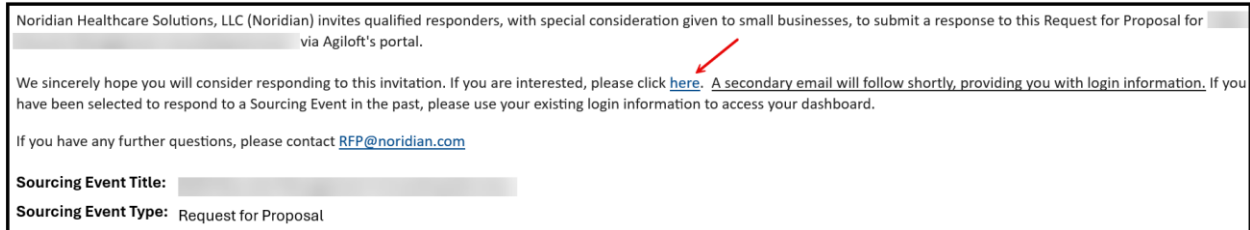
If you are not registered in our Contract Management System, please contact rfp@noridian.com to be set up.

Noridian personnel other than the Sourcing Event Manager are not authorized to discuss this RFI. Contact with any Noridian personnel not listed above may result in disqualification. Noridian will respond to questions in writing via the Contract Management System (Agiloft).

AGILOFT USER GUIDE

Accessing and Responding to the Sourcing Event

1. In your invitation email, please click the "here" link to access the Sourcing Event in Agiloft.

Noridian Healthcare Solutions, LLC (Noridian) invites qualified responders, with special consideration given to small businesses, to submit a response to this Request for Proposal for ▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ via Agiloft's portal.

We sincerely hope you will consider responding to this invitation. If you are interested, please click here. A secondary email will follow shortly, providing you with login information. If you have been selected to respond to a Sourcing Event in the past, please use your existing login information to access your dashboard.

If you have any further questions, please contact RFP@noridian.com

Sourcing Event Title: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Sourcing Event Type: Request for Proposal

2. You will be prompted to enter your username and password, which you would have received in a separate email from Agiloft
    a. If you have accessed the system previously, you will use your existing username and password.
    b. If you are copying and pasting the username and password from the email, please ensure there are no spaces
3. You can access the official sourcing event package under the attachments section.
4. Upon review of the sourcing event package, please click either I am Interested or Not Interested.
5. To submit questions, please use the Questions and Answers section.
    a. Type your question into the Ask a Question box and then click Submit Question.
6. To submit your proposal, please do so in the Attachments Section.
    a. Either click attach/manage or you may drag and drop your documents
    b. Please do not upload your proposal in the Customer Portal. Your proposal must be uploaded in the Sourcing Event for visibility to our Procurement Team.
7. For any questions, please contact rfp@noridian.com