

SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT REQUEST TO THE HEALTH COMMISSION

A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.

Contractor:	Commure Inc.	Division/Section:	DPH/HR/IT	
		Deputy Director:	Daniel Tsai	
Address:	1300 Terra Bella Ave, Suite 200	DPH Administrator:	Jeff Scarafia	
	Mountain View, CA 94043	Program Administrator:	Natasha Lalani	Phone: 628-206-1142
Contact:	Marc Delaurentis	Phone:	917.822.2790	Contract Analyst: Joanna Li
				Phone: 628-271-6154

Request for approval of a new contract with Commure Inc., for software, implementation, hosting, support, training and maintenance, that will integrate with DPH's electronic health record system to support voice-enabled clinical documentation. The total proposed contract amount is \$9,803,323.60 which includes a 12% contingency for the approximate term of December 31, 2025, through December 30, 2026 (1 year), with options to extend for 2 additional years through December 30, 2028.

Mark only one for each question below:

- Vendor Type** ☒ For Profit ☐ Non-Profit ☐ Government Entity
- Is the Vendor a CMD Certified LBE?** ☐ Yes ☒ No
- Purchasing Authority:** ☒ Solicitation ☐ Sole Source ☐ GPO
RFP SFGOV 0000010602
- Does DPH have other existing contracts with this Vendor?** ☐ Yes ☒ No
If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed. 0

CONTRACT INFORMATION

Proposed Transaction

December 31, 2025 to December 30, 2028

FUNDING SOURCES:

General Fund	\$8,752,968
<u>TOTAL DPH REVENUES:</u>	\$8,752,968

12% Contingency Amount	\$1,050,356
<u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u>	\$9,803,323

<u>ONE-TIME UPFRONT COSTS:</u>	N/A
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<u>ANNUAL AMOUNT OF CONTRACT*:</u>	\$2,907,655
<i>*Excludes one-time upfront/implementation costs.</i>	

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PROPOSED UNITS OF SERVICES

Item or Service	Quantity	Unit Price (Annual)	Amount
One Year Initial Term			
First year of Storage, hosting fees, standard training and implementation, including up to 500 users.	1	\$1,350,000	\$1,350,000
Optional Years to Extend			
Up to 750 users, optional year 1 Maintenance support, storage, and hosting fees	1	\$ 225,000	225,000
Up to 1000 users, optional year 1 Maintenance support, storage, and hosting fees	1	\$ 400,000	\$ 400,000
Up to 1500 users, optional year 1 Maintenance support, storage, and hosting fees	1	\$ 792,000	\$ 792,000
Up to 500 users, optional year 2 (base services) Maintenance support, storage, and hosting fees	1	\$ 1,417,500	\$ 1,417,500
Up to 750 users, optional year 2 Maintenance support, storage, and hosting fees	1	\$ 236,250	\$ 236,250
Up to 1000 users, optional year 2 Maintenance support, storage, and hosting fees	1	\$ 420,000	\$ 420,000
Up to 1500 users, optional year 2 Maintenance support, storage, and hosting fees	1	\$ 831,600	\$ 831,600
Up to 500 users, optional year 3 (base services) Maintenance support, storage, and hosting fees	1	\$ 1,488,375	\$ 1,488,375
Up to 750 users, optional year 3 Maintenance support, storage, and hosting fees	1	\$ 248,063	\$ 248,063
Up to 1000 users, optional year 3 Maintenance support, storage, and hosting fees	1	\$ 441,000	\$ 441,000
Up to 1500 users, optional year 3 Maintenance support, storage, and hosting fees	1	\$ 873,180	\$ 873,180
As needed optional professional services			\$ 30,000
	Contract Before Contingency		\$8,752,968
	12% Contingency		\$1,050,356
	Total Contract Not To Exceed		\$9,803,323

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Purpose of Contract:

The contractor will provide software that integrates with the Department of Public Health's electronic health record system to support voice-enabled clinical documentation. The system will allow clinicians to activate a feature that captures conversations during patient encounters and automatically generates clinical notes based on the interaction. DPH intends to use this functionality through its existing applications to support documentation workflows.

This integration is expected to improve the accuracy and timeliness of clinical documentation, reduce administrative burden on providers, and support more efficient service delivery across DPH programs. The contractor will also provide implementation services, user training, software support, and ongoing maintenance to ensure the system functions reliably within the clinical environment.

Performance Monitoring:

The contract will be monitored in accordance with DPH monitoring procedures by the Epic Director, Natasha Lalani, through implementation and support throughout its lifecycle.

Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:

CEO: Tanay Tandon

Board of Directors: Hemant Taneja - General Catalyst
Tanay Tandon - Commure
Deepika Bodapati - Commure
Qasar Younis - Applied Intuition
Michael Schlosser - HCA
Teresa Carlson - General Catalyst
Quentin Clark - General Catalyst

Owners of 10% or more of the Firm: General Catalyst Group VIII, L.P.