

EAST HAWAII REGION
NOTICE & REQUEST FOR SOLE SOURCE

1. TO: Regional Chief Executive Officer
2. FROM: Tommi Costanzo, Senior IT Project Manger

Pursuant to East Hawaii Region Policy, PUR 005, the Department requests sole source approval to purchase the following:

3. Description of goods, services, or construction:

Epic Chart with Art

4. Vendor Name: Epic Software

Address: Address: 1979 Milky Way, Verona, Wisconsin 53593

5. Price:

\$ \$247,740 +\$0.25 per patient encounter

\$227,740 fully refundable by 6/30/27 if we decide we no longer want to use Epic Chart with Art.

6. Term of

Contract: From: 7/2026
(mm/dd/yyyy)

To: 7/2029

7. Prior Sole Source Ref No.

N/A

8. Feature: The good, service, or construction has the following unique features, characteristics, or capabilities:

Chart with Art is a native Epic tool built directly into our existing EMR and licensed under our current Epic contract. This product is not a third-party application. Chart with Art provides ambient listening, generative AI documentation for clinicians, used only after obtaining patient consent per organizational policy. Because it runs on our existing Epic build, no separate interfaces need to be created or maintained. Audio and transcripts remain within HHSC's Epic Nebula instance, are not used for model training, and cached data is purged on a periodic basis. Data is transmitted through Epic's HIPAA-compliant Nebula pipeline rather than an external third-party environment. Chart with Art is integrated within Epic therefore HHSC will be able to track analytics on provider adoption and time savings directly through our existing reporting tools.

9. Essential Features: How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work:

A tool that writes directly into our existing note types, order sets, and governance structure allows HHSC to extend documentation efficiency without introducing a second system for clinicians to learn or a new interface for IT to secure and maintain. Keeping audio and transcript data inside our existing Epic/Nebula security boundary is essential to meeting HHSC's data governance and patient privacy obligations without standing up a new vendor risk assessment, BAA, and data flow map.

Chart with Art is part of the Epic build and licensed under our current Epic contract. This application can be governed through our existing governance process and supported with existing build and support resources, rather than requiring a separate support and escalation path.

10: Sole Source No. 27-0026

11. Alternate source. The following other possible sources for the good, service, or construction were investigated but do not meet our needs because:

At the time this need was identified, Epic's native ambient AI charting tool did not yet offer the full range of required functionality. As of Epic's [February 2026] upgrade, Chart with Art now meets HHSC's requirements and has been implemented, tested and validated across the community of health organizations using Epic. Third-party ambient AI scribe vendors were considered as alternate sources but do not meet HHSC's needs for some or all of the following reasons:

Patient conversation data and transcripts would be processed and stored outside HHSC's Epic Nebula boundary, requiring a separate BAA, security risk assessment, and data flow review.

Clinicians would need to navigate to a separate web application or editor to review, edit, and finalize notes rather than working within their existing Epic workflow — a friction point associated with lower adoption of documentation tools. In addition, our organization does not have the resources to maintain a separate build, integration, maintenance and troubleshooting for a third-party tool.

12. Direct any inquiries to:

Department: Contracts

Contact Name/Title: Mai Cha, Contracts Analyst

13 Phone Number: 808-932-3114

Fax Number:

Expenditure may be processed with a purchase order: ☐ Yes ☐ No If no, a contract must be executed

Agency shall ensure adherence to applicable administrative and statutory requirements.

14. ***I certify that the information provided above is to the best of my knowledge, true, correct and that the goods, services, or construction are available through only one source.***



Department Head (sign and print name)

07/22/2026

Date

Reserved for RCEO/Designee Use Only

15 Date Notice Posted: _____

Submit written objections to this intent to issue a sole source contract within five (5) calendar days or as otherwise allowed from the above posted date to:

Regional Chief Executive Officer
East Hawaii Region
1190 Waianuenue Ave.
Hilo, Hawaii 96720

16. Regional Chief Executive Officer's comments:

17.

☐ APPROVED ☐ DISAPPROVED
☐ NO ACTION REQUIRED

Regional Chief Executive Officer Date