

RFQ# 370444 -Electronic Health Record System				
Evaluation Criteria	Netsmart Technologies, Inc.	Patagonia Health, Inc.	Simpl Healthcare	VetGlobal LLC
Round 1				
Solicitation Acceptance	Yes	Yes	Yes	Yes
Contract Acceptance	Yes	Yes	Yes	Yes
ISA Questionnaire Completed and Terms Accepted	Yes	Yes	Yes	Yes
Performance and Delivery (22 Points)	20	21	15	12
Security and Compliance (22 Points)	20	22	12	10
Demo (34 Points)	25	33	21	8
Cost (22 Points)	0.84	1.34	0.04	22.00
Totals	65.84	77.34	48.04	52.00

Strength & Weaknesses**Netsmart Technologies, Inc****Performance and Delivery**

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm's response lacked detail overall. Q#1 - Firm's software can not provide practice management and a patient portal. Q#2 - Firm's organizations approach to provide Billing Capabilities including Electronic Eligibility for insurance verification and Laboratory Integration.

Security and Compliance

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: #Q4 - Firm's ability to customize reports that may be required by the state or local or federal government to report on different metrics.

Demo

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Overall demo was very abbreviated, User Interface and Usability - Firm did not adequately demonstrate Appointment Scheduler. Firm's Billing Capabilities and their sliding fee scale. Interoperability and Integration - Firm's Language Capacity. Security and Privacy.

Patagonia Health, Inc.**Performance and Delivery**

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: #Q2(iii) - Firm's Laboratory Integration- demonstrated two programs.

Security and Compliance

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below. #Q1 - Firm's response to how they handle compliance with with regulatory requirements such as HIPAA, GDPR, and relevant industry standards. #Q4 -Firm's response to their ability to customize reports that maybe required by the state or federal government to report on different metrics.

Weaknesses:**Demo**

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Interoperability and Integration - Firm's laboratory integration with TennyS.

Simpl Healthcare**Performance and Delivery**

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Q#2 - Firm's organizations approach to provide iii) Laboratory Integration, v) Data Interoperability, vi) Electronic Prescriptions, vii) Technical Support and Training. Q#4 - Firm provided a boilerplate response and did not cover points specifically, including confusion regarding TENNIS.

Security and Compliance

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Q#1 - Firm did not adequately answer this question. Q#2 - Firm did not adequately explain how their organization provides regular security assessments, audits, and updates to mitigate potential vulnerabilities and security risks. Q#4 - -Firm's response to their ability to customize reports that maybe required by the state or federal government to report on different metrics.

Demo

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Overall firm did not demonstrate which company was providing the software solution. Firm referred to Metro as the State of Tennessee. Firm presented information that was not requested for the demo such as offering staff to Metro and providing AI solutions. User Interface and Usability - Firm's software not a Public Health solution. Interoperability and Integration - Firm's laboratory integration with TennyS.

VetGlobal LLC**Performance and Delivery**

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Q#2 - Firm's organizations approach to provide i) Role Based Access Control iii) Laboratory Integration, v) Data Interoperability, vi) Electronic Prescriptions, vii) Technical Support and Training. Q#3 - Firm's explanation of their EHR's customizability of the interface to accommodate different user preferences and workflows. Q#4 - Firm's response to how their software integrates with LabCorp.

Security and Compliance

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm did not provide specific answers to any of the questions in this section.

Demo

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm did not cover requested demo agenda. Firm's demo was incomplete. Security and Privacy - Firm did not address/demonstrate Physical Security, Data Backup.

Solicitation Title & Number			RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Electronic Health Record System.; RFQ# 370444			22	0	22
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Netsmart Technologies, Inc.	\$ 2,503,821.67		0.84	0.00	0.84
Patagonia Health, Inc.	\$ 1,525,558.92		1.37	0.00	1.37
Simpl Healthcare	\$ 55,009,808.88		0.04	0.00	0.04
VetGlobal LLC	\$ 95,340.00		22.00	0.00	22.00