

## **Notice of Intent to Award**

Solicitation Number	370444	Award Date	6/14/2024   3:47 PM CDT	
Solicitation Title	Electronic Health Records System			
Buyer Name	Scott Ferguson	Buyer Email	scott.ferguson@nashville.gov	
BAO Rep	Christopher Wood	BAO Email	christopher.wood@nashville.gov	

## Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Pagagonia Health, Inc.	Company Contact		Monique Dever	
Street Address	15100 Weston Parkway, Suite 204				
City	Cary	State	NC	Zipcode	27513
				•	
Company Name		Company Contact			
Street Address					
City		State		Zipcode	
Company Name		Company Contact			
Street Address					
City		State		Zipcode	

## **Certificate of Insurance**

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

# **Equal Business Opportunity Program**

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

Yes, the EBO Program is applicable.	No, the EBO Program is not applicable.
	Monthly Reporting
payment to all small (SBE), minority-owned disabled veteran owned (SDV) subcontractor	will be required monthly to submit evidence of participation and d (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service rs. Sufficient evidence may include, but is not necessarily limited to ications for payment, invoices, and cancelled checks.
Questions related to contract compliance may	y be directed to the referenced BAO rep.
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## **Public Information and Records Retention**

No, monthly reporting is not applicable.

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

## **Right to Protest**

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing in ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

iii ten (10) days after such aggrieved per
DK _Supervisor (Initial)
Dennis Rowland
Dennis Rowianu
Purchasing Agent & Chief Procurement Officer

Yes, monthly reporting is applicable.

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.

<u>Weaknesses:</u> Firm's response lacked detail overall. Q#1 - Firm's software can not provide practice management and a patient portal. Q#2 - Firm's oranizations approach to provide Billing Capabilities including Electronic Eligibility for insurnace 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 requireed 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.

<u>Weaknesses:</u> 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: #Q2iii) - Firm's Laboratory Inegration- demonstrated two programs

# **Security and Compliance**

<u>Strengths</u>: 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 TennIIS.

## Simpl Healthcare

## Performance and Delivery

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

<u>Weaknesses:</u> Q#2 - Firm's oranizations 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.

<u>Weaknesses:</u> 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.

<u>Weaknesses:</u> 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 Al solutions. User Interface and Usability - Firm's software not a Public Health solution. Interoperatbility and Integration - Firm's laboratory integration with TennIIS.

## VetGlobal LLC

## Performance and Delivery

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

<u>Weaknesses:</u> Q#2 - Firm's oranizations 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.

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

## Demo

<u>Strengths</u>: 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 Electronic Health Record System.; RFQ# 370444			RFP Cost Points 22	RFP SBE/SDV Points 0	Total Cost Points 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