



08/19/2024

Broward County Purchasing
Attn: Robert Gleason, Director of Purchasing
115 South Andrews Avenue, Room 212
Fort Lauderdale, FL 33301

RE: Netsmart Objection to Ranking, TEC2125292P1 BARD Electronic Health Records Solution

Dear Mr. Gleason,

On 08/19/2024 Netsmart Technologies observed the official Recommendation for Ranking on the Broward County Purchasing website (<https://www.broward.org/Purchasing/Pages/RecommendationForRanking.aspx>) and it is our understanding that the vendor ranked #1 in points will be recommended for purchase and contract.

While Netsmart agrees that all vendors had equal opportunity in the process, we do not believe that vendors were provided ample time to adequately demonstrate their unique abilities to support the specific needs of an Addiction Recovery Center. As noted in more detail below, we believe that the Evaluation Committee was not provided the opportunity to evaluate critical information that could have significantly impacted the vendor ranking, thus impacting the County's ability to procure a solution that would best serve the needs of their employees and the community they serve.

Netsmart Technologies would like to address the following items:

- Of the 37 items from the functionality checklist in the RFP, only 18 were presented via demonstration.
- Due to the limited agenda and time constraints of the 30-minute vendor demonstration conducted on July 30, 2024, the Evaluation Committee was not provided ample time to fully assess solution capabilities that are critical to the successful operations of Addiction Recovery organizations.
- Examples of functionality included in the BARD RFP requirements, but not included in the demonstration agenda, include; Medication Reconciliation, ePrescribing and Orders Management, Pharmacy Integration, Reporting and Analytics, Form Building, Workflow Building, Restricting Access to records on a client level, Release of Information Management, Referral Management, and Discharge Planning and processes.
- During the closed portion of the Final Evaluation Committee meeting, Netsmart was asked if our proposed solution included an eMAR. While we did mark this requirement in the affirmative in our written RFP response, this functionality was not included in the demonstration agenda, and we believe the evaluation committee did not thoroughly assess the capabilities and value of this feature.
- During the closed portion of the Final Evaluation Committee meeting, we were also asked if our solution included Incident Tracking. While we did mark this requirement in the affirmative in our written RFP response, this functionality was not included in the demonstration agenda, and we believe the evaluation committee did not thoroughly assess the capabilities and value of this feature.

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- Additionally, according to the Evaluation Criteria from the RFP, section 5.a asks firms to provide references of a similar nature and scope to BARD. In compliance with this requirement, Netsmart provided nationally recognized clients who specialize in Addiction Recovery and have a similar nature and scope as BARD. The top vendor in point scoring (Cantata) provided 2 clients who specialize in Child and Family Services and Foster Care respectively. And a 3rd, providing general Behavioral Health services. We believe that the information provided by the top scoring vendor does not comply with the requirement of the RFP and therefore did not afford the County with sufficient information to accurately rank vendors in this category.

Based on this information, we attest that all statements are accurate, true and correct and we respectfully submit this letter to the Director of Purchasing, the CIO and the Evaluation Committee serving as our official objection to the scoring of TEC2125292P1 BARD Electronic Health Records Solution and request a comprehensive product demonstration for the top 2 vendors to ensure that best system is being selected, not just the least expensive.

Please advise of next steps in this process.

Respectfully,

Kevin Kaufman

Kevin Kaufman
Chief Financial Officer

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