

Notice of Intent to Certify Sole Source

To: Interested Parties
From: Craig P. Orgeron, CPM, Ph.D. *CU*
CC: ITS Project Number 48368
Date: January 07, 2025
Re: Sole Source Certification Number 4648 to provide Network of Care community information service for the Mississippi Department of Mental Health (MDMH)
Contact Name: Christopher Gooday
Contact Phone Number: 601-432-8037
Contact E-mail Address: christopher.gooday@its.ms.gov

Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4648 for the Mississippi Department of Mental Health (MDMH), please be advised that ITS intends to award Trilogy Integrated Resources, LLC, as the sole source provider of the Network of Care community information service for three (3) years in an amount not to exceed \$365,000.00. Please be advised that ITS will determine if additional support or services are within scope during the certification period and may increase the spending authority accordingly. Should Trilogy Integrated Resources, LLC change their name during this certification period, then ITS will determine if a recertification is necessary. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment B: Sole Source Procurement Overview.

Sole Source Criteria

1. The product or services being purchased must perform a function for which no other product or source of services exist:

The Network of Care is a unique community information service designed to support the mission of social services agencies and is the only product in the country today that provides the most comprehensive behavioral-health platform with numerous features that no other vendor offers. It provides vital information to help link consumers to support groups and personal advocacy resources in the community. The site also provides a repository of evidence-based practices for communities to respond to their behavioral-health needs. As the only product of its kind in the nation, it is recommended by the Substance Abuse and Mental Health Services Administration (SAMHSA) to all American Rescue Plan Act (ARPA) grantees. The content within the system is kept up to date and provides a database of services and providers across the state for the

public. There is currently no other product on the market as comprehensive, intuitive, and informative as the Network of Care.

2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services:

The Network of Care provides a comprehensive set of information needs for consumers, caregivers, community-based service agencies, and related state and county government departments and workforces which allows citizens to quickly and easily locate services and/or providers within a geographic radius of their area. Some of the services the Network of Care provides are a comprehensive Service Directory of behavioral-health resources for a given service area, a library section of over 30,000 articles, checklists, and fact sheets, a Legislative section that allows for bill-tracking on proposed state and federal legislation that could affect the behavioral-health community, and much more. The webpage also includes value-added content such as related links from the local to national levels, support and advocacy organizations, learning centers, eLearning Modules, and a HIPAA-compliant electronic health record for personal or care-coordination use. The website can also be used as a call center call log system through the Referral Application for agencies to better track callers, referrals, and outcomes, and this system is also an integrated network where every time a relevant addition or improvement is made to one site, the network of more than 300 sites also receives the upgrade.

3. The product or services must be available only from the manufacturer and not through resellers who could submit competitive pricing for the product or services:

The Network of Care is a unique product developed over almost a quarter of a century in partnership with states, local governments, national governments, and behavioral-health associations at the state and national level. It is proprietary and not available from other vendors. The Vendor's sole source certification letter is included as Attachment A.

Schedule

Task	Date
First Advertisement Date	01/07/25
Second Advertisement Date	01/14/25
Response Deadline From Objectors	01/22/25 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 01/23/25

Project Details

The Mississippi Department of Mental Health has been considering the value of Network of Care since it was recognized as a model program by the President's New Freedom Commission on Mental Health and is on the Substance Abuse and Mental Health Services Administration (SAMHSA) list of recommended programs for states. MDMH has spoken to several states that have contracted with Network of Care and were very pleased with the results. The Network of Care is a partnership between the National Association of State Mental Health Program Directors and the National Association of County Behavioral Health & Developmental Disability Directors. The goal of the Network of Care is to ensure "No Wrong Door" exists for those in need of social services and to provide trusted information for anyone interested in making better decisions about the health and well-being of themselves and those around them. The Network of Care is the largest government-sponsored, community-based online platform in the country.

Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that the Network of Care community information service should not be certified as a sole source should provide information in the following format for the state to use in determining whether or not to proceed with awarding the Sole Source contract to Trilogy Integrated Resources, LLC.

- 1.1 Interested Party Information
 - 1.1.1 Contact Name, Phone Number and email address
 - 1.1.2 Company Website URL, if applicable
- 1.2 Objection to Sole Source Certification
 - 1.2.1 Interested parties must present specific objections to the Sole Source certification using the criteria listed above.
 - 1.2.2 A statement regarding the Interested Party's capabilities as related to this Sole Source Certification Request.
- 1.3 Comments will be accepted at any time prior to Wednesday, January 22, 2025 at 3:00 p.m. (Central Time) to Christopher Gooday at Christopher.Gooday@its.ms.gov or at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF RESPONSES. It is solely the responsibility of the Interested Parties that responses reach ITS on time. Interested Parties may contact Christopher Gooday to verify the receipt of their Responses. Responses received after the deadline will be rejected.
- 1.4 Interested Party responses should include the following information:

<p style="text-align: center;">SUBMITTED IN RESPONSE TO Sole Source Certification No. 4648-48368 Accepted until January 22, 2025 @ 3:00 p.m., ATTENTION: Christopher Gooday</p>

If you have any questions concerning the information above or if we can be of further assistance, please contact Christopher Gooday at 601-432-8037 or via email at .

- Attachment A: Vendor Correspondence
Attachment B: Sole Source Procurement Overview



Sole Source Justification for the Network of Care Web Site

The Network of Care (NOC) is the only product in the country today that provides the most comprehensive behavioral-health platform with numerous features that no other vendor offers and a proven track record of more than 23 years, serving 26 states and hundreds of local governments across the nation. Over the years, more than 95% of our agreements have been sole-sourced due to the lack of any competition in the marketplace.

Here is a list of deliverables that make the Network of Care unique:

- 1. Service Directory:** A comprehensive directory of behavioral-health resources for a given service area. Trilogy begins with data provided by the state or local jurisdiction and then acquires, collects and assembles data specific to the state or local jurisdiction. Trilogy evaluates the data and makes the necessary improvements/additions to make the data launch-ready. Trilogy then completes the taxonomy coding and resolves any integration issues.
- 2. Library:** More than 30,000 articles, checklists and fact sheets written by leading experts and organizations in the fields of behavioral health, substance use and developmental disabilities. Articles will be easily available for online viewing, printing, posting and emailing. Trilogy will continually maintain, update and expand Library content.
- 3. Legislate:** A bill-tracking section with all proposed state and federal legislation that could affect the behavioral-health community. Trilogy updates the section daily to track amendments, votes and other updates. The section also provides methods to communicate directly with legislators,

and Trilogy regularly updates contact information for state and federal elected officials.

4. **Resource Links:** A broad collection of links to city, county, state and national government agencies and nonprofit organizations that focus on behavioral-health issues. Trilogy continually maintains, updates and expands Resource Links content.
5. **Health Care:** A complete directory of all public and private health-care options for behavioral-health coverage in the state or local service area.
6. **Support & Advocacy:** A comprehensive list of the known and creditable organizations that provide support and advocacy at the local, state and national levels.
7. **Emergency Services:** A quick-access list of all crisis programs and contact information in the state or local service area.
8. **My Account:** A password-protected section, housed on a separate, secured server, in which any Network of Care visitor can create a private "folder" of favorite NOC content. My Account also includes the optional **Personal Health Record**, in which medical and legal information can be entered manually or uploaded via electronic documents. Personal Health Record creators then can share this secured section with a trusted friend or relative. The Personal Health Record is registered with Health Level Seven International (HL7). Trilogy maintains the server that houses the Personal Health Records and continually maintains its security.
9. **Nationwide News:** News articles, culled from more than 3,000 periodicals nationwide, are posted twice daily. Trilogy selects and posts the articles and maintains a News Archive.
10. **Learning Center:** Consumer-friendly, Healthwise/WebMD content and tools, focused on health promotion, education, early intervention and prevention. Trilogy installs this enhanced content on the homepage, reviews the content quarterly, and updates as needed.
11. **Clinical Trials:** Quick access to the comprehensive, searchable database maintained by ClinicalTrials.gov. Data

includes information about clinical trials across the nation as well as eligibility guidelines and contact information for trial administrators. Trilogy maintains the data and provides constant updates.

12. **Languages:** Dynamic translation of all text on the Network of Care into dozens of languages. Trilogy maintains access to translation software and updates as needed. The section also provides 12 human-translated articles in 14 languages, some accompanied by audio and video. Trilogy maintains this content, updating as needed.
13. **Community Events:** A user-friendly Calendar interface that enables both administrative staff and community members to post events. Trilogy maintains the Calendar platform and server, providing additional features such as maps and driving directions.
14. **Suicide Prevention and Support:** Comprehensive channel that includes pertinent services and educational resources for all target populations with access to national, state, and local support.
15. **Opioid Resources:** Comprehensive section of resources with drug-disposal sites, harm-reduction information, all pertinent services, education and support resources at the state, national, and local levels.
16. **Disaster Mental Health:** Comprehensive access to disaster-related services focused on mental health, financial assistance, transitional housing, and more. Includes educational resources for disaster preparedness, post-disaster and recovery resources, and more.
17. **HRSA-Supported Health Centers:** Searchable database of health centers that provides comprehensive, culturally competent, quality primary health-care services to medically underserved communities and vulnerable populations. Health centers are community-based and patient-directed organizations that serve populations with limited access to health care.
18. **Service Directory Widget:** Provides mini-application for Service Directory integration into any other website across the state. Potential widget users include agencies,

community-based organizations, schools, and all other agencies currently serving our target population.

19. Practitioner Search: Searchable database of licensed physicians and nurse practitioners across the state. Residents' access to mental-health care often begins with these providers.

20. Online Site-Traffic Reports: Accessible via the Network of Care client-support portal.

21. Unlimited Publishing: Network of Care publishes all required updates throughout the term of the agreement.

There is also a larger menu of content available for our clients to choose from, such as the online WRAP (Wellness Recovery Action Plan); online Advanced Directive; a Care Guide to assist with discharging and to reduce the recidivism rate back into institutional care; and more.

The Network of Care is a unique product developed over almost a quarter of a century in partnership with states, local governments, national governments, and behavioral-health associations at the state and national level. Our most recent behavioral-health contracts with the states of Oklahoma and North Carolina were not competitively bid.

Signature: afshin khosravi

Date: 10/14/2024

Attachment B

The acquisition of information technology for all state agencies and institutions of higher learning (IHLs) is within the scope of the ITS law, found in Mississippi Code Section 25-53-1, et seq., and the policies and procedures established in accordance with this statute, found in the ITS Procurement Handbook posted on the ITS website (www.its.ms.gov).

ITS enabling legislation requires that information technology hardware, software and services be acquired in a manner that insures the maximum of competition among all manufacturers and suppliers of such equipment and services. Accordingly, ITS promotes full and open competition through the issuance of open specifications and the objective evaluation of Interested Party proposals to determine the lowest and best offering to meet an agency's or public university's business requirements. True competition protects the integrity and credibility of purchasing in the public sector and is essential in providing best value and adequate contractual protection for the purchasing entity. In certain limited situations, information technology acquisitions may be sole-sourced.

ITS utilizes the provisions of Public Purchasing Law for Sole Source and Emergency procurements of information technology. Mississippi Public Purchasing Law (Mississippi Code Section 31-7-13) specifies that noncompetitive items available from one source only be exempted from bid requirements (sole-sourced). ITS statute, in Section 25-53-5 (p), permits ITS to utilize provisions in Public Purchasing Law or regulations, when applicable.

Per Public Purchasing law, acquisitions must meet the following criteria to be authorized as sole source:

1. The product or services being purchased must perform a function for which no other product or source of services exists,
2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services, AND
3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services. The vendor's correspondence regarding this criterion for this project is included as Attachment A.

By policy as documented in the ITS Procurement Handbook, acquisitions of IT services must include the following information to be authorized as sole source:

1. An explanation about why the amount to be expended is reasonable, and
2. An explanation regarding the efforts by the purchaser to obtain the best possible price.

For state agencies, approval of all technology purchases with a lifecycle cost of \$5,000 or less, including sole source purchases, has been delegated to the agency. The ITS Procurement Limits Policies for Agencies (a section in the ITS Procurement Handbook) require a minimum of two competitive written bids or proposals for technology purchases with a lifecycle cost over \$5,000 but not over \$75,000 (not over \$25,000 for projects funded by the American Recovery and Reinvestment Act). Since, for single source items, the procuring agency will be unable to obtain two written bids, ITS must certify all sole source acquisitions of information technology with a lifecycle cost greater than \$5,000.

Institutions of Higher Learning (IHLs) or public universities have been delegated the authority to certify sole source procurements up to \$250,000 lifecycle cost under the ITS Procurement Limits Policies for IHLs (a section in the ITS Procurement Handbook). For the certification of sole source procurements delegated to the CIOs at public universities, the public university must follow ITS' Sole Source Procedure, including advertisement of the intent to award as sole source. Institutions certifying a sole source purchase must ensure the criteria listed above are met and documented in writing by the institution and the Interested Party prior to certifying a product or service as sole source. Sole source documentation must be reviewed and approved by the IHL's CIO for any sole-source certification above \$5,000. All sole source documentation should be retained in the public university's procurement file. Sole source requests above \$250,000 lifecycle cost require ITS approval.

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS.

ITS thoroughly reviews Sole Source Certification Requests, determining if competing products and/or services exist. If so, ITS conducts a competitive procurement. If ITS' review confirms the sole source, then a Sole Source advertisement is issued, giving other Interested Parties an opportunity to identify competing products and/or services. Based upon the results of the Sole Source advertisement, ITS will either certify the request as a sole source or conduct a competitive procurement.