



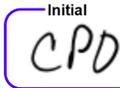
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Craig P. Orgeron, CPM, Ph.D., Executive Director

Notice of Intent to Certify Sole Source

To: Interested Parties

From: Craig P. Orgeron, CPM, Ph.D.

CC: ITS Project Number 49407 

Date: February 24, 2026

Re: Sole Source Certification Number 4745 to provide behavioral health electronic monitoring system and equipment for the East Mississippi State Hospital (EMSH)

Contact Name: Jake Alexander

Contact Phone Number: 601-432-8090

Contact E-mail Address: Jake.Alexander@its.ms.gov

Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4745 for the East Mississippi State Hospital (EMSH), please be advised that ITS intends to award Invisalert Solutions, Inc., as the sole source provider of behavioral health electronic monitoring system and equipment through March 28, 2028, in an amount not to exceed \$285,428.00. If EMSH opts to renew the behavioral health electronic monitoring system and equipment, this sole source certification will be valid through March 28, 2029. Please be advised that ITS will determine if additional products or services are within scope during the certification period and may increase the spending authority accordingly. Should Invisalert Solutions, Inc. 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 exists:

The ObservSMART monitoring system offers the only tamper resistant wristband specifically designed for behavioral health patients. Other products on the market can be easily removed, compromising patient safety. ObservSMART is the only system that provides 1:1 observation technology, enabling EMSH to define and monitor the required proximity between staff and patients. This system is the only psychiatric care specific monitoring device that operates based on patient proximity without requiring scans or disturbing patients during rounds. The system allows for multiple applications within psychiatric care, ensuring quality care is delivered by nursing staff and direct care workers. The system also allows for

environmental rounds to be conducted within the same system. No other system on the market offers a solution that integrates direct care workers, nursing staff, and environmental rounds all in one system.

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

This product enhances compliance with both patient and environmental rounds by ensuring that registered nurses verify patient status and review direct care worker rounds. It also improves patient satisfaction, as patients are not disturbed by bracelet checks or scans during observations. Quality improvement reporting will greatly improve in compliance percentages.

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:

ObservSMART is a sole source product manufactured, sold, and distributed exclusively by InvisAlert Solutions, no other company makes a similar or competing product with all its features. ObservSMART has designed the only tamper-resistant band specifically for behavioral health. The Vendor’s sole source certification letter is included as Attachment A.

Schedule

Task	Date
First Advertisement Date	02/24/2026
Second Advertisement Date	03/03/2026
Response Deadline From Objectors	03/10/2026 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 03/11/2026

Project Details

In August 2022, ITS issued Notice of Intent to Certify Sole Source No. 4482 for a behavioral health electronic monitoring system and equipment and received no objections. As a result, a three-year Software License and Application Service Provider Agreement was executed on January 3, 2024, for service, support, training, and consumables. In September 2024, Amendment No. 1 was executed to include the addition of SMTP e-mail alerts for a two-year term. In February 2025, Amendment No. 2 was executed to include the addition of an environment of care module for a two-year term. The total spend-to-date is \$213,403.00.

Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that behavioral health electronic monitoring system and equipment 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 Invisalert Solutions, Inc.

- 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 Tuesday, March 10, 2026, at 3:00 p.m. (Central Time) to Jake Alexander at Jake.Alexander@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 Jake Alexander 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:

SUBMITTED IN RESPONSE TO
Sole Source Certification No. 4745-49407
Accepted until March 10, 2026 @ 3:00 p.m.,
ATTENTION: Jake Alexander

If you have any questions concerning the information above or if we can be of further assistance, please contact Jake Alexander at 601-432-8090 or via email at Jake.Alexander@its.ms.gov.

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

Attachment A

December 22, 2025



To Whom It May Concern: This letter is to confirm that the ObservSMART is a sole source product, manufactured, sold, and distributed exclusively by Invisalert Solutions, no other company, makes a similar or competing product with all its features.

ObservSMART uses proprietary software, with patented, highly tamper-resistant wristband with a Bluetooth beacon and tablet to validate compliance and document patient observations. Patient checks can only take place when there is staff to patient proximity, thus ensuring compliance and mitigating the risks and costs associated with missed and falsified observations

- The tablet syncs with patient bands
- The tablet has patient panel photographs to quickly identify patients
- There is customizable patient precaution, risk flags information for staff better staff communication and privacy for patients.
- Workflow is arranged in order of priority
- Each patient is on their own time clock for a true 15-minute check
- All different intervals can be on one tablet and managed by one staff member

Achieving compliance is highly dependent on our tamper-resistant wristband designed with non-compliant patient populations in mind. ObservSMART has designed the only tamper-resistant band specifically for behavioral health and is only removed at discharge.

- You can swim and shower with the band and beacon.
- The beacons have a battery life of 14 months, so there is no need to introduce cumbersome workflows to staff to recharge the beacons.
- Battery life is viewed on the tablet

ObservSMART has designed real-time proactive alerts into the software to account for safety concerns, missed observations, and 1:1 falling asleep and observation proximity failures. Supervisory staff is proactively notified of any potential issues so they can immediately assist and correct the problem real-time.

- Primary, secondary, and tertiary alerts
- Request assistance feature, organized code response
- 1:1 monitoring feature to ensure safety for highest acuity patients. Missed observations, 1:1 out of range, and falling asleep alerts

- Nursing Station Dashboard: simultaneous, multiple unit real-time monitoring and alert notifications

ObservSMART fully supports the complexities and nuances of behavioral health workflows. Designed by and for behavioral health staff. Our solution supports the most complex workflows and improves communication among staff. Off-unit, non-observed patient synchronization

- Off-unit observed and non-observed patient activities/program coordination
- Real-time quality feedback
- Observation prioritization cues
- Proprietary management processes and ongoing operational support from CSAT. Weekly, monthly, and quarterly meetings.

ObservSMART offers the ability to conduct environment of care rounds seamlessly, in addition to observing patients.

- Customizable time intervals and settings per unit, per facility
- Centralized navigation on menu bar
- Built-in reminders and alerts for staff
- Validates and documents completed tasks
- Repair notifications can be sent to appropriate staff.

ObservSMART provides a suite of powerful reporting and analytics capabilities that help support the needs of the clinical, business, risk, and quality teams. Reports can be easily queried on an ad hoc basis or pushed as a standard daily report to an email.

ObservSMART also has full bi-directional integration in to any EMR.

Feel free to reach out to me with any other additional questions about ObservSMART.

Noreen Gottfried
Noreen Gottfried, VP Sales, and Marketing
ngottfried@invisalertsolutions.com 215-534-2370

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.