



JUSTIFICATION AND APPROVAL FOR ALLOWING AWARD OF CONTRACT WITHOUT COMPETITION

(Section A must be completed by the User Department and then submitted to the Department of Purchasing & Contract Compliance)

SECTION A

Department: HIV Elimination

Department Contact: Jeff Cheek, Director

Description of Supplies/Services: Software as a Service grants management system which securely maintains Protected Health Information which includes: Client Record Management Module, Client Service Delivery and Tracking Module, Client Data Extract, Client Document Tracker/Uploader, Referrals Management Module, Cross-Agency Client Services Lookup Screen, Client Eligibility and Recertification, Contract Management/Financial Management System, Invoicing Module, Fiscal Reports for the Health Services and Services Administration, Outcomes Evaluation, Quality and Outcomes Management, Validations and Data Quality Checks, Visual Analytics, Client Satisfaction Survey, Needs Assessment Survey, and a Care Continuum Dashboard.

Demonstration of Contractor's Unique Qualifications:

The Department for HIV Elimination has contracted with RDE Systems Group, LLC (RDE) for the past three years for the development, implementation, and management of a grants management system known as e2Fulton utilizing RDE's proprietary software system known as eCompas® and e2®. The Department for HIV Elimination seeks to continue the use of e2Fulton for an additional three years.

RDE was awarded a contract under the County Manager's Emergency Purchasing Authority pursuant to Fulton County Code Section 102-385 and subsequently approved by the Board of Commissioners on 9/18/2020 item #20-0698 for the provision of Software as a Service to the Department for HIV Elimination.

Under the contract, RDE was to develop, implement, and maintain an integrated computer system to support the Department for HIV Elimination's grants management efforts. To this end, RDE has developed proprietary software tailored to the needs of the Department for HIV Elimination which includes: Client Level Data Management and Analysis; Data Quality Monitoring and Improvement; System-wide Automated Eligibility & Document Management; System-wide Data Sharing; Subrecipient & Contracts Management; Fiscal & Claims Management; Quality Management Analysis & Reporting; Outcomes Evaluation; Data to Care; Automated Federal Reporting (RSR, ADR, APR); Interoperability with Provider EMRs; and, Client Satisfaction Survey & Consumer Needs Assessment.

RDE Systems, maker of the eCOMPAS® and e2® suite of software products, has been serving public health for over thirty years and has over 15 years of Ryan White, CDC, and HOPWA experience. RDE's mission is to support those on the front lines of the effort to End the HIV Epidemic by providing user-friendly software products designed specifically for HIV care, Prevention and Housing programs, that provide better access to data, promote efficiency and save staff time.

If this item is not approved Fulton County will not have access to the grants management system and would need to seek out other options which would require a significant outlay of funds.

Section B must be completed by the Department of Purchasing & Contract Compliance

SECTION B

MARKET SURVEY

Results of Market Survey: *No bids received on BidNet.*

Date Public Notice posted on website: *July 27, 2023*

Date Public Notice closed: *August 7, 2023*

REVIEW OF OFFER(S)

Were any offers received (Y/N): *No*

Number of offers received: *0*

Respondents: *0*

Date Offers submitted to User Department for review: *August 3, 2023*

User Department review and recommendation: *Review and Approved*

Purchasing Agent review and recommendation: *After review and consideration of all available information related to the requirement and criteria of the sole source advertisement #23SSN139321B-PS as titled e2Fulton Grants Management System - Single Attachment, the Department of Purchasing and Contract Compliance recommends proceeding with BOC approval request to award a contract without competition.*

CERTIFICATION

Having conducted a good faith review of source availability regarding the materials, goods and or services stipulated herein, subsequent to consultation with the County Manager and the recommendation of the User Department, it has been determined that there is only one source available for the required work, labor or service to be done or the supplies, materials, or equipment to be furnished pursuant to the Fulton County Code of Ordinances §102-384, Award without Competition.

I, Felicia Strong-Whitaker, Chief Purchasing Agent, certify that the facts and representations under my cognizance which are included in this justification and its supporting documentation which form the basis for this justification are complete and accurate.

Felicia Strong-Whitaker, CPPO, MCA
Chief Purchasing Agent

Date

I, Dick Anderson, County Manager, certify that the facts and representations under my cognizance which are included in this justification and its supporting documentation which form the basis for this justification are complete and accurate.

Dick Anderson
County Manager

Date

Market Research Form: Award of Contract Without Competition (Sole Source)

PROCEDURES

The Purchasing representative must conduct a market research prior to advertising the Justification Form on the Bid Board:

- 1) The User Department requesting the sole source must submit a memo to the Purchasing Department detailing the justification for sole source designation, a completed Sole Source Justification Form and a letter from the vendor indicating their justification of the sole source designation.
- 2) The Department of Purchasing & Contract Compliance must complete the following steps:
 - Conduct Market Research – In order to determine whether the request meets the requirements for sole source designation the purchasing representative must review the Sole Source Justification Form and conduct a market research. Research resources shall include: Internet searches (Google product and insert findings below) and advertisement of intent to award a sole source.
 - Post Public Advertisement – All intended sole source acquisitions shall be advertised on the Bid Board for a minimum of five (5) business days.

MARKET RESEARCH:

Identify Contact Source (Internet search, vendor name)	Date	Comments
BidNet - 23SSN139321B-PS - e2Fulton Grants Management System	7/27/2023 through 8/3/2023	No bids received



July 19, 2023

Jeff Cheek, Director
 Department for HIV Elimination
 137 Peachtree Street, SW
 Atlanta, GA 30303

RDE System Support Group, LLC Cost Estimate and General Scope of Work

Dear Mr. Cheek:

In connection with your process to arrange a sole source agreement with RDE System Support Group, LLC (RDE) to continue our work on the e2Fulton project, a Ryan White management information system provided to the Department for HIV Elimination pursuant to a Software as a Service (SaaS) licensing model, you have requested a statement from RDE summarizing the anticipated budget for the two-year period from March 1, 2023 through February 28, 2025.

The two-year budget summary follows.

Budget Summary
March 1, 2023 – February 28, 2025

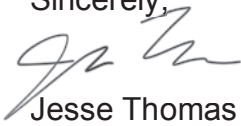
Item Description	Amount
Software as a Service (SaaS) License fee for the period 3/1/2023 - 2/28/2024	\$450,000.00
Software as a Service (SaaS) License fee for the period 3/1/2024 - 2/28/2025	\$400,000.00
Software as a Service (SaaS) License for System Modifications and Enhancements – Contract Management and Fiscal	\$ 8,000.00
Software as a Service (SaaS) License for System Modifications and Enhancements – Non-Fiscal	\$191,800.00
Software as a Service (SaaS) License for New System Enhancements for 2023 and 2024 (Phases 1, 2 and 3)	\$326,600.00
Software as a Service (SaaS) License for New Client Satisfaction Survey for 2024	\$ 25,000.00
Software as a Service (SaaS) License for Rolling Consumer Needs Assessment Survey for 2023	\$ 37,500.00
Software as a Service (SaaS) License for Rolling Consumer Needs Assessment Survey for 2024	\$ 25,000.00
Prepaid Incentives for Client Satisfaction Survey and Consumer Needs Assessment	\$ 65,000.00
Year 2 Mid-year System Modifications	\$ 86,000.00
Year 2 Year-end System Modifications	\$ 85,100.00

Contract Total: \$1,700,000.00

Any questions concerning the Budget Summary may be addressed to the undersigned.

It is our privilege to continue our support for the Fulton County Department of HIV Elimination in its vital work to end the HIV epidemic in the Atlanta EMA.

Sincerely,



Jesse Thomas
Manager
RDE System Support Group, LLC



June 2, 2023

Jeff Cheek, Director
Department for HIV Elimination
137 Peachtree Street, SW
Atlanta, GA 30303

Letter in Support of Sole Source Application for e2Fulton

Dear Mr. Cheek,

RDE System Support Group, LLC (RDE) is submitting the following information in support of your sole source application for RDE to be the sole source provider of the e2Fulton data management system currently used by the Department of HIV Elimination (the Department). RDE is the vendor of the e2Fulton software, a proprietary custom software product of RDE, which is licensed to Fulton County for the Department's use pursuant to RDE's Software as a Service (SaaS) licensing model. All costs of planning, design, development, project management, technical support, user support, and secure hosting on Amazon Web Services' FedRAMP-certified GovCloud region are included in the SaaS license fees. e2Fulton is available only from RDE, and without a contract between RDE and Fulton Co., the Department would be unable to continue to use e2Fulton.

e2Fulton was launched in April, 2021 and has been in continuous successful use by the Department since its launch. Based on data through October 2022, since its launch e2Fulton has managed over 42,000 client records, collected over 3.4 million system data points, managed the delivery of over 36,000 services, managed over 212,000 client medical records, and calculated and managed client eligibility for over 18,000 client records. We believe e2Fulton has become integral and essential to the functioning of the Department.

e2Fulton has been custom designed and developed by RDE in consultation with Department personnel to meet the unique data management, program management, quality improvement and monitoring, contract management, and fiscal oversight needs of the Department and its funded subrecipients. RDE project managers, developers, and the RDE contract management team have worked closely with the Department to create a system uniquely suited to manage the Department's HIV data and subrecipient contract and billing information. The unique features of e2Fulton, which are not available from any other software vendor or with any other software system include the following:

- The e2Fulton Contract Management and Fiscal Management System promotes efficiency and effectiveness in procurement, subrecipient contract management and fiscal management. The e2Fulton Contract Management and Fiscal Management System (Contract and Fiscal Management System) is a comprehensive solution which enhances

the efficiency and effectiveness of procurement and subrecipient contract management processes and fiscal management for the Department. The system has been custom designed in close collaboration with Department personnel and based on detailed specifications provided by the Department, tailored to the Department's established workflow for contract management and fiscal management, to streamline the entire procurement process from procurement, through contract management and billing, to subrecipient contract closeout, providing greater visibility, accountability, and transparency. The Contract and Fiscal Management System includes features such as end-to-end contract submission and approval, contract modification, contract management, subrecipient report submission and administrative review, as well as reporting and analytics tools that enable real-time tracking and analysis of procurement activities and oversight of subrecipient contracts and billing. Implementation of the Contract and Fiscal Management System has completely automated the Department's procurement, contract management, and subrecipient billing process, and has reduced procurement cycle times, improved procurement outcomes, and ensured compliance with regulatory and contractual requirements, resulting in cost savings and increased productivity.

- e2Fulton implements system-wide automated eligibility determinations. The e2Fulton Automated Eligibility Module automatically determines each client's eligibility in real time under Ryan White Parts A and C, MAI, and EHE from data entered into the system, based on HRSA's eligibility criteria and the Department's unique eligibility rules and criteria. e2Fulton auto-calculates and displays eligibility beginning and end dates, the level of services for which the client is eligible under each program, the client's sliding scale payment responsibility, caps on payments for services, the sum of funding for services provided to date and the amount of the cap on services remaining. During service entry, built-in validations in the system notify users if the service being entered is ineligible for reimbursement under the funding source selected, preventing billing for ineligible services. eCOMPAS calculates and displays the client's eligibility for Medicare and Medicaid services, to ensure that the Department is the payer of last resort. Client eligibility for each Ryan White funding Part is shared among subrecipients receiving funding under that Part and is uniform for all subrecipients in the system, promoting ease of program administration for the Department and subrecipients.
- e2Fulton supports system-wide data sharing. e2Fulton utilizes a "global consent" data sharing model, under which the default data sharing arrangement is for client records to be shared among all subrecipient agencies within the system. This system of shared client records promotes coordination of care among subrecipients serving the same client, and eliminates the administrative burden of each subrecipient having to enter and maintain client personal information, demographic data, and eligibility documentation and information.

- e2Fulton is fully compliant with all Federal Reporting requirements, with automated reporting features that save time and effort for the Department and sub-recipients. e2Fulton is RSR-Ready, with features that promote data quality and ease of reporting. The eCOMPAS Visual RSR Module generates the RSR automatically from client data entered into the system and exports the completed RSR to HRSA as an XM file. HRSA-specific RSR Validations notify providers of data errors and incomplete or missing data, and unique system features assist users in locating and correcting flawed data efficiently, saving time and effort. The eCOMPAS COVID-19 Data Module and Report addresses all of HRSA's data collection and reporting requirements with respect to CARES Act funding received by the Department. The CDR report will be generated automatically by pulling the required data from e2Fulton, customized for the CARES Act funded services actually being provided by the Department and subrecipients, as reflected in the contracts.

- e2Fulton offers above-industry-standard security and privacy features and strict adherence to security procedures. e2Fulton meets and exceeds the highest standards of security and privacy and is fully compliant with HIPAA. The security features of e2Fulton include:
 - Encryption. Data is encrypted both during transmission and while at rest in e2Fulton. When data is transmitted, the highest level of data encryption for secure data transmission is used (256-bit SSL). Data is encrypted at rest using 256-bit AES. Client identifying information and other sensitive data is further protected by RDE's proprietary advanced zero knowledge encryption model, LKMv2.2.

 - Username/Passwords. Username and strong password security are implemented with expiring passwords and failed-attempt blocking. Single sign-on options are available.

 - User-Level Security. Role-based permissions and tiered access to information are implemented. Access to certain data elements, screens, reports and functions may be restricted to certain users or user groups.

 - Audit Trail. Audit logging tracks changes to data made by each user. Access logging tracks users who have accessed the "looked up" features of data records.

 - IP Address Logging. IP address logging tracks which computer a user used to access eCOMPAS.

 - Continuous Security Updates. To ensure future security, security policies, plans, and technology are continuously reviewed and updated.

- Security Policies and Procedures. RDE reviews and if necessary, updates, its documented security policies and procedures annually, or more frequently if required, to maintain the security of Protected Health Information (PHI) and other confidential data entered into e2Fulton.
- Security Groups. Security groups are applied between each instance residing in the AWS GovCloud infrastructure. Specific protocols and ports are opened on an as-needed-basis with an explicit deny rule for all other traffic.
- Firewall and Monitoring Protection. Firewall and monitoring protection safeguard Web applications from infrastructure layer attacks to ensure stable and secure access.
- Intrusion Detection System. An intrusion detection system is implemented to analyze network traffic and provide alerts on suspicious activity and unauthorized access in the server.
- Network segregation. Network segregation is applied to servers which do not require Internet connectivity but are required for the application to function properly. These servers are explicitly denied Internet connectivity.
- Resource/Availability Monitoring. Resource and availability monitoring enable our technicians to spot early signs of issues before they impact the system and its users, our technicians are on standby 24/7/365.
- Secure Data Transfers. SFTP is utilized for the secure transfer of data.
- e2Fulton is hosted on Amazon Web Services (AWS) GovCloud (US) Region, a FedRAMP-certified cloud service provider. AWS GovCloud (US) offers the highest level of security and stability commercially available. AWS has added a layer of permissions to the AWS GovCloud (US) Region that restricts access to those on an approved list of US Persons. A FedRAMP Agency ATO has been issued encompassing the AWS GovCloud (US) Region.
- e2Fulton features RDE's unique Zero Knowledge Encryption system, LKMv2.2, which provides an additional level of protection for sensitive client identifying information. LKMv2.2 is an advanced security feature available only from RDE that prevents RDE, users who lack the necessary permissions, and other unauthorized parties from viewing client identifying information in e2Fulton. Zero Knowledge Encryption enables the Department and its sub-recipients to use a single, comprehensive data management system for daily patient care, which requires access to sensitive client identifiers such as name and social security number, and also for fiscal management, contract management, data analysis, and federal reporting by staff who are not authorized to

RDE Systems

view client identifying information. Sensitive client identifiers (called Level 1 or L1 data) such as full name, address, social security number, phone number, and email address are encrypted when at rest in the database with a secure encryption key that RDE does not have access to. Only the Department's system administrators can grant permissions to individual user accounts to access Level 1 data through the e2 application. This Level 1 data is not legible in plain text at any time until displayed on the browser of authorized users.

Based on the most recent user survey, conducted in October 2022, 91% of users who responded reported having a positive experience using e2 Fulton. e2Fulton reporting and data analysis features received a 98% approval rating, and e2Fulton technical support and user support received a 100% approval rating. Such extremely high approval ratings are highly unusual for government-mandated software systems. Anecdotally, users commented on the efficiency, ease of use, and user-friendliness of e2Fulton, and immediately following launch, many users expressed excitement about the new e2Fulton system.

If you need any additional information, please let us know.

Sincerely,



Jesse Thomas, Manager
RDE System Support Group, LLC.