

RFP AWARD RECOMMENDATION LETTER

DATE: August 19, 2025

TO: Guilford County Purchasing Manager

FROM: Alice Mahood, Director of Integrated Services, Guilford County Manager's Office

RE: Award Recommendation for Bid No. 20256 - Integrated Data System & Aging Adult Case Management Software

An advertisement for proposals was distributed on February 5th, 2025, for Integrated Data System & Aging Adult Case Management Software. Proposals were received on March 18th, 2025.

Twenty-three (23) companies submitted proposals and were deemed responsive by the Purchasing Department for the Case Management Software portion. The companies responding were:

- Asemio
- Bonterra Tech
- Brite Systems
- Care4software
- CaseWorthy
- Coresphere
- Creative Information Technology Inc
- FM Consulting
- Infojini, Inc
- Intelligent Business Solutions
- Jump Solutions
- Mass Tech
- Mercurio Analytics
- Merp Systems
- MVS360
- Netsmart Tech
- Neudesic
- Nobile Child, Inc
- Northwoods Consulting
- Sapient Corporation
- SocialBridge Technologies
- Stacknexus
- Zeomega

Seventeen (17) companies submitted proposals and were deemed responsive by the Purchasing Department for the Integrated Data System portion. The companies responding were:

- Asemio
- Brite Systems
- CaseWorthy
- FM Consulting
- Infojini, Inc
- Intelligent Business Solutions
- Jump Solutions

- Mass Tech
- Mercurio Analytics
- Merp Systems
- MVS360
- Netsmart Tech
- Neudesic
- Nobile Child, Inc
- Sapien Corporation
- Stacknexus
- Zeomega

The proposals were reviewed by a team consisting of Guilford County Employees: Alice Mahood, Peter Purcell, Natalie Craver, Michael Arthur, Ferreli McGilvary, Diane Sauvageau, Robert Lee, Partha Momidi, Jim Albright, Victor Isler, Todd B. Reek, and Mary Herbenick of the Guilford Nonprofit Consortium and Amy Hawn-Nelson of UPenn. The committee evaluated the written proposals using the following criteria:

1. Level of experience, qualifications, and references with similar projects and in North Carolina and/or local government environments.
2. Work quality and alignment with the requested scope of work.
3. Proposed cost of services.
4. Ability to efficiently and effectively staff the project for the duration of the contract.
5. Demonstrated organizational financial stability.
6. Alignment with statutory participation requirement.

Based on these criteria, the committee selected the following teams to interview on June 4th & June 6th, 2025 for both the Case Management and Integrated Data System portions of Bid No 20256:

- CaseWorthy
- Neudesic
- Asemio

The committee unanimously recommended Asemio for the Integrated Data System portion for the following reasons:

- Extensive experience with cross sector integrated data systems, specifically navigating the legal
- Innovative data integration process
- Ability to integrate all systems within the county regardless of source
- Focus on human centered design elements for the work
- Ability to focus on relationship building while also scaffolding an agile system

The committee unanimously recommended Caseworthy for the Case Management portion for the following reasons:

- Deep experience with NC social and human services and specifically AASD
- Capabilities and the user interface
- Ease of use for case managers to navigate new software
- Highly exceeded expectations regarding the functionality of the system.

Recommendations:

It is recommended to award a contract to Asemio, for the Integrated Data System Software project in the amount of \$685,000. The initial contract will be three (3) years with the option to renew for two (2) additional year(s) renewals for a total contract period of up to five (5) years.

It is recommended to award a contract to Caseworthy, for the Aging Adult Case Management Software project in the amount of \$1,295,116. The initial contract will be five (5) years.

Sincerely,
Alice Mahood
Director of Integrated Services, County Manager's Office

A handwritten signature in black ink that reads "Alice Mahood". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.