



Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.

The County and the Department of Behavioral Health (DBH) are seeking to modernize its credentialing processes by signing a participation agreement with the California Mental Health Services Authority (CalMHSA), which will provide a secure, cloud-based credentialing platform to support credentialing and oversight of mental health and substance use disorder providers.

In accordance with the Department of Health Care Services (DHCS) Behavioral Health Information Notice 18-019, the Department is required to complete uniform provider credentialing and re-credentialing for all network providers. Counties must ensure that each of its network providers is qualified in accordance with current legal, professional, and technical standards, and is appropriately licensed, registered, waived, and/or certified.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

California Mental Health Services Authority (CalMHSA)

Contact: Claribel Ojeda, Senior Business Analyst

Phone: (279) 789-2133

Email: Claribel.ojeda@calmhsa.org

3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

Term: November 1, 2025 through June 30, 2026

Total Agreement Cost: \$166,965.81

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

On June 18, 2013 the County signed an agreement with CalMHSA to authorize the Department to join the CalMHSA Joint Powers Authority. This gives CalMHSA authority to contract on the County's behalf. CalMHSA issued a RFSQ for credentialing and recredentialing services on November 7, 2022. The RFSQ closed on January 9, 2023. CertifiedOS was the winning bidder.

5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.

- ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
- ☒ When the contract is with a federal, state, or local governmental agency.
- ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
- ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
- ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
- ☐ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

Credentialing and recredentialing is a State and Federal requirement. The Department seeks to modernize its current credentialing process. Our current process is paper based, with manual verification, and the use of Excel as a "database." This Agreement will create a platform that will enable online submission of credentialing and recredentialing applications, automated verification of licenses and sanctions, workflow management for multi-level staff reviews, recredentialing reminders, and generation of approval or denial letters.

As a result, manual processing and tracking would be replaced by the platform. The Department will see a reduction in administrative burden, decrease in errors, decrease in delays, and an increase to oversight efficiency.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

The Department originally met with CalMHSA and CertifyOS on September 19, 2023, to review their demo. The Department did not select them at that time because we wanted to explore other options first. The Department issued an RFP on January 11, 2024, for a credentialing and recredentialing database. Only four vendors submitted proposals.

1. Nagarro – Did not offer a turnkey product.

2. Ventura and Associates – Did not offer a turnkey product.
3. RLDatix – Offered a turnkey product but it was not customizable to meet the Department's operational needs.
4. Ignyte – Did not have a turnkey product but was able to provide a preliminary prototype based on their interpretation of the Department's current credentialing process.

Ignyte was the recommended bidder due their willingness to customize, and their prototype accurately captured the Department's need. Ignyte's proposed cost is listed below:

Year 1: \$683k

Year 2: \$286k

Year 3: \$294k

Year 4: \$303k

Year 5: \$312k

Given budgetary considerations, the Department decided to revisit CertifiedOS's proposal. The Department met with CalMHSA and CertifyOS on June 6, 2025 for a demo and question and answer session. CertifyOS has a turnkey product and has been working with multiple California Counties since 2022. CertifyOS's cost is also substantially less than the Ignyte cost proposal (\$166,000 for the first year of service etc.). They currently only offer a one-year contract but subsequent years should be lower due to not having startup costs. Overall, the CertifyOS cost is lower than the costs presented via the Ignyte bid response noted above.

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Requested By:

Title

I approve this request to suspend competition for the service(s) and/or product(s) identified herein.

sholt 9/29/2025 1:29:28 PM

[\[✕ Sign\]](#) Double click!

Department Head Signature

rblackburn 10/3/2025 1:25:15 PM

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Purchasing Manager Signature