



**DEPARTMENT OF GENERAL SERVICES
OFFICE OF STATE PROCUREMENT
ACTION AGENDA
December 3, 2025**



SUPPLEMENTAL

*Contact: Cynthia Washington 410-767-7675
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30-S. SERVICES CONTRACT

Department of Human Services, Office of Technology for Human Services

Contract ID: Tetrus Carelink for Health Passport. MDTHK/MDTHK-26-017-C
ADPICS No.: N00B6600260

Contract Description: Tetrus CareLink is a data-sharing and collaboration platform designed to transform care coordination for vulnerable populations.

Award: SHI International Corporation, Somerset, NJ

Contract Term: 12/18/2025* – 12/14/2028 (*Or earlier upon BPW approval)

Amount: \$1,056,166.80

Procurement Method: Intergovernmental Cooperative Purchasing Agreement (ICPA)

Proposals

<i>Offerors</i>	<i>Technical Rankings</i>	<i>Financial Offers (Rankings)</i>	<i>Overall Rankings</i>
SHI International Corporation, Somerset, NJ	1	\$1,056,166.80 (1)	1

**Technical and financial rankings were weighted equally.*

Living Wage Eligible: Yes

MBE/VSBE Participation: 0% / 0%

Performance Security: No

Incumbent: N/A

Requesting Agency Remarks: This is an Intergovernmental Cooperative Purchasing Agreement (ICPA) procurement through OMNIA Partners' Information Technology Solutions Products and Services Contract # 2024056-02 for the purchase of Tetrus CareLink. SHI International Corp. (SHI) was selected for this procurement as SHI is the only public sector distributor for Tetrus CareLink. OMNIA Partners awarded their Cooperative Contract to SHI as the result of a competitive bid process conducted by the State of Utah which selected SHI as the only provider of software products to eligible entities. SHI is also the only public sector distributor for Tetrus Carelink and the necessary integration services.



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Agency Remarks (cont'd):

Maryland Department of Human Services has engaged with SHI International Corp. and Tetrus Corp. to design, develop and implement the Tetrus CareLink solution. Every state has a number of children in their foster care system. Many of these children have complex traumatic histories leading to more intensive physical and behavioral health care and psychosocial service needs. These vulnerable children often see several different healthcare providers within human service agencies or in the community. The State of Maryland has similar situations for foster care children residing in Maryland.

In Maryland, when a foster care child is placed in the custody of foster parents, sometimes the foster parents do not have access to the child's medical history. When a foster care child is taken to the hospital for a healthcare visit, the Child Welfare Case system needs to be able to send an alert to the healthcare facility to inform the healthcare providers that the child is a ward of the State. In addition, there is a need for informed consent between the parents (biological/foster care), child (if not a minor), and the keeper of the child's data for the data to be seen by a provider as well as consent either by the Case Worker or the parents (biological/foster care) for any procedure the child may require.

Department of Human Services and SHI with Tetrus are proposing to utilize the CareLink solution to meet the needs of Maryland described above.

Background:

There was no Minority Business Enterprise goal for this procurement and no Veteran Owned Small Business Enterprise goal.

From a cost perspective, the MSRP for the CareLink software licensing is \$75,000 per year. The software license pricing for Tetrus CareLink on the OMNIA Partners' Information Technology Solutions Products and Services Contract is \$69,440. Also, the standard labor rate for Tetrus' hourly services is \$175.00 per hour. Through the ICPA, the hourly service rate is \$155.00 per hour which is below Tetrus' standard rate.

DHS compared the pricing, features, and architecture provided by Tetrus and CORDATA and in accordance with COMAR 21.05.09.04 determined that the use of this Inter-governmental Cooperative Purchasing Agreement provides a viable process for the State to acquire CareLink.

Fund Source: 50% Federal, 50% General

Approp. Code: N00G0001



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Resident Business: No

MD Tax Clearance: 25-4583-1110

BOARD OF PUBLIC WORKS

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION