

Sole Source Written Determination

Agency Identification: University of South Carolina

Requisition ID#: 1000099300

PO#:

Amount: \$225,446.92 5 Years

Commodity Code: 946

Description of the agency need that this procurement fulfills:

The University of South Carolina Center for Health and Well-Being (CHW) Pharmacy requires a secure, cloud-based Pharmacy Management System (PMS) and Point of Sale (POS) solution to support comprehensive pharmacy operations, patient care services, inventory management, claims adjudication, regulatory compliance, and financial management. The system must integrate with the Point and Click electronic health record platform and provide advanced clinical, operational, inventory, reporting, and patient engagement capabilities necessary to support the University's pharmacy operations and healthcare services.

Describe the Market Based on Research Performed:

CHW Pharmacy conducted market research to identify pharmacy management software solutions capable of supporting modern pharmacy operations within a university healthcare environment. Research included review of industry benchmarking data, vendor capabilities, adoption rates, retention metrics, customer satisfaction surveys, and pharmacy software evaluations published through pharmacysoftwarereviews.com and Direct Opinions' annual pharmacy software survey.

The review identified several pharmacy management systems available within the marketplace; however, PioneerRx consistently ranked among the leading solutions based on customer satisfaction, adoption, retention, and overall functionality. The evaluation focused on the University's requirements for cloud-based architecture, HIPAA-compliant data management, Point and Click EHR integration, inventory automation, claims processing, clinical workflow support, patient communication capabilities, reporting tools, and third-party integrations.

Based on the market research conducted, PioneerRx was identified as the solution that most completely satisfies the operational, clinical, technical, and compliance requirements of the CHW Pharmacy.

Sole Source Vendor Name: PioneerRx

Based upon the following determination, Agency proposes to acquire the supplies, construction, information technology, and/or services described herein from the vendor named above per SC Code Ann § 11-35-1560 and SC Regulation 19-445.2105, Sole Source Procurement.

Description of supplies, construction, information technology, and/or services vendor will provide under the contract:

PioneerRx will provide a cloud-hosted Pharmacy Management System and Point of Sale solution, including:

PioneerRx Cloud-Hosted (O2) software platform.

System setup, implementation, installation, and data conversion services.

User training and onboarding services.

Two Luxe 8500 bundles including signature pads, cables, and power supplies.

Pharmacy workflow management tools.

Inventory management and control functionality.

Claims adjudication and billing tools.

Clinical documentation and patient care workflow support.
Reporting, analytics, and audit-ready compliance functionality.
Patient communication and notification capabilities.
Integration with Point and Click EHR and approved third-party solutions.
Ongoing support and software maintenance.

Explain why the described solution is the only solution that meets the agency's need and how no other identified solutions were sufficient.

PioneerRx was selected because it is the only identified solution that fully satisfies the Center for Health and Well-Being Pharmacy's comprehensive operational, clinical, reporting, compliance, and integration requirements within a single cloud-hosted platform. The University requires a system that integrates seamlessly with the Point and Click EHR while also providing advanced pharmacy workflow management, claims processing, inventory controls, clinical documentation, patient engagement, reporting, and regulatory compliance functions.

Unlike competing platforms, PioneerRx provides a fully integrated solution that combines cloud-hosted pharmacy management, clinical decision support, inventory management, real-time claims processing, communication tools, DSCSA-compliant inventory management, workflow automation, patient outreach capabilities, and customizable reporting within a single platform. The system also supports the University's HIPAA compliance objectives by providing a secure vendor-hosted environment for protected health information.

Alternative systems reviewed during market research did not provide the same combination of functionality, integration capabilities, workflow flexibility, reporting tools, inventory controls, training resources, and pharmacy-specific operational support required by CHW Pharmacy. Selection of another platform would require compromises in functionality, additional third-party solutions, or increased operational complexity.

Therefore, PioneerRx was determined to be the only identified solution capable of meeting the University's comprehensive pharmacy management requirements while supporting current and future operational needs.