

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Netsmart Technologies Inc.</u>	Division/Section	<u>SFDPH, Information Technology</u>
Address	<u>4950 College Boulevard</u>	Deputy Director	<u>Bill Kim</u>
	<u>Overland Park, KS 66211</u>	DPH Administrator	<u>Winona Mindolovich <i>winona mindolovich</i></u>
Contact	<u>John Fitzgerald</u>	Program Administrator	<u>Pablo Munoz</u> Phone <u>415-255-3926</u>
	<u>Client Alignment Executive</u>	Contract Analyst	<u>Joanna Li</u> Phone <u>415-554-2818</u>

Request for approval of a new contract with Netsmart Technologies Inc, to IT Backfill services supporting the myAvatar EMR. Netsmart Application Management Service (AMS) staff will provide needs analysis, documentation of status of application and processes, evaluation of processes and work flow, documentation of technical specifications, project management, report and application development for the various components of the Avatar application for the San Francisco Department of Public Health in the amount of \$5,492,413 which includes a 12% contingency and an option to extend the contract for an additional 17 months. The term of the contract including options is for the period April 1, 2018 to January 31, 2022 (47 months).

Profit
 Non-Profit
 LBE
 RFQ- Number: _____ Date: _____
 New
 Renewal
 Mod
 Sole Source - Approval Date: 2/12/2018

Number of years DPH has been doing business with this organization: 9+

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
		04/01/18 - 01/31/22	
Funding Sources:			
General Fund		\$4,903,940	\$4,903,940
TOTAL DPH REVENUES		\$4,903,940	\$4,903,940
12% Contingency Amount		\$588,473	\$588,473
CONTRACT TOTAL		\$5,492,413	\$5,492,413
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$1,252,070	\$1,252,070
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

PROPOSED:

<u>Mode(s) of Service & Unit of Service Definition</u>	<u>No. Of Clients</u>	<u>No. of Units</u>	<u>Unit Cost</u>
	N/A Duplicated		
	N/A Unduplicated	(months)	(average)
1 UOS = 1 Month The # of roles will depend on Department needs, total shall not exceed \$5,492,413. Proposed costs are inclusive of travel expenses.			
Billing / Architect SME	N/A	47	\$30,596
Business Analysis & Reporting	N/A	47	\$30,596
Clinical Architect/SME	N/A	47	\$30,596
Project Manager	N/A	47	\$12,550

Explanation of Service Change and Variances:

This is a new contract.

Monitoring Report/Program Review & Follow-up:

The contract services will be monitored by the Department as required. The SFDPH Program Administrator will be responsible for assisting and tracking all information related to the accomplishment of the project.

Nondiscrimination and Cultural Competency:

The Department will work closely with the contractor to ensure that their cultural competency plan is current and in compliance with Departmental procedures.

Sole Source:

This contract has been approved and is justifiable as a sole source according to Section 21.5 of the City's Administrative Code for Commodities or Services Available Only from a Sole Source.

Given the specialized needs of Behavioral Health and Substance Abuse programs, the regulatory environment of California, and the institutional knowledge that Netsmart Associates possess related to San Francisco DPH business rules, Netsmart is the only vendor that can assure business continuity when DPH IT Resources are reassigned, and can provide staff with the skills and knowledge to immediately assume all responsibilities. As the developer/manufacturer of the myAvatar solution, Netsmart is the only company that can provide this level of resource integration and oversight to the full lifecycle of the platform. Netsmart AMS team is integrated with product management, engineering, consulting and support teams at Netsmart focused on the myAvatar solution.

Other Significant Issues:

Netsmart Technologies is a Health Information Technologies founded in 1968 that specializes on the unique needs of the Public Sector Health and Human Services market. Through the implementation of the myAvatar Electronic Health Record within the Behavioral Health Services Department of the Department of Public Health, Netsmart has partnered with the City and County of San Francisco to drive improved healthcare to the San Francisco community. As San Francisco Department of Public Health undertakes its large-scale project focused on inpatient and acute care, Netsmart will be back-filling roles currently staffed by county employees servicing the Behavioral Health Services Department.

Given the unique requirements of this assignment, Netsmart Technology's Application Management Services (AMS) provide:

- Staff with six or more years of experience with the Avatar application, specifically the California model.
- Required expertise in; clinical reporting requirements, claims generation requirements, state reporting requirements (California Outcomes Measures, Client Service Information, Data Collection Reporting), application development experience (Crystal Reports, SQL and RADPlus).
- Resources and staffing that will assure consistent services throughout the engagement to provide: needs analysis, documentation of status of application and processes, evaluation of processes and work flow, documentation of technical specifications, project management, report and application development, and overall project support for the various components of the Avatar application.

Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director

Board of Directors:

Mike Valentine, Chief Executive Officer	Paul M. Black, Board Member	Pat Hampson, Board Member
Dave Kreter, Board Member	Howard Park, Board Member	Rick Poulton, Board Member

Owners of 10% or more of the firm:

Netsmart Technologies' immediate parent and 100% shareholder is Netsmart, Inc. The ultimate parent entity of the Netsmart corporate family is Netsmart LLC. More than 90% of Netsmart LLC is jointly owned by Allscripts and GI Partners. No other entity or individual owns as much as 5% or more of the equity of Netsmart LLC.

Executive Director :

Mike Valentine, Chief Executive Officer

*Netsmart does not have an Executive Director as a title position.

There are 7 board members. There are no vacancies and there are no term limits for members.

Recommendations

The Department recommends approval of this contract.