

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Deloitte Consulting, LLP</u>	Division/Section	<u>SFDPH, Information Technology</u>
Address	<u>555 Mission Street, Suite 1400</u>	Deputy Director	<u>Bill Kim</u>
	<u>San Francisco, CA 94105</u>	DPH Administrator	<u>Winona Mindolovich</u> <small>DocuSigned by: winona mindolovich</small>
Contact	<u>Josh Nelson</u>	Program Administrator	<u>Diana Guevara</u> Phone <u>415-759-2327</u> <small>82F0115117540</small>
	<u>Principal, Deloitte Consulting, LLP</u>	Contract Analyst	<u>Joanna Li</u> Phone <u>415-554-2818</u>

Request for approval of a new contract with Deloitte Consulting LLP, for Revenue Cycle Management services, is support of the SFDPH Electronic Health Record (EHR) project in the amount of \$9,900,000 which includes a 12% contingency and an option to extend the contract for an additional 24 months. The term of the contract including options is for the period December 1, 2017 to November 30, 2022 (60 months).

Profit Non-Profit LBE RFQ- Number: 38-2016 Date: 2/15/2017

New Renewal Mod GPO

Number of years DPH has been doing business with this organization: 0

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
	(new)	12/01/2017-11/30/2022	
Funding Sources:			
General Fund		\$8,839,286	\$8,839,286
TOTAL DPH REVENUES		\$8,839,286	\$8,839,286
12% Contingency Amount		\$1,060,714	\$1,060,714
CONTRACT TOTAL		\$9,900,000	\$9,900,000
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$1,767,857	\$1,767,857
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>
1 UOS = Completed Deliverable (actual) or 1 hour of work	N/A Duplicated		
	N/A Unduplicated		
Phase 0, Epic EHR Groundwork and Project Scope	N/A	Actual	\$1,907,600
Phase 1, Epic EHR Direction Setting	N/A	Actual	\$763,040
Phase 2, Epic EHR Adoption & System Configuration	N/A	Actual	\$1,907,600
Phase 3, Epic EHR Testing	N/A	Actual	\$1,144,560
Phase 4, Epic EHR Training & Go-Live Readiness	N/A	Actual	\$1,526,080
Phase 5, Post-Live Support & Optimization	N/A	Actual	\$381,520
LBE Vendor	N/A	Actual	\$190/ hr.
Estimated Travel and Expenses (Budgeted amount; Billed Actual)	N/A	Actual	\$1,208,886

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.

Other Significant Issues:

Deloitte, as Parent Company, with various of its wholly owned subsidiaries, including Deloitte Consulting LLP (collectively “Deloitte”), was selected as a qualified proposer under RFQ-38-2016 Category 2, Project 1 (CAT2-P1-38-2016). By RFP CAT2-P1-38-2016, subsidiary Deloitte Consulting LLP was selected to assist DPH with improving workflow and optimizing use of the new EHR technology for patient access, charge capture and patient financial services. Patient access includes scheduling, pre-authorizations, pre-registration, registration, clinic check-in, admission, eligibility, payer verification, and utilization management across DPH, including Zuckerberg San Francisco General Hospital Trauma Center, Laguna Honda Hospital & Rehabilitation Center, and DPH community based clinics serving primary care for all ages, dentistry, emergency & trauma treatment, medical & surgical specialties, diagnostic testing, skilled nursing & rehabilitation, and behavioral health.

Deloitte Consulting’s health care practice is a leader in large, complex EHR implementations, having successfully delivered more than 50 EHR planning and implementation projects over the past 15 years. Local work experiences with Bay Area health systems includes Kaiser Permanente, John Muir Health, Stanford, Sutter Health, UCSF, UC Davis and Montage Health. Deloitte is one of the top 20 largest employers in San Francisco, fully sharing and supporting the City and County of San Francisco’s mission to promote and protect the health of all San Franciscans and Bay Area residents. Deloitte is the entity contracting with SFDPH. Deloitte is an entity setup under the parent company, Deloitte, LLC.

Under the requirements of RFQ 38-2016, each resulting contract award under the RFQ has a mandatory 5% Local Business Enterprise (LBE) subcontracting requirement. For this contract, Deloitte Consulting LLP has committed to a 5% goal. The LBE that will be used is: DPP Tech for 5% .

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

Board of Directors:

Ami Kaplan, Partner	Kerry Francis, Partner	Ronald Sonenthal, Partner
Andrew Vaz, Principal	Lara Abrash, Partner	Sam Balaji, Principal
Bob Contri, Principal	Mark Steiger, Partner	Scott Mund, Partner
Cathy Engelbert, Partner	Michael Canning, Principal	Stacy Janiak, Partner
Donna Glass, Partner	Mike Fucci, Principal	Stanley Porter, Principal
George Simeone, Partner	Punit Renjen, Principal	Teresa Briggs, Partner
Jorge Salgueiro, Partner	Rich Penkoski, Principal	Thomas Omberg, Partner

There are no owners with 10% or more interest in the firm.

Executive Director :

Janet Foutty

Deloitte Consulting LLP’s Board of Directors may have up to 21 members. After the initial 3 year term, Members may be re-elected once for a second 3-year term based on partnership votes. There are currently no vacancies on the Board.

Recommendations:

The Department recommends approval of this contract.