

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Hyland Software, Inc.</u>	Division/Section	<u>SFDPH, Information Technology</u>
Address	<u>28500 Clemens Road</u>	Deputy Director	<u>Bill Kim</u>
	<u>Westlake, OH 44145</u>	DPH Administrator	<u>Winona Mindolovich</u> <small>DocuSigned by: winona mindolovich</small>
Contact	<u>Marc Nowicki</u>	Program Administrator	<u>Jim Genevro</u> Phone <u>628-206-6507</u>
	<u>Account Executive</u>	Contract Analyst	<u>Jonathan Lyens</u> Phone <u>415-554-2818</u>

Request for approval of a new perpetual software license agreement and accompanying software maintenance agreement with Hyland Software, Inc. for the Hyland OnBase software application for Enterprise Content Management (ECM) in support of the Electronic Health Record Project. The software license agreement shall be in the amount of \$2,060,268 and the software maintenance agreement shall be in the amount of \$4,309,530 for the period January 1, 2018 to December 31, 2022 (60 months).

Profit
 Non-Profit
 LBE
 RFQ – Number: _____ Date: _____
 New
 Renewal
 Mod
 Sole Source - Approval Date: 12/2017

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)	1/1/2018-12/31/2022	
Funding Sources (Software License):			
General Fund		\$1,839,525	\$1,839,525
TOTAL DPH REVENUES		\$1,839,525	\$1,839,525
12% Contingency Amount		\$220,743	\$220,743
CONTRACT TOTAL		\$2,060,268	\$2,060,268
Funding Sources (Software Maintenance):			
General Fund		\$3,847,795	\$3,847,795
TOTAL DPH REVENUES		\$3,847,795	\$3,847,795
12% Contingency Amount		\$461,735	\$461,735
CONTRACT TOTAL		\$4,309,530	\$4,309,530
ANNUAL AMOUNT OF CONTRACT <i>(Estimate; License)</i>		\$367,905	\$367,905
ANNUAL AMOUNT OF CONTRACT <i>(Estimate; maintenance)</i>		\$769,559	\$769,559
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

PROPOSED:

Continued on Page 2

PROPOSED: (continued)

Mode(s) of Service & Unit of Service Definition	No. Of Clients	No. of Units	Unit Cost
	N/A Duplicated N/A Unduplicated		
1 UOS = 1 Listed Deliverable Deliverables are a completed task, one-time fee or annual service charge.			
Software License			
Application Software	N/A	1	\$1,108,317
Hosting Set-up Fee	N/A	1	\$28,708
Training	N/A	1	\$12,000
Implementation (Deliverable based)			
System Initiation & Discovery with Epic Modules	N/A	1	\$104,375
Training Production Readiness and Go-Live	N/A	1	\$313,125
Conversion (Deliverable based)			
Initiation & Discovery and Sample Conversion	N/A	1	\$81,900
Production Conversion	N/A	1	\$81,900
Production Conversion Completion	N/A	1	\$54,600
Delta Conversion (final legacy data extraction and conversion)	N/A	1	\$40,950
Project Closing & Go-Live	N/A	1	\$13,650
Software Maintenance			
Annual maintenance charge including system training (Five year average)	N/A	5	\$303,765 / yr.
Annual hosting charge (Five year average)	N/A	5	\$365,194/ yr.
As-Needed support & customizations			
Technical Consultant	N/A	Actual	\$215 / hr.
Advanced Capture Engineer	N/A	Actual	\$215 / hr.
Enterprise Consulting	N/A	Actual	\$215 / hr.
Project Manager	N/A	Actual	\$215 / hr.
Business Consultant	N/A	Actual	\$215 / hr.
Integration Engineer	N/A	Actual	\$215 / hr.
Database Engineer	N/A	Actual	\$215 / hr.
Conversion Consulting	N/A	Actual	\$250 / hr.
Infrastructure Analyst	N/A	Actual	\$250 / hr.
Principal Consultant	N/A	Actual	\$250 / hr.
Estimated Travel and Expenses (Budgeted amount; Billed Actual)	N/A	Actual	\$44,800

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:

The software license and software maintenance agreement is justifiable according to Section 21.30 of the City’s Administrative Code for Software Licenses, Support, Escrow, and Finance and Equipment Maintenance agreements. As confirmed by Hyland Software, the Hyland OnBase product and associated system maintenance is proprietary to Hyland Software Inc. and is not available through other sources.

Other Significant Issues:

As part of the Department of Public Health Electronic Health Record project, the OnBase product will be used by the Department to 1) Archive documents and unstructured data from legacy systems that will be decommissioned with the implementation of Epic. These documents are specific to a patient visit and require access by clinicians and support staff; 2) Electronically capture forms that may remain on paper or that need to be cold fed into the ECM ; and 3) Revenue cycle integration to meet both Medical Records and Patient Financial Services requirements for managing forms, information flow and worklists.

Hyland Software (Hyland) is the creator of OnBase, an enterprise content management (ECM) software solution. Founded in 1991, and incorporated under the state of Ohio. Hyland has grown to become one of the largest independent ECM software vendors in the world. By concentrating on solving business needs that rely on documents, content, and people, OnBase helps customers operate more efficiently. Hyland's industry-specific solutions are built and delivered by people with proven industry expertise who really understand the business problem. Offering solutions on premise, subscription-based or in the cloud, customers experience unparalleled out-of-the box capability. OnBase is easy to implement and grows with your organization’s changing needs, departmentally or enterprise-wide. Together with our network of more than 475 domestic and international partners, we deliver tailored solutions to customers in more than 80 countries.

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

Hyland is a privately held company

Board of Directors:

All members have the title of Director.

Anthony J. Hyland	Orlando Bravo	James Kevin Lines
Christopher J. Hyland	Seth Boro	Rodney Poskochil
William Priemer	Marcel Bernard	Chip Virnig
Miguel Zubizarreta	J. Charles Goodman	

Owners of 10% or more of the Firm

Hyland Software, Inc. is owned 100% by HSI Holdings II, Inc.

Executive Director (CEO):

William Priemer

There are 11 board members. Board members serve a term of 1 year. There are no vacancies and there are no term limits for members.

Recommendations:

The Department recommends approval of this contract.