

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Healthcare IT Leaders LLC</u>	Division/Section	<u>SFDPH, Information Technology</u>
Address	<u>925 North Point Pkwy, Suite 425</u>	Deputy Director	<u>Bill Kim</u>
	<u>Alpharetta, GA 30005</u>	DPH Administrator	<u>Winona Mindolovich</u> <i>winona.mindolovich</i>
Contact	<u>Keith Marsh</u>	Program Administrator	<u>Jim Genevro</u> Phone <u>628-206-6507</u>
	<u>Senior Vice President Public Sector</u>	Contract Analyst	<u>Joanna Li</u> Phone <u>415-554-2818</u>

Request for approval of a new contract with Healthcare IT Leaders LLC, to provide as-needed IT Backfill, Supplemental Staffing, Consultants, Project Managers, or Project Leads for Applications, Active Directory, Service Desk, and/or Service Desk Technicians in support of the Electronic Health Record project in the amount of \$9,300,000. The term of the contract is for the period May 1, 2018 through July 31, 2020 (27 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)	5/1/2018 – 7/31/2020	
Funding Sources:			
General Fund		\$8,303,571	\$8,303,571
TOTAL DPH REVENUES		\$8,303,571	\$8,303,571
12% Contingency Amount		\$996,429	\$996,429
CONTRACT TOTAL		\$9,300,000	\$9,300,000
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$4,133,333	\$4,133,333
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 (Hourly)</u>
	<u>N/A</u>	<u>Duplicated</u>		
1 UOS = 1 hour of work # of hours is dependent on tasks awarded, total shall not exceed \$9,300,000	N/A	Unduplicated		
Project Management Roles				
Program Director	N/A		Actual	\$180.00
Program Manager	N/A		Actual	\$175.00
Project Mgr - Technical	N/A		Actual	\$150.00
Project Mgr - Ambulatory Applications	N/A		Actual	\$150.00
Project Mgr - Inpatient Clinical Applications	N/A		Actual	\$150.00
Project Mgr - Access and Revenue Applications	N/A		Actual	\$140.00
Project Mgr - Training	N/A		Actual	\$140.00

PROPOSED (Continued):
HC MTG. 5/1/2018

Mode(s) of Service & Unit of Service Definition	No. Of Clients		No. of Units	Unit Cost (Hourly)
	<u>N/A</u>	<u>Duplicated</u>		
1 UOS = 1 hour of work # of hours is dependent on tasks awarded, total shall not exceed \$9,300,000	<u>N/A</u>	<u>Unduplicated</u>		
Project Mgr - Cogito (incl. Radar & Reporting Workbench Administration)		N/A	Actual	\$145.00
Project Mgr - Testing and Quality Manager		N/A	Actual	\$145.00
Project Mgr - Interfaces		N/A	Actual	\$155.00
Project Mgr - Security Manager/ Access Control		N/A	Actual	\$150.00
Project Mgr - Go-Live Coordinator		N/A	Actual	\$135.00
Project Mgr. - Third Party Application Standardization/ Program Mgr.		N/A	Actual	\$160.00
Project Mgr. - MyChart & Web		N/A	Actual	\$160.00
Project Mgr - Health Plan		N/A	Actual	\$160.00
Project Mgr - Home Health & Hospice		N/A	Actual	\$160.00
Project Mgr - Lab		N/A	Actual	\$160.00
Project Mgr. - Financial Analyst		N/A	Actual	\$160.00
Project Manager, Revenue Cycle		N/A	Actual	\$160.00
Project Manager, Integration/ Conversion		N/A	Actual	\$160.00
Epic SME Design - Build - Validate (Clinical Systems) Roles				
ASAP Emergency Dept		N/A	Actual	\$140.00
Beacon Oncology		N/A	Actual	\$140.00
Beaker Clinical Laboratory & Anatomic Pathology		N/A	Actual	\$140.00
Bones Orthopaedics		N/A	Actual	\$140.00
Cupid Cardiology		N/A	Actual	\$140.00
EpicCare Ambulatory EMR, EpicCare Link, and MyChart		N/A	Actual	\$130.00
EpicCare Inpatient EMR- Documentation including Rover and MyChart Bedside		N/A	Actual	\$135.00
Healthy Planet Population Management		N/A	Actual	\$140.00
Home Health and Hospice Clinical Documentation		N/A	Actual	\$135.00
Kaleidoscope Ophthalmology		N/A	Actual	\$140.00
OpTime / Anesthesia OR		N/A	Actual	\$130.00
Phoenix Transplant		N/A	Actual	\$140.00
Radiant Radiology		N/A	Actual	\$135.00
Stork Obstetrics		N/A	Actual	\$140.00
Willow Ambulatory Pharmacy		N/A	Actual	\$145.00
Willow Inpatient Pharmacy with Inventory Management		N/A	Actual	\$145.00
Access & Revenue Cycle Systems Roles				
ADT and Prelude Registration		N/A	Actual	\$130.00
Cadence Enterprise Scheduling and Welcome Kiosk		N/A	Actual	\$130.00
Grand Central		N/A	Actual	\$130.00
HIM Coding		N/A	Actual	\$130.00
HIM Deficiency Tracking, Release of Information, and Identity Enterprise Master Patient Index (EMPI)		N/A	Actual	\$130.00

PROPOSED (Continued):

No. Of Clients No. of Units Unit Cost

Mode(s) of Service & Unit of Service Definition	<u>N/A</u> Duplicated		(Hourly)
1 UOS = 1 hour of work			
# of hours is dependent on tasks awarded, total shall not exceed \$9,300,000	<u>N/A</u> Unduplicated		
Reference Lab Billing	N/A	Actual	\$130.00
Resolute Hospital Billing	N/A	Actual	\$135.00
Resolute Hospital Billing Claims and Remittance	N/A	Actual	\$135.00
Resolute Professional Billing	N/A	Actual	\$130.00
Tapestry Health Plan	N/A	Actual	\$135.00
Technical and Infrastructure Support Roles			
Caché System Manager, Operational DB Administrator	N/A	Actual	\$145.00
Conversions	N/A	Actual	\$145.00
Data Courier Administrator / Environment and Release Management	N/A	Actual	\$135.00
Interfaces	N/A	Actual	\$145.00
Security Coordination / Administration	N/A	Actual	\$140.00
Training Roles			
Instructional Designer	N/A	Actual	\$125.00
Credentialed Trainer	N/A	Actual	\$90.00
Go Live Support (Elbow to Elbow)			
Manager on Duty	N/A	Actual	\$110.00
Go Live Support Engineers	N/A	Actual	\$95.00
Cerner/Invision Roles			
Patient Management A73:A73:A92	N/A	Actual	\$125.00
Patient Accounting	N/A	Actual	\$125.00
Eligibility	N/A	Actual	\$125.00
Verification	N/A	Actual	\$125.00
Authorization	N/A	Actual	\$125.00
Contract Management	N/A	Actual	\$125.00
Cash Management	N/A	Actual	\$125.00
Medical Records	N/A	Actual	\$125.00
Insurance Verification	N/A	Actual	\$125.00
Order Entry	N/A	Actual	\$105.00
Nursing Modules	N/A	Actual	\$105.00
Physician Modules	N/A	Actual	\$105.00
EMR (Lifetime Clinical Records)	N/A	Actual	\$105.00
Emergency Department	N/A	Actual	\$105.00
Radiology	N/A	Actual	\$110.00
Pharmacy (RX)	N/A	Actual	\$110.00
Laboratory	N/A	Actual	\$110.00
Integration Services	N/A	Actual	\$110.00
Siemens Syngo Radiology	N/A	Actual	\$110.00
Cerner PathNet	N/A	Actual	\$125.00

PROPOSED (Continued):

No. Of Clients No. of Units Unit Cost

Mode(s) of Service & Unit of Service Definition

1 UOS = 1 hour of work

of hours is dependent on tasks awarded, total shall not exceed \$9,300,000

N/A Duplicated

(Hourly)

N/A Unduplicated

Cerner Roles

Mode(s) of Service & Unit of Service Definition	N/A Duplicated	N/A Unduplicated	(Hourly)
Emergency Care/ FirstNet	N/A	Actual	\$125.00 **
Nursing and Ancillary	N/A	Actual	\$125.00 **
Physician Orders & Documentation	N/A	Actual	\$130.00 **
Surgery/ SurgiNet	N/A	Actual	\$125.00
Women's Health	N/A	Actual	\$125.00 **
Cardiovascular	N/A	Actual	\$125.00
Pathology/ PathNet	N/A	Actual	\$125.00
Radiology/ RadNet	N/A	Actual	\$125.00
Pharmacy/ PharmNet	N/A	Actual	\$125.00 **
Care Management	N/A	Actual	\$120.00
Quality Measures (Regulatory)	N/A	Actual	\$125.00
Capacity Management/Care Aware	N/A	Actual	\$125.00**
Scheduling (Enterprise & Radiology)	N/A	Actual	\$120.00
HIM/ Clinical Reporting (XR)	N/A	Actual	\$125.00
Doc Imaging	N/A	Actual	\$125.00
Registration	N/A	Actual	\$120.00
Patient Accounting	N/A	Actual	\$135.00
Charge Services	N/A	Actual	\$125.00
Revenue Cycle Architect	N/A	Actual	\$140.00
Rehab/ LTC	N/A	Actual	\$125.00
Materials Mgt (Supply Chain)	N/A	Actual	\$125.00
Core/ Foundations	N/A	Actual	\$115.00
Patient Portal	N/A	Actual	\$125.00
Device Integration (BMDI and MDI, etc)	N/A	Actual	\$125.00
Tech (Citrix/Desktop/Printers)	N/A	Actual	\$125.00
Integration Interfaces (FSI)	N/A	Actual	\$140.00
Reporting/Data Warehouse	N/A	Actual	\$125.00
Health(Direct/HIE)	N/A	Actual	\$125.00
Integration Arch.	N/A	Actual	\$140.00
Clinical Rules	N/A	Actual	\$135.00
Testing Plan Development	N/A	Actual	\$115.00
PM Core Clinical	N/A	Actual	\$150.00
PM Ancillary Services	N/A	Actual	\$150.00
PM Technical	N/A	Actual	\$150.00
PM Rev Cycle	N/A	Actual	\$150.00
**RN and PharmD credentials add \$10/hr for each role			
LBE Vendor Support (6.75% of awarded tasks)	N/A	Actual	Actual
Travel and Expenses (Budgeted amount; Billed Actual)	N/A	Actual	\$1,083,075

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 compliance with City and Departmental procedures.

Other Significant Issues:

Healthcare IT Leaders LLC was selected as a qualified proposer under RFQ-38-2016 Category 12, Project 1 (CAT12-P1-38-2016). By RFP CAT12-P1-38-2016, Healthcare IT Leaders LLC was selected for a task based contract to aid DPH during the EHR project in the following areas: System administration and analysis, project tracking, ticket management, incident support, daily customer support and system troubleshooting, system configuration, code modification, testing, interface testing with a specific application and support for system upgrades in readiness to meet HL7 interface specifications with the new Epic EHR. Dependent upon whether or not Healthcare IT Leaders LLC will bid on the individual Tasks assigned from this RFP, Healthcare IT Leaders LLC may or may not be awarded a Tasks within this RFP.

As a KLAS-rated full-service staffing company, Healthcare IT Leaders LLC has developed a reputation as one of the nation's pre-eminent provider of EHR-skilled Healthcare IT consultants in the US. Healthcare IT Leaders has over 300 EHR consultants working with major hospitals and health systems across the United States. Healthcare IT Leaders also has dedicated Cerner, Epic, and Enterprise IT Practice Managers on staff that support our overall Delivery strategy. For the IT Staffing Program, Healthcare IT Leaders offers an experienced team of skilled Practitioners across a full array of technologies within the RFP including Epic and Cerner resources with many years of experience in the Healthcare Industry and EHR implementations. These resources will allow the SFDPH to leverage our work and experience on EHR implementations and various other IT projects in similar healthcare entities.

Under the requirements of RFQ 38-2016, Category 12 Project 1, each resulting contract award has a mandatory 5% Local Business Enterprise (LBE) subcontracting requirement. For this contract, Healthcare IT Leaders LLC has committed to a 6.75% goal. The LBE that will be used is: Jungle Communications Inc., 4%, and Onward Consulting Group, LLC 2.75%. Onward Consulting Group and Jungle Communications will be assisting Healthcare IT Leaders LLC with consultation services, educational and training, admin and translating services.

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

Robert Bailey

Recommendations:

The Department recommends approval of this contract.