

BOCC APPROVAL JUNE 7, 2017
BOARD OF BIDS AND CONTRACTS JUNE 1, 2017

5. ELECTRONIC MEDICAL RECORDS SOFTWARE -- DIVISION OF HEALTH AND HUMAN SERVICES
FUNDING -- DIVISION OF HEALTH AND HUMAN SERVICES

(Request sent to 206 vendors)

RFP #17-0039 Contract

	The Challenger Group, Inc.	Go Beyond LLC	CompuGroup Medical
Implementation costs (one time costs)	\$10,000.00	\$7,500.00	\$2,500.00
Annual recurring charges (maintenance/subscription fees)	\$23,700.00	\$8,000.00	\$17,748.00
Total five (5) year cost	\$128,500.00	\$47,500.00	\$91,240.00
Remote training	Included	Included	\$10,000.00 plus travel
Onsite training	\$150.00/hour plus travel	Will negotiate pricing if required	Included above
Additional consulting/customization	\$150.00/hour	\$65.00-\$95.00/hour	Negotiated in separate quote if needed
	eClinicalWorks LLC	Fusion	
Implementation costs (one time costs)	\$60,800.00	\$174,600.00	
Annual recurring charges (maintenance/subscription fees)	\$19,180.00	\$49,650.20 (years 2-5)	
Total five (5) year cost	\$156,700.00	\$373,200.80	
Remote training	Included	Included	
Onsite training	\$1,000.00/day plus travel	Included (travel included)	
Additional consulting/customization	Negotiated in separate quote if needed	\$185.00-\$225.00/hour	

On the recommendation of Kimberly Bush, on behalf of the Division of Health and Human Services, Jennifer Dombaugh moved to **accept the low proposal from Go Beyond LLC for a total five (5) year cost of \$47,500.00 and establish contract pricing as listed for any additional consulting/customization and on-site training.** Linda Kizzire seconded the motion. The motion passed unanimously.

A review committee comprised of Candace Johnson, Adrienne Byrne, Roger Clark - Division of Health and Human Services and Kim Bush - Division of Purchasing reviewed the responses. The committee scored responses based on evaluation criteria set forth in the RFP. Go Beyond LLC scored the highest number of points and was unanimously selected for award recommendation.

Healthy Babies is currently using Challenger Soft (CS) for their electronic medical record system. This system has been in place since approximately 2010.

Healthy Babies is currently paying approximately \$19,800.00 annually for this software.

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A new requirement from Health Resources and Service Agreement (HRSA) indicated to Healthy Start (HS) grant recipients that they would be required, beginning January 1, 2017, to complete a series of screening tools on each participant. The data from these screens would be submitted to HRSA through a web based database called HSMED.

The county was informed that HRSA was working with CS to integrate the screening tools into their system for all sites using their services. In December 2016, the county was informed that CS did not have the tools ready for use or integration. There would be a new system released that the county would have been required to pay implementation fees of approximately \$10,000.00 to access the new system, along with an additional \$100.00 per month for support thereafter.

Currently, Healthy Babies is using a system that is not functioning at full capacity and has lost all customization that was integrated with the prior system. If the county had decided to stay with the current provider, no updates or customization could be done until the end of 2017. It was decided that the best course of action would be to release a solicitation to ascertain what other options were available that would meet the needs of Healthy Babies.

Go Beyond LLC has implemented the HRSA screening tools and has a mechanism in place for reporting the necessary data to HSMED as required by HS. Go Beyond LLC has evidence based screening tools for depression, smoking cessation, domestic violence, etc. already integrated within the system. The system has predetermined reports embedded within the system consistent with grant reporting requirements.

Questions and Answers:

Linda Kizzire asked: "Since we were supposed to have this in effect January 1, 2017 what kind of impact is that going to have on the grant funding that we are receiving?"

Candace Johnson (Healthy Babies) answered: "Currently we have been using a patch system that has been given by our grant technical support that's using a survey monkey system to upload that data into the system so that we are still in compliance with the grant, but that system will not be around for the duration of the grant."

Talaya Schwartz asked: "The additional consulting and customization, \$65-\$95/hour, do we know how much we are anticipating using that additional service?"

Candace Johnson answered: "We don't because we've just seen some snippets of the system, so I don't know for sure. We may get in there and find out that they have a lot of things integrated into their system that will function for what we need. This is a system that was developed for Healthy Start sites, and so a lot of the questions that are in their will be a lot of the same questions that we are used to collecting. We will not fully know until we are in there."

Talaya Schwartz asked: "Do we know if that range is solid or if it is just an estimate per hour based upon what the needs might be?"

Candace Johnson answered: "I believe that is what they submitted in the RFP as their range of fees that they would charge."

Kimberly Bush answered: "It depends on the level of support that they are asking for, whether it is a senior developer versus an entry level developer."

Richard Powell asked: "If we can look at the line *Onsite training* and look at the recommended vendor's response it says *will negotiate pricing if required*, but if you look back at the other responses we received it appears that onsite training potentially could be an expensive cost factor. Do we have any idea how much onsite training we might require on an annual basis?"

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Candace Johnson answered: "On an annual basis, it would not be an ongoing cost it would be a one time upfront cost to train the existing providers on how to use the new system."

Tom Stolz answered: "Purchasing, is it not typical on software purchases that training is a front end price? Is this unusual or do we see this quite a bit?"

Kimberly Bush answered: "Most times it is a front end price. We do have some vendors that respond this way. We did clarify after we had scored and they were the top scoring proposal. We did ask for clarification to see if we could get a unit cost on that and they said that they would negotiate based on our budget constraints."

Tom Stolz asked: "Is this a part of the grant, in regards to how we would pay for this?"

Candace Johnson answered: "Yes, that is correct."

Talaya Schwartz asked: "To follow up on that, since it is grant funded, if something would happen to the grant and it gets cut is there an out clause in this contract so you wouldn't have to continue paying for this service?"

Candace Johnson answered: "That would be something that we would have Legal negotiate with the vendor on how to handle that termination of contract."

Misha Jacob-Warren stated: "Most of the time we do not let a contract out of the door unless the vendor has agreed to termination of convenience without penalty."

Tom Stolz asked: "Do we have to silo a piece of software for every program, or is there a larger more encompassing piece of software out there that could serve a number of needs that we could look at in the future? Or because it is grant funded, does it have to stay specific to Healthy Babies and we can't use it for any other program?"

Candace Johnson answered: "It wouldn't have to stay specific to Healthy Babies. What makes Healthy Babies a little more different is that we have some very specific case management type questions and data that we have to collect for our grants that are so different from what we would collect in a health setting or a mental health setting. That doesn't mean the system couldn't be operational in those broader areas, that's just not how we looked at it for this particular RFP."

Linda Kizzire asked: "What is the implementation time frame?"

Candace Johnson answered: "They have stated that once contract is signed, they could have us up and running within two weeks -- as far as having all users with a log-in and access to the site, since it is cloud based/web based."