

905



SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

FROM: Community Health Agency / Department of Public Health

SUBMITTAL DATE:
12/1/05

SUBJECT: Approval of 5 Year Independent Contractor Agreement for an Ambulatory Public Health Information System with Business Computer Applications (BCA).

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and execute the Agreement with Business Computer Applications (BCA) for an Ambulatory Public Health Information System (APHIS) in the amount of \$2,102,388 from execution through the end of December 2010. The Agreement allows for up to two additional five (5) year renewals in the amount of \$1,061,713 for the period of January 2011-December 2015 and in the amount of \$1,277,303 for the period of January 2016 – December 2020 that will be brought to the Board prior to each renewal period;
2. Authorize the Chairperson to execute four (4) original copies of the Agreement on behalf of the County of Riverside;
3. Authorize the Purchasing Agent to execute any of the optional elements of the contract not to exceed \$485,685 for the first 5 year term;

(Continued on Page 2)

Susan D. Harrington

 Susan Harrington, Director of Public Health

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 713,838	In Current Year Budget:	N
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	Y
	Annual Net County Cost:	\$ 0	For Fiscal Year: FY 05-06	05/06

SOURCE OF FUNDS: Clinic Operating Revenue	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input checked="" type="checkbox"/>

C.E.O. RECOMMENDATION: APPROVE

County Executive Office Signature *Dan Marting*

FISCAL PROCEDURES APPROVED
 ROBERT E. BYRD, Auditor-Controller
 Purchasing: *Maria*
 Deputy Director
 BY *Maria* 12/1/05
 Policy Policy
 Consent Consent
 Dept's Recomm.:
 Per Exec. Ofc.:

Prev. Agn. Ref.: _____ District: _____ Agenda Number: _____

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

3.4

RECOMMENDED MOTION: CONTINUED

4. Authorize the Purchasing Agent to execute change orders for upgrade functions or services not to exceed \$250,000 for the first 5 year term;
5. Grant the Department In-Principle Approval to seek 1,640 square feet of lease space to house both Contractor and County staff during the implementation phase at a projected cost of \$117,700 (\$89,950 FY 05-06; \$27,750 FY 06-07); and
6. Authorize the Auditor Controller to adjust the budget as detailed in Attachment A.

BACKGROUND:

The Department of Public Health (DOPH) serves Riverside County by providing a broad range of primary and preventive health services at the nine (9) Family Health Centers. These services are provided under 140 different categorical programs that include prenatal care; well child exams; nutrition education and counseling; communicable disease control; tuberculosis diagnosis, treatment and follow-up; HIV/AIDS testing; primary care; immunizations; family planning and public health nursing visits.

DOPH wishes to implement a comprehensive Ambulatory Public Health Information System (APHIS) that will:

- 1) Enhance patient care and service delivery;
- 2) Maximize reimbursement opportunities; and
- 3) Improve operational efficiency.

DOPH's vision is to implement a comprehensive APHIS which supports both patient care and patient management applications including substantial reporting and financial capabilities. Integration with appropriate County information systems for appropriate data exchange is a key component of the vision.

The functions sought in the APHIS include:

1. Clinic Patient and Resource Scheduling Functions;
2. Patient Management Functions (Demographics, Registration, Referral, Eligibility Verification and Authorization);
3. Patient Accounting Functions (Billing / Claims Submission, Remittance, Receivables, Contract Management); and
4. Financial and Administrative Reporting Functions (including Public Health reporting).

Benefits of the New APHIS System:

The County will gain numerous improvements in a number of operational areas with the new system as outlined below:

1. The BCA System is a mature ambulatory clinic management system currently in use in 43 other community health clinic systems. The System recognizes and accommodates all of the requirements of Federally Qualified Health Center billing and reconciliation processes.
2. The Central Appointment Scheduling software is easy to use and will reduce the time it takes to make individual appointments permitting greater efficiency of staff at the call center and reducing wait times on the phone. The new system will have an automated dialing appointment reminder system to reduce the number of "no show" clients and increase the number of patients seen and productivity on any given day.
3. The Patient Registration process will be completed in 3 screens compared to 10 screens with the current system. The new system will automatically populate patient demographic data into each successive screen and into the myriad of program forms which are required by various public health programs funded by local, State, and Federal sources. The new system will identify and flag the patients who have previous unpaid/delinquent account balances, incorrect addresses and incorrect social security numbers.
4. The system will interface with a number of County information systems including PeopleSoft, Cerner (Public Health Laboratory) and the Riverside/San Bernardino County VaxTrack Childhood Immunization Registry.
5. The Point of Service data entry will generate a bill at the time of service for patients who are paying cash thereby improving our ability to collect money owed at the time of the visit.
6. The new system will allow immediate posting of information to patient files/accounts and will provide a more accurate and timely reflection of account status. This will permit clinic billing staff to carry more accounts and make immediate corrections to patient accounts.
7. The new system will facilitate the assignment of primary and secondary insurance carriers, replacing a system that uses a complex and cumbersome schematic system which leads to errors, thereby affecting the collections rate.
8. The new system will electronically bill Medi-Cal and Medicare which will make the use of a clearinghouse unnecessary saving approximately \$150,000 annually.
9. The new system has a flexible report capability that will allow more timely information to better manage the Accounts Receivable (A/R) and collections activities. The flexible reporting tool will provide cost, A/R status, clinician productivity, OSHPD (Office of Statewide Health Planning and Development) and other financial data or patient visit data on demand.
10. The Agreement includes an option for the ability to migrate to a new electronic medical record (EMR) system in the future.

PRICE REASONABLENESS:

A comprehensive request for Proposal (RFP) was issued by Purchasing in February 2004 to a field of twenty-three (23) potential vendors, and was posted on the County Website to determine the availability of suitable APHIS solutions to meet these goals. Seven (7) responses were received in March 2004 and a comprehensive analysis was performed by a cross-functional Community Health Agency APHIS Selection Team that included Clinic Management, Finance, Procurement, Information Services, and DOPH Administration. The process is supported by our independent consultant Kurt Salmon Associates. This due diligence process included functional review of the responses, onsite product demonstrations, financial analysis and telephone reference checking. As vendors were eliminated from further consideration a more in-depth analysis was performed including site visits by the APHIS Selection Team to view the products in actual use.

In February of 2005, after ten months of due diligence analysis, the APHIS Selection Team chose BCA as the vendor of choice and initiated a detailed negotiation process that concluded with a final Contract Agreement in November 2005.

The bid range from the March 2004 RFP responses are between \$1,498,415 and \$2,138,538 including the cost of hardware, interfaces, data conversions, detailed implementation, third party software and electronic medical records. Bids received are based on an estimate of 150 user licenses.

CHA selected BCA with the initial cost of \$1,498,415 as the lowest cost responsible and responsive bidder with due consideration given to the vendor's depth of experience and track record in public health environments, flexibility of the product proposed and future product development plans.

Through the negotiation process, it was determined that the appropriate number of user licenses should be increased from 150 to 240 leading to a significant increase in cost over the initial bid. Additional functionality was also sought from the vendor leading to a final 5 year cost of \$2,102,388 including hardware, third party software, comprehensive implementation services (including travel costs), interfaces, data conversion and staff training.

A major new product upgrade currently under development by BCA and due for release in 2007 will be made available to DOPH at no additional license cost.

The table below represents the not to exceed total contract amount for the initial 5-year term.

BCA Contract Project Cost for FY 2006 – FY 2011

Time Period	Base Cost	Optional Cost	Includes
FY 2006	\$ 1,432,660	\$ 185,573	Capital costs, Implementation, Training, Support and Maintenance
FY 2007	\$ 334,506	\$ 197,759	Capital costs, Implementation, Training, Support and Maintenance
FY 2008	\$ 113,206	\$ 29,854	Support and Maintenance
FY 2009	\$ 118,867	\$ 32,461	Support and Maintenance
FY 2010	\$ 103,149	\$ 33,142	Support and Maintenance
FY 2011		\$ 6,895	Support and Maintenance
Total Cost	\$ 2,102,388	\$ 485,685	Total: \$2,588,073

Additional Temporary Personnel and Temporary Space Costs FY 2006 – FY 2007

Time Period	Personnel & Space	Includes
FY 2006	\$ 409,950	Anticipated costs for temp personnel and space to house vendor and county staff (15)
FY 2007	\$ 147,750	Anticipated costs for temp personnel and space to house vendor and county staff (15)

The BCA Agreement allows for up to two (2) additional five (5) year renewals that will be brought to the Board for approval prior to each renewal period. The Agreement amount for the period of January 2011 to December 2015 is \$1,294,808 including options if exercised and the Agreement amount for the period of January 2016 to December 2020 is \$1,636,989 including options if exercised.

The current clinic management system has an average cost over the last 5 years of \$670,000 per year for a total of \$3,350,000 for 5 years. The full cost of the new system including implementation amortized over 5 years is \$629,154 per year including all optional items or \$3,145,773 for 5 years. The average operating cost of the system during the 5-year contract is \$152,358 per year, a savings of \$761,927 for 5 years over the current system cost.

Optional items/costs include interfaces to current systems, scope change contingency, disaster recovery, processing of statements, EMR license, additional Reminder Pro license.

The Department will pay for the APHIS system through Department revenue and a County Purchasing Department line of credit. The Department plans to borrow \$1,847,397 at the standard line of credit rate current at the time of funding. Based on an estimated interest rate of 4.03% the total repayment is \$2,025,856 over the five year term. Ongoing operating costs and the line of credit repayment will be made through Department revenue.

In-Principle Approval to Seek Leased Space in the City of Riverside

The Community Health Agency (CHA) requires approximately 1,640 square feet of space to accommodate fifteen (15) CHA and Contractor staff during the 12-18 month APHIS implementation period. The required space will include fifteen (15) workstations, one (1) 30 square foot Information Technology closet, one (1) 300 square foot conference room and two (2) break-out conference rooms at 100 square feet each. Staff and public restrooms and an

employee break room should be near by. There should be sufficient parking to accommodate staff. Each workstation as well as the conference rooms will need a telephone and data connectivity.

Expenses for rent/lease, moving, data/communications, utilities and furnishings are budgeted for fiscal year 2005/06 in the amount of \$89,950 and for fiscal year 2006/07 in the amount of \$27,750.

APPROVAL

This contract has been approved as to form by County Counsel

Attachment A

Increase

10000-4200100000-525340	Temporary Help Services	\$	360,000.00
10000-4200100000-526700	Rent Lease Buildings	\$	49,950.00
10000-4200100000-532600	Capital Lease - Principal	\$	292,106.00
10000-4200100000-533720	Capital Lease - Interest	\$	11,772.00
		\$	713,828.00

Increase

10000-4200100000-776270	Revenue - Medi-Cal Patients	\$	713,828.00
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**FORM 11 Review – Riverside County Information
Technology**

**SUBJECT: Community Health Agency – BCA Public
Health Information System**



Review Date: December 2, 2005

- Conforms/meets County technology standards*
- Outside County technology standards*
- Outside County technology standards - compatible with standards*
- Standards do not exist for this County Technology*

Comments:

Riverside County Information Technology worked with Community Health staff to understand their requirements and the technology proposed. The technology that will be used is based upon industry standard hardware and software platforms that are not consistent with County Standards, but are considered tier one products by industry analysts. The programming language that the application is built upon is dated, but the company is developing a new version that will be based upon an industry standard 4th generation language and an Oracle database that conforms to County Technology Standards. This new version will be made available to the Community Health Agency at no additional cost through their maintenance agreement.

Riverside County Information Technology (RCIT) will not serve in a project management capacity and the project will be coordinated and overseen by Community Health Agency staff.

CIO RECOMMENDATION:

The proposed hardware and software are tier one products within the industry and are compatible with selected County Technology standards. We concur with the selection of BCA for the implementation of the Community Health Agency's Public Health Information System.

Chief Information Officer Signature

A handwritten signature in black ink, appearing to read "Mark W. [unclear]", is written over a horizontal line. The signature is cursive and somewhat stylized.



COUNTY OF RIVERSIDE

Department of Facilities Management

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Riverside, California 92507-4199
(951) 955-4800
FAX (951) 955-9289

Michael J. Sylvester
Director

Timothy L. Miller
Assistant Director

ENDORSEMENT

COMMUNITY HEALTH AGENCY LEASED SPACE IN THE CITY OF RIVERSIDE

The Department of Facilities Management concurs with the Community Health Agency's request for leased space in Riverside for the Agency's Department of Public Health, Ambulatory Public Health Information System (APHIS) team. This request meets County Space Standards. County-owned space is not available to accommodate the APHIS implementation requirements.

The information listed below is used as an estimation in determining this Endorsement:

Lead Time: Four (4) months.

Total Area: Approximately 1,640 square feet.

Term: Twelve (12) to eighteen (18) months.

Lease Rate: To be determined.

Communication Cost: \$15,000.00

Utilities: County to pay electric and telephone. Lessor to pay all other services.

Custodial: Lessor to provide.

Maintenance: Lessor to provide.

Improvement Cost: To be determined.


Michael J. Sylvester, Director
Department of Facilities Management

SS:eo
12/07/05