

609

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



**FROM:** Riverside County Regional Medical Center

**SUBMITTAL DATE:**  
April 10, 2012

**SUBJECT:** Approval of Sole Source Agreement with Tele-Tracking Technologies, Inc. for Riverside County Regional Medical Center (RCRMC).

**RECOMMENDED MOTION:** Move that the Board of Supervisors:

- 1) Authorize the Chairman of the Board to approve the Sole Source Procurement software upgrade and monthly maintenance of the Tele-Tracking system for the period of January 1, 2012, through December 31, 2012, with the option to renew each year continuing through December 31, 2014.
  
- 2) Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise renewal options, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the agreement more than ten percent of the maximum contract amount.

*Douglas D. Bagley*  
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 Douglas D. Bagley, Hospital Director

Purchasing: *M. S. C.*  
 Mark Seiler, Assistant Director of Procurement

<b>FINANCIAL DATA</b>	<b>Current F.Y. Total Cost:</b>	\$29,655.72	<b>In Current Year Budget:</b>	Yes
	<b>Current F.Y. Net County Cost:</b>	\$ 0	<b>Budget Adjustment:</b>	No
	<b>Annual Net County Cost FY:</b>	\$ 0	<b>For Fiscal Year:</b>	2011/12

<b>SOURCE OF FUNDS: Enterprise Funds</b>	<b>Positions To Be Deleted Per A-30</b>	<input type="checkbox"/>
	<b>Requires 4/5 Vote</b>	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:** APPROVE

BY: *Debra Courmoyer*  
 Debra Courmoyer

**County Executive Office Signature**

Consent     Policy  
 Consent     Policy

Dept't Recomm.:  
 Per Exec. Ofc.:

**Prev. Agn. Ref.:**                      **District:** 5/5                      **Agenda Number:**

ATTACHMENTS FILED  
 WITH THE CLERK OF THE BOARD

3.23

**SUBJECT:** Approval of Sole Source Agreement with Tele-Tracking Technologies, Inc.

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**BACKGROUND:**

The Tele-Tracking software was originally purchased in 2001 to track real time status of the in-patient beds at RCRMC. With data input from nursing staff and the environmental services staff, the bed tracking system provides a multidisciplinary view of bed availability from patient admission through patient discharge. This information is key to scheduling staff to optimize patient flow and to reduce overcrowding in critical areas. Reports are generated from this system to support performance improvement and monitoring staff productivity and response time for efficient turnaround from the time a patient is discharged to the next patient admission. The data and reports from bed tracking is used to support performance improvement activities and monitoring of information necessary to meet regulatory standards for flow of the patients being admitted to or discharged from in-patient beds.

The current software version of the Tele-Tracking system is obsolete and technically unsupported. RCRMC does continue to use the system and incurs the cost of monthly licensing fees (\$2,257.33) without technical support. This software upgrade is essential as the system is used 24 hours each day to track and monitor bed status throughout RCRMC.

The upgrade to Tele-Tracking Technologies, Inc., software supports The Joint Commission Standard, LD.04.03.01 that refers to how the hospital manages the flow of patients throughout the Medical Center. The upgraded software system will be technically supported and will provide real time data to monitor the status of the bed as it relates to the flow of patients from admission through discharge.

**PRICE REASONABLENESS:**

There is a significant financial benefit to upgrading the current system rather than purchasing a new system. The cost of replacing the bed tracking system according to the respondent's pricing is \$1,461,456.00. The cost associated with upgrading the current Tele-Tracking system is a one-time charge of \$27,500.00 plus the monthly license and support fee of \$2,257.33.

**FINANCIAL IMPACT:**

Hospital Enterprise Funds

**REVIEW/APPROVAL:**

County Counsel and County Purchasing

DB:rs

Date: April 10, 2012

From: Douglas D. Bagley, Hospital Director  
Riverside County Regional Medical Center

To: Board of Supervisors

Via: Purchasing Agent

Subject: Sole Source Procurement; Tele-Tracking Technologies, Inc. Upgrade

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

**1. Supply/Service being requested: Bed Tracking software Upgrade**

The bed tracking software, originally purchased in 2001, allows RCRMC to have an automated bed turnover process. This system monitors patient flow with participation from nursing staff and environmental services staff. It provides a multidisciplinary view of the bed availability from patient admission through patient discharge. Reports are generated from this system to support performance improvement and monitoring to meet regulatory requirements.

**2. Supplier being requested: Tele-Tracking Technologies, Inc.**

**3. Alternative suppliers that can or might be able to provide supply/service:**

There are other suppliers that can provide a new system but not the needed upgrade to the existing system. Tele-Tracking Technologies, Inc. is the only provider who can upgrade the current system. The cost of replacing TeleTracking with a different vendor was evaluated based on the RFP process. Based on the responses, upgrading the current Tele-Tracking system is the lowest cost solution for RCRMC that also provides required features and services.

Siemens Soarian does not have a bed tracking, bed utilization or EVS notification paging capability within their product. Soarian can provide status of free beds but relies on staff upgrading a patient's status in Invision. Soarian has the capability to design and build workflow components such as a bed tracking system, however this would require significant development effort and there is great uncertainty in the ability to page, interact with the phone system and operate in real time – capabilities currently provided using Bed Tracking.

**4. Extent of market search conducted:**

The RFP posted on the County website and electronically mailed to the following companies: CDW government, Inc., GE Healthcare, McKesson Provider Technologies, Advantage Consulting, Acuent, Inc., Automation Counselors, Global Service Resource, Technology Integration Group, Unlimited Innovation Inc., Endstate Solutions LLC, Archway Systems, Assetworks, McKesson, Pacific Blue Software, Intergraph corporations, SHI International Corp., Teksystems, computer Logic, Solver, Inc., and Sigmagnet Inc.

**5. Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:**

- An automated bed turnover process
- Provides Interactive voice response (IVR) capability to automate bed turnover process through telephone key pad. Simplistic key code combinations for room cleaning, etc. Interactive voice response allows the staff to access the system by keypad after which they can service their own requests by following the instructions.

- Provides dispatching capabilities for housekeeping personnel using non-alphanumeric paging.
- Provides isolation indicators for employees and visibility to supervisors.
- Provides performance monitoring and real time alerting for the non-compliance and late start issues as well as the capability to setup email, paging or text message alerts to supervision.
- Interfaces with Siemens/Invision and Siemens/Soarian Systems using ADT (HL7) interface. The admitting, discharging, and transferring of patients can be tracked to help expedite patient flow and admissions by providing real time bed status through online monitoring.
- System meets Regulatory compliance monitoring.
- Migration of current Bed tracking system (TeleTracking) information into system, or into a data repository to be used for historical reference.
- Training/Education for Nursing, Management, and Information Technology (Maintenance and Support Purposes) Staff provided by supplier.
- HIPAA compliant
- Upgrades and patches maintain product compliance with healthcare regulatory requirements.

**6. Reasons why my department requires these unique features and what benefit will accrue to the county:**

The current bed tracking system (Tel Tracking) in place is obsolete and technically unsupported. RCRM continues to use it and incurs the cost of monthly licensing fees. The system is used 24 hours a day to track and monitor bed status throughout the facility. Tele-Tracking Technologies, Inc. supports the Joint Commission Standard, LD.04.03.01 which refers to how the hospital manages the flow of patients throughout the hospital. The upgraded system would allow reports showing:

- Average Response Time
- Bed Turnover
- Processing Time analysis
- Average Discharge/Transfer per time of day
- Ready-to-move timer metrics
- Employee Statistics

**7. Price Reasonableness including purchase price and any ongoing maintenance or ancillary costs from the supplier:**

There is a significant financial benefit to upgrade the current system rather than purchasing a new system. The cost of replacing the bed tracking system according to the respondent's pricing is \$1,461,456.00. The cost associated with upgrading the current "Tele Tracking" system is a one-time charge of \$27,500.00 and the monthly license and support fee would be \$2,257.33. Any use of the system requires this monthly license fee even using it as we are now without any technical support.

**8. Does moving forward on this product or service further obligate the county to future similar contractual arrangements or any ongoing costs affiliated with this sole source? (Maintenance, support, or upgrades, if so, please explain).**

The county would not be obligated to any future contractual agreements with the exception of continued monthly licensing fees should we choose to continue using the system each year.

**9. Period of Performance:** One Year renewable in two additional one year increments

*(Provide a defined period of performance. Please note multi-year terms require Board approval, unless renewable in one year increments and the Purchasing Agent approves the terms.)*

