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AGENDA COVER MEMO

AGENDA DATE: June 13, 2007
TO: Board of County Commissioners
DEPARTMENT: Health & Human Services
PRESENTED BY: Rob Rockstroh



AGENDA TITLE: ORDER _____ / IN THE MATTER OF AWARDING A CONTRACT TO UNI/CARE, INC. IN RESPONSE TO RFP NO. H&HS 20277 FOR A HEALTH AND HUMAN SERVICES MANAGEMENT INFORMATION SYSTEM IN THE AMOUNT NOT TO EXCEED \$597,909

I. MOTION

Order _____ /In The Matter Of Awarding a Contract to UNI/CARE, Inc in response to RFP No. H&HS 20277 for a Health And Human Services (H&HS) Management Information System in the amount not to exceed \$597,909

II. AGENDA ITEM SUMMARY

The Board is being asked to award a contract to UNI/CARE, Inc. for the Health and Human Services (H&HS) Management Information System solution. H&HS Programs including Mental Health, Developmental Disabilities, and Supervision and Treatment Services have participated in the requirements definition and solution selection process for the H&HS Management Information solution which will be implemented among these programs.

III. BACKGROUND/IMPLICATIONS OF ACTION

A. Board Action and Other History

There has been no board action related to this project.

The mission of Lane County Health and Human Services (H&HS) is "to promote and protect the health, safety, and well being of individuals, families and our communities." Being a broad based organization that administers mental health, developmental disabilities, social services and offender programs in a largely subcontracted system of services a new H&HS management information system is needed to support the following County programs:

- Developmental Disabilities
- Mental Health
- Supervision and Treatment Services (Alcohol, Drug and Offender Programs)

B. Policy Issues

There are no outstanding policy issues.

C. Board Goals

Lane County Government exists to ensure the safety and well being of the people who live, work and visit our communities by ensuring the provision of basic social support in the area of health care in part through services and programs delivered by the department of Health and Human Services (H&HS).

H&HS developed a Program and Principles Matrix in fiscal year 2005-2006 that demonstrates a strong commitment to supporting the dynamic H&HS business environment. A new information system would significantly support the following H&HS Cross-Cutting Principles:

**Evidence-Based Practices;
Data-driven Decision Making;
Integrated & Coordinated Care; and
Stewardship of Public Funds.**

Like other public sector health and human services organizations, client caseloads continue to rise as funding decreases. In this environment it is critical that H&HS have the capability to leverage the local, state and federal dollars associated with payment of Medicaid and Medicare claims. For example, the current system limitations have resulted in a claims processing environment that is highly manual and does not take advantage of electronic data interchange processes that accelerate the rate of payment for Medicare services.

Finally, there are state and federal compliance requirements that have become more demanding and require H&HS to provide, collect, and report additional information. Without an automated system to support H&HS efforts to meet these compliance requirements the risk of non-compliance and penalties such as loss of certification, accreditation and reduction in financial support will continue to increase.

D. Financial and/or Resource Considerations

Funding to support this critical project will come from several sources. The department has budgeted one-time funds from a multi-year reconciliation with the Oregon Department of Human Services as well as contingency funds within the mental health program.

Annual support for the project is available by redirecting funds used to support the current systems, as well as increased revenues that will be realized as a result of the much more efficient practice management and billing application.

E. Analysis

Currently, some Health and Human Services (H&HS) program functions are supported by the Human Services Client Tracking System (HSCTS). HSCTS was internally developed, is Oracle based and has been operational since 1992. HSCTS has primarily provided billing functions for mental health services, methadone treatment services and sex offender treatment. HSCTS is not an integrated system and has limited tracking functions for the developmental disabilities program.

While HSCTS has provided adequate billing and client tracking functions for some H&HS programs over the past 14 years, H&HS program needs have evolved over time. Today many critical program functions are being supported outside of the HSCTS, often in a highly manual and paper intensive manner. In addition, the ability to generate necessary reports is limited and inefficient.

H&HS has identified a need for integrated information to support data-driven decisions and improve the efficiency and effectiveness of its business processes and services. To that end, H&HS initiated a project in June of 2006 to define requirements and develop a Request for Proposal (RFP) to acquire and implement a new, integrated information system. The software will also support billing and accounting functions for H&HS Administration and be fully compliant with the federal Health Information Portability and Accountability Act (HIPAA) rules and regulations.

Joint Application Requirements (JAR) confirmation sessions were held in August 2006 to reach consensus on the high level business processes and related functions to support those processes. These meetings resulted in H&HS Business Process/Function Decomposition Diagram and High Level Business Process/Function Definitions.

An interim process of an Environmental Scan between the JAR and the release of the RFP was taken. A questionnaire and cost estimate worksheet was developed (based on the JAR Session results) and sent via email to ten (10) potential vendors to solicit information about potential commercial-off-the-shelf (COTS) software systems that might meet H&HS requirements. Five (5) vendors responded representing a range of COTS vendor solutions that appear as if they might meet the needs of H&HS.

These documents, along with best practice RFP standards were used to draft an RFP. The RFP included many criteria ranging from mandatory, desirable and requested functional and technical specifications in order to elicit a competitive response from the vendor community.

Three proposals were received and reviewed by the H&HS and Information Services evaluation committee. After scoring on the different functional and technical criteria and participating in oral presentations from the top two vendors, the evaluation committee reached conclusion that UNI/CARE, Inc. was the preferred solution.

F. Alternative / Options

1. Award a contract to UNI/CARE, Inc. which had the highest ranking evaluation results from the request for proposal. The contract will provide Health and Human Services (H&HS) with reliable and flexible Management Information Systems that meets H&HS business requirements.
2. Keep and maintain the current Human Services Client Tracking System (HSCTS). This option has been evaluated and it was determined that the current functionality of the HSCTS does not meet the business requirements of a fully integrated health and human services management information system. In addition, updates to the system have been placed on hold as significant changes can be costly and often have negative down stream impacts throughout the HSCTS. It was further determined that commercial-off-the-shelf applications (COTS) available in the market place typically require less programming support time and have a greater level of user configurability.
3. Take no action at this time and direct H&HS to conduct additional research.

IV. TIMING/IMPLEMENTATION

UNI/CARE has proposed a six month implementation schedule and assumes a start date of July 1, 2007.

VI. RECOMMENDATION

Option #1. According to the H&HS Management Information System evaluation committee, the UNI/CARE, Inc. proposed solution has the best proposal, best design, and best overall value with little or no compromise.

VII. FOLLOW-UP

No further action is requested of the Lane County Board of Commissioners.

V. ATTACHMENT

Board Order

THE BOARD OF COUNTY COMMISSIONERS, LANE COUNTY, OREGON

RESOLUTION AND ORDER:) ORDER _____ / IN THE MATTER OF AWARDING A
) CONTRACT TO UNI/CARE, INC. IN RESPONSE TO RFP NO.
) H&HS 20277 FOR A HEALTH AND HUMAN SERVICES
 MANAGEMENT INFORMATION SYSTEM IN THE AMOUNT NOT
 TO EXCEED \$597,909

WHEREAS, with the development of the Program and Principles Matrix in fiscal year 2005-2006, H&HS has made a strong commitment to supporting the dynamic H&HS business environment; and

WHEREAS, the department of Health and Human Services (H&HS) has been working diligently toward the goal of acquiring and implementing a new integrated data collection and reporting system for the department; and

WHEREAS, high level functional requirements have been documented that support the integration of H&HS business processes and have resulted in the development and publishing of RFP NO. H&HS 20277 for a Health and Human Services Management Information System; and

WHEREAS, three proposals were received in response to said RFP; and


WHEREAS, all proposals were evaluated by an RFP evaluation committee comprised of managers including staff (system end users and business area experts) from the departments of Health and Human Services and Information Services; and

WHEREAS, the proposal submitted by UNI/CARE, Inc. is rated as the top proposal meeting the evaluation criteria;

NOW THEREFORE, IT IS HEREBY ORDERED that a contract be awarded to UNI/CARE, Inc. for a Health and Human Services Management Information System for the following deliverables: Delivery of an in-house practice management software solution for Health and Human Services, not to exceed \$597,909 for the period July 1, 2007 through June 30, 2010; and

IT IS FURTHER ORDERED that the County Administrator be delegated authority to sign and execute the contract documents.

DATED this ____ day of June, 2007

APPROVED AS TO FORM
Date 6/4/07 Lane County

OFFICE OF LEGAL COUNSEL

Faye Stewart, Chair
Lane County Board of Commissioners