

**SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT
REQUEST TO THE HEALTH COMMISSION**

A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.

Contractor: <u>Netsmart Technologies Inc.</u>	Division/Section: <u>DPH</u>
Address: <u>11100 Nall Avenue</u> <u>Overland Park, KS 66212</u>	Deputy Director: <u>Jeff Scarafia</u> DPH Administrator: <u>Gaurav Purohit</u> Program Administrator: <u>Kimberly Voelker</u> Phone: <u>415-255-3566</u>
Contact: <u>Blake Robinson</u> Phone: <u>904-540-6751</u>	Contract Analyst: <u>Joanna Li</u> Phone: <u>628-271-6154</u>

Request for approval of a new agreement with Netsmart Technologies Inc. (Netsmart) to provide maintenance, support and hosting implementation for the Department's Avatar Electronic Health Records System. The total proposed contract amount is \$5,902,426, which includes a 12% contingency for the term of July 1, 2024, through June 30, 2027 (3 years).

Mark only one for each question below:

1. **Vendor Type** For Profit Non-Profit Government Entity
2. **Is the Vendor a CMD Certified LBE?** Yes No
3. **Purchasing Authority:** RFP Sole Source GPO
4. **Does DPH have other existing contracts with this Vendor?** Yes No
 If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed. 16 years

CONTRACT INFORMATION

Proposed Transaction

July 1, 2024 to June 30, 2027

FUNDING SOURCES:

General Fund	\$5,270,023
<u>TOTAL DPH REVENUES:</u>	\$5,270,023
12% Contingency Amount	\$632,403
<u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u>	\$5,902,426
<u>ANNUAL AMOUNT OF CONTRACT*:</u> <i>*Excludes one-time upfront/implementation costs.</i>	\$1,866,175

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PROPOSED BREAKDOWN OF ITEMS/SERVICES

Licensed Software and Subscriptions	Cost
Avatar Licenses and Maintenance RADplus 500 Users	\$910,810.34
Avatar Licenses and Maintenance Avatar CalPM 500 Users	\$30,755.44
Avatar Licenses and Maintenance Avatar CWS 500 Users	\$30,755.47
Avatar Licenses and Maintenance Avatar MSO 500 Users	\$21,527.56
Avatar Licenses and Maintenance Avatar ASI 500 Users	\$7,688.55
Avatar Licenses and Maintenance Avatar eSig 500 Users	\$74,893.59
Avatar Licenses and Maintenance Doc Management Move Perceptive Data to Data Warehouse 500 Users	\$7,000.00
Avatar Licenses and Maintenance HL7 Module 500 Users	\$12,323.97
Avatar Licenses and Maintenance Escrow 500 Users	\$14,050.18
Avatar Licenses and Maintenance Diagnosis Content on Demand 500 Users	\$19,502.90
Intersystems Cache DB License Maintenance Cache Enterprise Maintenance, Multi-Server, Platform Specific 3006 Users	\$350,955.90
OrderConnect License Base Fee	\$5,701.38
OrderConnect - FULL SUITE - Prescriber Subscription	\$157,632.50
OrderConnect - Non-Prescribing User Subscription	\$6,606.16
EPCS Token Subscriptions	\$12,125.81
myHealthPointe Client Portal myHealthPointe Portal - Level VI Subscription 1000+ Named Users 500 Users	\$48,210.92
CareConnect Subscriptions CareConnect Monthly Subscription 1,000+ Users	\$7,879.94
CareQuality Subscription Carequality Annual Subscription	\$3,868.68
RevConnect Clearinghouse Reoccurring Subscription (\$5,000 x 12 months)	\$180,000.00
Third Party Subscriptions Red Hat Jboss Subscription JBOSS	\$23,484.00
Third Party Subscriptions AMA CPT Code Subscription 500 Users	\$20,321.97
Clinical Application and Billing Functional Support Professional Services - Avatar Clinical (CWS) Solution Architect	\$576,000.00
Clinical Application and Billing Functional Support Professional Services - Avatar Clinical (CalPM/MSO) Solution Architect	\$288,000.00
Hosting (NTST Cloud) Annual	\$756,858.39

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One Time Charges	Cost
Hosting (NTST Cloud) Engineering/PM fees	\$71,500.00
System Upgrades Avatar NX Upgrade	\$275,000.00
System Upgrades OrderConnect NX Upgrade	\$5,400.00
RevConnect Clearinghouse	\$2,500.00
Managed Services Application Management Services myAvatar NX Upgrade - Government Solutions - Level 2	\$36,000.00
Avatar Professional Services - myAvatar NX Upgrade Government Solutions - Level 2 Fixed Fee	\$180,000.00
Avatar Professional Services Fixed Fee	\$40,000.00
Avatar NIAM Credential Migration Centralized Model 500 Named Users	\$1,000.00
Hosting Setup Fee - Avatar Concurrent Users	\$27,500.00
Hosting Setup Fee - Avatar NIAM Federated Model	\$4,000.00
Plexus Cloud Hosting Application and DB Migration - Avatar	\$10,000.00
OrderConnect NX Upgrade	\$5,400.00
Optional Products and Services	Cost
Optional Plexus Cloud Hosting - Avatar - Disaster Recovery Concurrent Users, 350 Users 117 Concurrent Users	\$572,830.32
Optional Plexus Cloud Hosting - Avatar Identity and Access Management (NIAM) Centralized Model 350 Users	\$28,559.92
Optional AMA CPT Code Subscription 350 Users	\$24,016.29
Optional Diagnosis Content on Demand Subscription 350 Users	\$12,981.78
Optional Avatar RADplus Maintenance 350 Users	\$199,919.41
Optional OrderConnect Full Suite Prescriber Subscription	\$12,600.00
Optional OrderConnect ePCS Subscriptions	\$2,190.00
Optional OrderConnect Non-Prescriber Subscription	\$1,050.00
Optional Diagnosis Content on Demand Add-on Subscription	\$1,080.00
Optional EPCS Tokens	\$1,500.00
Optional Token Shipping	\$300.00
Optional Multi-Server, Platform Specific	\$90,371.15
Optional RevConnect Eligibility Pass Through - Per Transaction	\$90,000.00
Optional Jboss Subscription	\$5,871.00
Optional Taxes (if applicable)	\$1,500.00
Annual Costs	\$5,270,024
Contingency 12%	\$632,402
Total Not to Exceed	\$5,902,426

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Purpose of Contract and Company Information

Netsmart Technologies Inc. (Netsmart) would provide approximately one year of maintenance and support for the Department's Avatar Electronic Health Records System located on premise (ZSFG), and to provide implementation of a hosting environment to support Avatar EHR in the cloud. Concurrently, Netsmart will upgrade to the latest version of Avatar, AvatarNX. The City has partnered with Netsmart since 2008 for the Avatar Electronic Health Record System for Behavioral Health Clients. While Mental Health Behavioral Health clients have recently moved into Epic Electronic Health Record, Substance Use Disorder patients will remain in Avatar. Netsmart is the sole proprietor of the Avatar software, maintenance, and support services to be provided.

Netsmart Technologies Inc. is a Health Information Technologies company founded in 1968 that specializes on the unique needs of the Public Sector Health and Patient Health Services. Through the implementation of myAvatar Electronic Health Records within the Behavioral Health Services Department SFDPH in 2008, Netsmart has partnered with the City and County of San Francisco to provide improved healthcare to San Francisco, to meet industry, City, State needs and requirements. Netsmart's software is customized to meet Specialty Behavioral Health State Reporting Requirements, Short Doyle Billing capacity, and 42CFR Part 2 requirements, and specialized needs for Behavioral Health and Substance Abuse programs, surrounding the regulatory environment of California.

Performance Monitoring:

The contract will be monitored in accordance with Hospital and network monitoring procedures by the Program Manager assigned to these services.

Health Equity and Inclusion Compliance:

The Contractor will provide necessary information to comply with the Department's Office of Health Equity (OHE) requirements and will align with the citywide efforts on contract equity as overseen by the Office of Racial Equity (ORE) in the Human Rights Commission.

Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:

CEO: Mike Valentine, Chief Executive Officer

Board of Directors:	Mike Valentine, Chief Executive Officer	Calvin O. Liou, Board Member
	Mark Carter, Board Member	Nathan Lipkin, Board Member
	James Cashman III, Board Member	Howard Park, Board Member
	Patrick Hampson, Board Member	Linda Rosenberg, Board Member
	Dave Kreter, Board Member	

Owners of 10% or more of the Firm:

Netsmart Technologies' immediate parent and 100% shareholder is Netsmart, Inc.
The ultimate parent entity of the Netsmart corporate family is Netsmart LLC.
More than 90% of Netsmart LLC is jointly owned by Allscripts and GI Partners.
No other entity or individual owns as much as 5% or more of the equity of Netsmart LLC.