

**SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION**

Contractor	<u><b>RLDatix North America Inc.</b></u>	Division/Section:	<u><b>DPH/SFHN</b></u>
Address	<u><b>1 Younge Street, Ste. 2300</b></u>	Director SFHN:	<u><b>Roland Pickens</b></u>
	<u><b>Toronto, Canada</b></u>	Director Risk Management ZSFG:	<u><b>Susan Brajkovic</b></u>
Contact	<u><b>Brendan MacLean</b></u>	Program Manager:	<u><b>Susan Brajkovic</b></u> Phone <u><b>206-6338</b></u>
	<u><b>Regional Vice President of Sales</b></u>	Contract Analyst:	<u><b>Ron Rossi</b></u> Phone <u><b>554-2938</b></u>

**Request for approval of a new contract with RLDatix North America Inc., to provide software for an Incidence & Grievance Response System at Zuckerberg General Hospital. The total proposed contract amount is \$897,954 which includes a 12% Contingency for the term of October 31, 2021 through October 30, 2024 (three years).**

Profit       Non-Profit       LBE       RFP:      22-2019      Date: 11/15/2019  
 New       Renewal       Mod       Sole Source

Number of years DPH has been doing business with this organization: 0

<u><b>CONTRACT INFORMATION:</b></u>	<u><b>Prior Transaction</b></u>	<u><b>Proposed Transaction</b></u>	<u><b>Annualized Difference</b></u>
	(new)	10/31/2021 – 10/30/2024	
Funding Sources:			
General Fund		\$801,744	\$801,744
<u>TOTAL DPH REVENUES</u>			
Contingency Amount		\$96,210	\$96,210
<u>CONTRACT TOTAL</u>		\$897,954	\$897,954
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$267,248	\$267,248
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

**PROPOSED:**

<u><b>Mode(s) of Service &amp; Unit of Service Definition</b></u>	<u><b>No. of Clients</b></u>		<u><b>Number of Units</b></u>	<u><b>Unit Cost</b></u>
	<u>N/A</u>	<u>Duplicated</u>		
	<u>N/A</u>	<u>Unduplicated</u>		
Unit of Service = A completed annual service term ,or implementation effort				
<u>Application Software (implementation fee)</u>			<u>1</u>	<u>\$291,140</u>
<u>Annual Hosting fee</u>			<u>3</u>	<u>\$65,031</u>
<u>Annual Maintenance fee</u>			<u>3</u>	<u>\$65,031</u>
<u>Gold Level Support</u>			<u>3</u>	<u>\$17,000</u>
<i>Optional Items</i>				
<u>Professional Service Hours</u>			<u>As-needed</u>	<u>\$69,418</u>

**Explanation of Service Change and Variances:**

This is a new contract.

**Monitoring Report/Program Review & follow-up:**

The contract will be monitored in accordance with all applicable Departmental procedures through the Information Technology Department of the Department.

**Nondiscrimination and Cultural Competency:**

If required, the Contractor will participate in the cultural competency requirements for the upcoming year.

**Other Significant Issues:**

Datix was founded in 1986 by Brian Capstick, founder of Capsticks Solicitors, a law firm specializing in defending hospitals against clinical negligence claims brought by patients involved in medical accidents. The idea was to help hospitals by developing an incident reporting software that monitored quality of care, controlled costs and minimized reputational damage, while also helping hospitals to meet regulatory requirements.

In July 2018, RL Solutions and Datix Limited announced the combining of the two companies and is now known as RLDatix.

RLDatix will provide a complete system for the management of Incident & Grievance responses. The system will record and manage reports of incidents occurring on hospital premises and other general issues of concern, giving the City the opportunity to monitor and respond in a timely manner. RLDatix will provide software implementation followed by standard ongoing support. The system will be compatible for integration within the City's Epic electronic health records ("EHR") and Rhapsody interface engine. The Department of Public Health requires a comprehensive system to manage safety and quality of services within the San Francisco Health Network (SFHN).

RLDatix was selected under RFP 22-2019 as the highest scoring submitting vendor.

**Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director****Board of Directors:**

- Jeff Surges (RLD)
  - John Scott (RLD)
  - Phil Taylor (RLD)
  - Javed Khan (Five Arrows)
  - Vivek Kumar (Five Arrows)
  - Reid Perper (Five Arrows)
  - Naveen Wadhwa (TA Associates)
  - Ethan Liebermann (TA Associates)
  - Sanjay Malaviya (Shareholder, Founder of RL Solutions)
- (As a UK-based company, there is no Chairman or Executive Director of the Board.)

**Owners of 10% or more of the Firm:**

- Five Arrows Principal Investments
- TA Associates

**Recommendations:**

The Department recommends approval of this contract.