

**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.*

<b>Contractor:</b> Virtelligence Inc.	<b>Division/Section:</b> DPH
<b>Address:</b> 6216 Baker Road, Suite #100 Eden Prairie, MN 55346	<b>Deputy Director:</b> Jeff Scarafia <b>DPH Administrator:</b> Gaurav Purohit <sup>DS</sup> GP
<b>Contact:</b> Akhtar Chaudhri Phone: 952-548-6601	<b>Program Administrator:</b> Natasha Lalani Phone: 628-206-1142 <b>Contract Analyst:</b> Joanna Li Phone: 628-271-6154

Request for approval of a new contract with Virtelligence Inc. to provide as needed specialized professional services to support Phase 3 of the Epic Electronic Health Record Implementation. Contractor will provide resources on an as needed basis. The total proposed contract amount is \$3,000,000, which may or may not be executed depending on the Department's needs and availability of resources. The total proposed contract includes a 12% contingency for the term of December 1, 2023 through November 30, 2028 (5 years).

**Mark only one for each question below:**

- Vendor Type**  For Profit  Non-Profit  Government Entity
- Is the Vendor a CMD Certified LBE?**  Yes  No
- Purchasing Authority:**  RFP SFGOV000007921  Sole Source  GPO
- 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.

5 years

**CONTRACT INFORMATION**

**Proposed Transaction**

December 1, 2023 to November 30, 2028

**FUNDING SOURCES:**

General Fund	\$2,678,571.43
<b><u>TOTAL DPH REVENUES:</u></b>	<b>\$2,678,571.43</b>
12% Contingency Amount	\$321,428.57
<b><u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u></b>	<b>\$321,428.57</b>
<b><u>ANNUAL AMOUNT OF CONTRACT*:</u></b> <i>*Excludes one-time upfront/implementation costs.</i>	\$600,000

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**PROPOSED BREAKDOWN OF ITEMS/SERVICES**

<b>Resource Description (As Needed Positions)</b>	<b>Not to Exceed Hourly Rate (Initial Term)</b>
Epic Ambulatory - EpicCare Ambulatory, Kaleidoscope Ophthalmology, Wound Care, EpicCare Dialysis, Bones Orthopedics, EpicCare Link, MyChart, Compass Rose, Nurse Triage	\$135.00
Epic Ancillary - Cupid Cardiology, Radiant Radiology, Healthy Planet, Beacon Oncology, Research, Dorothy Home Health, Nurse Triage, Campaigns, Epic SMS	\$145.00
EPIC Inpatient - EpicCare Inpatient Orders, EpicCare Inpatient Pharmacy, Willow Ambulatory Pharmacy, Willow Inventory Management, Epic Long Term Care, OpTime & Anesthesia, ASAP Emergency Department, MyChart Bedside, Stork Obstetrics	\$145.00
Access & Revenue - Grant Central, Cadence Scheduling and Registration, Hospital Billing & Claims, Professional Billing, HIM, Welcome Kiosk	\$135.00
Other - Epic Security, Bridges, Data Courier, Cognito and Associated Data Models, Reporting Workbench & Radar Dashboards	\$135.00
Epic Certified Application Analysts, Epic EHR Resources and all modules within that product (Must be Epic Certified); for example; Epic Trainers and Analysts	\$135.00
Analysts and Report Writers across various Reporting tools; for example, SQL, Power BI P-690 (7-22; DPH 8-22)	\$125.00
Interface engine engineers, business analyst experienced in HL7 services and not limited to experience with MS SQL Reporting Analysts, EMPI Integration Analysts, Lyniate, Rhapsody and API	\$135.00
IT Project Managers and Managers who can support Microsoft Project tools	\$155.00
Integration Analyst	\$135.00
Application/Business Analysts	\$135.00
Application Project Leads	\$145.00
General Technical Analysts, and Managers to support Wave 3 Initiatives	\$125.00
IT Specialized Consulting and Support	\$125.00
Technical Field Resource; for example, Networks, Workstations, Device Management technicians, IT Engineers	\$120.00
<b>Total Professional Services</b>	<b>\$2,578,571</b>
<b>Travel Expenses (In Accordance with Appendix C Travel Policy)</b>	<b>\$100,000</b>
<b>Contingency 12%</b>	<b>\$321,428</b>
<b>Total Not to Exceed</b>	<b>\$3,000,000</b>

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

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**Purpose of Contract and Company Information**

Virtelligence Inc. was selected as one of four highest ranking Contractors under RFP SFGOV000007921 Epic Phase 3 Specialized Consulting and Support for The Department of Public Health. Virtelligence Inc. was selected for a task-based contract to aid DPH during Phase 3 of the Epic Implementation in the following areas: ambulatory, ancillary, inpatient, access, and revenue. Dependent upon whether the Contractor will bid on the individual tasks announced by DPH, Contractor may or may not be awarded Tasks within this RFP.

For more than 16 years, Virtelligence Inc. has provided healthcare information technology consulting and staffing services with a primary focus in Epic experienced staffing and consulting. Virtelligence Inc. serves clients in both public, not-for-profit, private, and academic medical centers. Virtelligence Inc. has experience in all phases of implementing a Electronic Health Record System, and has the team to provide support as needed by SFDPH.

**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:**

<b>CEO:</b>	Akhtar Chaudhri, CEO of Virtelligence Inc.
<b>Board of Directors:</b>	Akhtar Chaudhri
	Dr. Amna Shakil, MD
	Mazhar Chaudhri
	Yasmin Hussain Chaudhri
<b>Owners of 10% or more of the Firm:</b>	Yasmin Hussain Chaudhri 51%
	Akhtar M Chaudhri 49%