

**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>CSI Healthcare IT</u>	Division/Section: <u>DPH</u>
Address: <u>7720 Baymeadows Rd East</u> <u>Jacksonville, FL 32256</u>	Deputy Director: <u>Jeff Scarafia</u> DPH Administrator: <u>Gaurav Purohit</u> Program Administrator: <u>Natasha Lalani</u> Phone: <u>628-206-1142</u>
Contact: <u>Taylor Clark</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 contract with CSI Healthcare IT to provide one overall project manager, and additional as needed At-The Elbow resources to support Behavioral Health Services Implementation as part of Phase 3 of the Epic Electronic Health Record Project. All contractor provided resources must have relevant experience with BHS Go Live and experienced in Epic EHR. The total proposed contract amount is \$3,903,200, 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 February 19, 2024 through February 18, 2025 (1 year).

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 SFGOV000008557 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. 6 years

CONTRACT INFORMATION

Proposed Transaction
February 19, 2024 to February 18, 2025

FUNDING SOURCES:

General Fund	\$3,485,000
<u>TOTAL DPH REVENUES:</u>	\$3,485,000
12% Contingency Amount	\$418,200
<u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u>	\$418,200
<u>ANNUAL AMOUNT OF CONTRACT*:</u>	\$3,903,200

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PROPOSED BREAKDOWN OF ITEMS/SERVICES

Deliverable Based Tasks	Fixed Costs
Task#1 Project Manager (NOTE: includes Overall Project Management Services for the duration of the contract)	\$24,990
Task#2 Project Plan	\$6,630
Task#3 Gap Analysis	\$13,260
Task#4 Logistics Planning and Staff Recruiting	\$17,680
Task#5 Logistics Execution	\$16,320
Task#6 Training and Orientation	\$6,120
Travel (Not To Exceed Travel Reimbursable Budget)	\$800,000
Hourly Tasks	Estimated Total
At-The-Elbow Support Staff Resource Hourly Rate Go-Live (As needed, at \$80/hour) Estimated budget for 32,500 hours.	\$2,600,000
Annual Costs	\$3,485,000
Contingency 12%	\$418,200
Total Not to Exceed	\$3,903,200

Purpose of Contract and Company Information

CSI Healthcare IT (CSI) was selected as the highest-ranking Contractor under RFP SFGOV000008557 Epic For Behavioral Health Services Go-Live At-The Elbow Support Services for The Department of Public Health. CSI was selected for a contract that is both deliverable, and task-based, to aid DPH during Go Live of Behavioral Health Services (BHS) inside of the Epic Electronic Health Records System. CSI will provide a single deliverable to manage the Go-Live project, and to coordinate and manage resources. CSI will also provide the resources on an as-needed basis for At-The-Elbow Support during the Go-Live event.

The deliverable-based components of the contract represent a small portion of the total contract focusing on recruiting, scheduling, coordinating, and managing individuals who will provide the at-the-elbow support. There are 6 task-based deliverables totaling a maximum of 85,000. The deliverable-based components of the contract represent a small portion of the total contract focusing on recruiting, scheduling, coordinating, and managing individuals who will provide the at-the-elbow support. There are 6 task-based deliverables totaling a maximum of 85,000. The remaining costs are for the actual at-the-elbow support provided and charged at an hourly rate of \$80/hour and travel expenses to bring these resources to SF. Tracking of these resources will occur at the beginning of each shift following the delivered schedule.

The \$800,000 for travel (which is a not to exceed amount) is a necessary cost related to the nature of at-the-elbow support, which is to provide in-person support to clinics as they transition to the new Epic software system. It is not possible to provide this support remotely. The intent is to provide similar support to that which has been provided across the medical areas . This level of support was provided to medical teams in August of 2019.

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CSI Healthcare IT (CSI) is a healthcare services contractor that provides staffing and strategic services to health systems across the United States. CSI has worked with The Department in the past during the larger Epic Electronic Health Record Go-Live event in 2018. CSI will assess The Department's EHR Go Live readiness and preparation for implementation and present recommendations to improve support and increase adoption and provide turnkey processes to assure a seamless acclimation to The Department's existing staff, and following SFDPH's directions and guidelines.

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:	Chris Flakus, CEO
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Board of Directors:	Rob Zandbergen, and Chris Flakus.
	No vacancies
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Owners of 10% or more of the Firm:	No individuals own more than 10% of the firm.
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