

ALAMEDA COUNTY BOARD OF SUPERVISORS MINUTE ORDER

The following action was taken by the Alameda County Board of Supervisors on 12/21/2021

Approved as Recommended ☒

Other ☐

Unanimous ☒ Brown: ☐ Haubert: ☐ Miley: ☐ Valle: ☐ Carson: ☐ - **5**

Vote Key: N=No; A=Abstain; X=Excused

Documents accompanying this matter:

Resolution: R-2021-645F

Documents to be signed by Agency/Purchasing Agent:

Contract: C-901961,C-22563

File No. 30720
Item No. 21

Copies sent to:

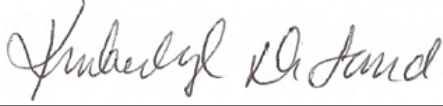
Cindy Wong, QIC 26021
Auditor-Controller

Special Notes:



I certify that the foregoing is a correct copy of a Minute Order adopted by the Board of Supervisors, Alameda County, State of California.

ATTEST:
Clerk of the Board
Board of Supervisors

By: 
Deputy

ALAMEDA COUNTY
HEALTH CARE SERVICES
AGENCY
COLLEEN CHAWLA, Director



OFFICE OF THE AGENCY DIRECTOR

1000 San Leandro Boulevard, Suite 300
San Leandro, CA 94577
TEL (510) 618-3452
FAX (510) 351-1367

December 1, 2021

Honorable Board of Supervisors
County of Alameda
1221 Oak Street, Suite 536
Oakland, California 94612-4305

SUBJECT: AWARD A CONTRACT TO INNOVACCER, INC. FOR A CLIENT DATABASE CASE MANAGEMENT SOFTWARE SYSTEM; MASTER CONTRACT NO. 901961; PROCUREMENT CONTRACT NO. 22563; AMOUNT: \$5,750,000

Dear Board Members:

RECOMMENDATIONS:

- A. Authorize the Purchasing Agent to execute a contract (Master Contract No. 901961; Procurement Contract No. 22563) with Innovaccер, Inc. (Principal: Baz Patel; Location: San Francisco) to provide a client database case management software system to the Alameda County Public Health Department, for the term of 1/3/22 – 1/2/25, in the amount of \$5,750,000; and
- B. Authorize the Auditor-Controller to make the related budget adjustments to increase appropriations by \$5,750,000 offset by the same amount in revenues.

DISCUSSION/SUMMARY:

The Alameda County Public Health Department (ACPHD) is currently structured into four service divisions: Family Health Services, Community Health Services, Public Health Nursing, and the Division of Communicable Disease Control & Prevention. In addition, the Office of the Director incorporates the Health Equity Policy & Planning Unit, which leads local policy and planning efforts, including efforts focused on healthy urban development and climate adaptation, as well as the Quality Improvement & Accreditation Unit.

For more than 80 years, ACPHD has worked to improve the health and safety of County residents and the neighborhoods in which they live. ACPHD has earned local and national recognition as a leader in the effort to achieve health equity. Each year, ACPHD serves tens of thousands of the 1.6 million residents of the County, focusing on populations disproportionately impacted by poor health, lack of opportunity, and structural racism. The staff and leadership reflect the full diversity of the County, the most diverse in the Bay Area and one of the most diverse in the nation.

The sheer size and complexity of the ACPHD (which has more than 500 staff and annually serves hundreds of thousands of residents) have led to a proliferation of more than 75 distinct programs, each

often with its own data system, intake process, eligibility requirements, community partners, and funding mechanisms.

ACPHD seeks a new data system that shall:

- Enable tracking of clients and families across health and human services programs;
- Standardize intake and other forms for ACPHD programs for all clients;
- Improve access to client data for clients, staff, managers, and leadership;
- Improve ease of data entry;
- Reduce duplication of services to clients and families;
- Make data collection and reporting more flexible and customizable; and
- Improve cross-departmental and cross-systems coordination of services to promote equity.

This client database case management system would be foundational to ACPHD's execution of the mission: to work in partnership with the community to ensure the optimal health and well-being of all people through a dynamic and responsive process respecting the diversity of the community and challenging us to provide for present and future generations.

SELECTION CRITERIA/PROCESS:

ACPHD has determined that Alameda County does not currently have the resources to provide a client database case management software system. The Information Technology Department was consulted and was in agreement that a Request for Proposal (RFP) should be developed.

ACPHD worked with the General Services Agency–Procurement to develop a RFP, which was issued on February 1, 2021, posted on the website for 67 days, emailed to the Chambers of Commerce e-mail group, and sent to the E-Gov Professional Services – Current Contract Opportunities mailing service. The RFP was also advertised in The Inter-City Express on February 3, 2021 and The Piedmonter on February 5, 2021. A vendor outreach was conducted on February 10, 2021, followed by one networking/bidders conference on February 18, 2021, and was attended by 31 vendors.

On April 9, 2021, 12 bidders submitted responses to the RFP. Two responses were disqualified for not meeting the bidder minimum qualifications set out in the RFP. The remaining ten responses were evaluated by the County Selection Committee (CSC), and a shortlist of the top three bidders was developed. The top three bidders were interviewed by the CSC. A maximum total of 550 evaluation points was available for this RFP. The total evaluation points include 50 preference points derived from a 5% preference for local vendors and a 5% preference for certified Small Local Emerging Business (SLEB) vendors, for a total of 10%.

Innovaccer, Inc. was the highest-scoring qualified bidder and is being recommended for award. Innovaccer, Inc. is not a certified SLEB and is subcontracting 20% of the contract with Intrepid

Ascent LLC (Principal: Mark Elson; Location: Berkeley; Certified Small: 17-00034; Expiration: 2/28/22) to provide expertise regarding the Alameda County Social Health Information Exchange integration, policy-technology alignment, data governance, and training.

The following is the evaluation summary of the top three shortlisted bidders.

EVALUATION SUMMARY

<i>Vendor</i>	<i>Location</i>	<i>Local</i>	<i>SLEB</i>	<i>Evaluation Points</i>
<i>Innovaccer, Inc.</i>	<i>San Francisco, CA</i>	<i>N</i>	<i>N</i>	<i>451</i>
<i>Accenture LLP</i>	<i>Pleasanton, CA</i>	<i>Y</i>	<i>N</i>	<i>443</i>
<i>Thrasys, Inc.</i>	<i>San Francisco, CA</i>	<i>N</i>	<i>N</i>	<i>384</i>

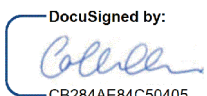
FINANCING:

Funding for the contract comes from the Medi-Cal Administrative Activities and Targeted Case Management program funds. Appropriations for the contract in the amount of \$5,750,000 will be adjusted with the offsetting program revenues in the ACPHD Fiscal Year 2021-22 budget per the attached financial recommendation. There is no increase in net County costs upon your approval of the recommendations.

VISION 2026 GOAL:

The client database case management software system meets the 10X goal pathway of **Accessible Infrastructure** in support of our shared visions of a **Thriving & Resilient Population**.

Respectfully submitted,

DocuSigned by:

CB284AE84C50405...

Colleen Chawla

Director, Health Care Services Agency

DocuSigned by:

BB3D9AF6ACCD422...

Kimberly Gasaway

Interim Director, General Services Agency

Attachment

WAH\AF\kh\http://gsapoint.acgov.org/bletters/purchbl/Board Letter/901961 BL_Client Database

cc: County Administrator
Auditor-Controller
County Counsel

CONTRACT SUMMARY
CLIENT DATABASE CASE MANAGEMENT SOFTWARE SYSTEM
MC No. 901961
January 3, 2022 – January 2, 2025

Vendor	Location	Dollar Value of Contract Award	Small and Local Participation	
			Percentage	Dollar Amount
Innovaccer, Inc. Principal: Baz Patel	535 Mission Street, Floor 14 San Francisco, CA 94105	\$5,750,000	20%	\$1,150,000

SLEB Subcontracting Information				
Intrepid Ascent LLC Principal: Mark Elson, Principal Certified Small: 17-00034 Expiration: 02/28/2022	2120 University Ave, #722 Berkeley, CA 94704	20%	\$1,150,000	