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March 20, 2012

TO: Each Supervisor

FROM: for Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

SUBJECT: **REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER NO. 04-2375**

This is to notify you of the intent of the Department of Public Health (DPH) to request the Internal Services Department (ISD) to amend the Information Technology Support Services Master Agreement (ITSSMA) Work Order 04-2375 with Information Strategies, Inc., to extend the term through June 30, 2013, and increase the total maximum amount by $300,000 from $299,000 to $599,000.

Information Strategies has assisted DPH in developing two applications using the Microsoft Dynamics CRM platform for the DPH Community Health Services (CHS) division: the Pharmacy and Inventory Labeling System (PILS) and the Case Management and Processing system (CMaP).

CHS performs the following activities: investigates disease cases and outbreaks in the community to ensure that affected individuals and their contacts receive appropriate care and follow-up; provides direct clinical services, including immunizations, radiology, and screening and treatment of tuberculosis and sexually transmitted diseases at 14 Public Health Centers; and provides targeted outreach and education to address health needs in the community.

The PILS system was developed in order to help CHS address regulatory compliance gaps and strengthen inventory controls. PILS provides for electronic prescription ordering and labeling, inventory tracking, and automated prescription packing by way of integration with a packaging machine. As a result, CHS is able to improve service to patients, comply with State pharmacy requirements, accurately track inventory, efficiently fill prescriptions, and estimate stock needs for more cost-effective medication ordering. With these basics now in place, DPH intends to leverage the system for more effective information management by developing dashboards and reports to provide better visibility into utilization of clinical services and medication inventory.

The CMaP system serves the automation and management information needs of CHS for its disease intervention and Public Health Nursing functions. The system also provides automated case assignment and workload tracking for these activities and for community outreach and education. The initial release of the system is currently being piloted in the Area Health Offices. Fully implemented, DPH will have a more

accurate view of case and outbreak workload, will be better positioned to ensure timely response to disease threats in the community, and will have tools to better manage limited staff resources. The next steps in CMaP development include the rollout of the system to all Area Health Offices, building system interfaces with DPH electronic surveillance systems for timely and accurate initiation and reporting back of case management activities, and development of more targeted functionality to support case management for tuberculosis control.

To date the development of PILS and CMaP have been done with a combination of in-house staff and contract employees. The contract employees provide expertise in Microsoft Dynamics CRM technology as well as programming to supplement and support the capabilities of DPH staff. To accomplish the additional required application functionality described above, PHIS needs continued access to these contracted employees.

The scope of work for this Work Order encompasses the following services for the PILS and CMaP projects:

- Work with DPH managers and analysts to understand functional and technical requirements, and develop a plan for implementation on the Microsoft Dynamics CRM platform;
- Develop system functionality in Microsoft Dynamics CRM to address the defined requirements; and
- Provide knowledge transfer, including documentation, of the system functionality developed.

JUSTIFICATION

Continued development and support of these applications is vital for the effective management of the pharmacy, disease control, and Public Health Nursing functions in CHS. DPH does not have sufficient in-house staff with the requisite skills to perform this work. To address this, DPH is in the process of training staff in the Dynamics CRM technologies and is actively recruiting to fill one vacant application developer position. DPH expects a Senior Application Developer certification list to promulgate by the end of April 2012, and fill the position by August 31, 2012. However, due to the highly specialized expertise needed on these projects, DPH must augment its workforce through the use of consultants.

Information Strategies is a Microsoft Gold Partner, and was twice named Microsoft Partner of the Year for their work developing government solutions. As noted earlier, the application developers from Information Strategies possess specialized technical skills and are very familiar with DPH's PILS and CMaP systems. To allow for continued skilled technical services and development of these systems, DPH is requesting that this Work Order be extended and increased.

If services are required for future development and support efforts, DPH will develop a Board-approved contract for consulting services.

The consultant's hourly rate for this Work Order will remain the same through the extended term of the Work Order. Sufficient funds for this work are available in DPH's budget.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, I am informing your Board of my intention to extend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board in ten business days upon receipt of this Board notification, we will request ISD to proceed with the extension.

If you have any questions or require additional information, please let me know.

JEF:at

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

REVIEWED BY:

Richard Sanchez
Chief Information Officer

4-4-12
Date