

**COUNTY OF SONOMA  
AGENDA ITEM  
SUMMARY REPORT**

Clerk of the Board Use Only

Meeting Date                      Held Until  
 \_\_\_/\_\_\_/\_\_\_                              \_\_\_/\_\_\_/\_\_\_

Agenda Item No:                      Agenda Item No:  
 \_\_\_\_\_                              \_\_\_\_\_

**Department: Health Services**

**(    ) 4/5 Vote Required**

**Contact:**  
Rita Scardaci

**Phone:**  
(707) 565-4700

**Board Date:**  
6/9/09

**Deadline for Board Action:**

**AGENDA SHORT TITLE** Client Account Management System Maintenance Agreement

**REQUESTED BOARD ACTION:**

Authorize the Director of Health Services to execute a contract amendment for software maintenance, extending the term through June 30, 2010, and increasing the contract amount by \$42,659 for FY 09-10, and any future amendments that do not significantly change the scope of work (new contract total \$163,322).

**CURRENT FISCAL YEAR FINANCIAL IMPACT**

**EXPENDITURES**

**ADD'L FUNDS REQUIRING BOARD APPROVAL**

**Estimated Cost**

**Contingencies**  
(Fund Name:            )

**Amount Budgeted**

**Unanticipated Revenue**  
(Source:            )

**Other Avail Approp**  
(Explain below)

**Other Transfer(s)**  
(Source:            )

**Additional Requested:**                      \$            0

**Add'l Funds Requested:**                      \$            0

**Explanation (if required):** The FY 09-10 Proposed Budget includes \$42,659 for these services.

**Prior Board Action(s):** 8/21/07 – Authorized software maintenance agreement for FY 07-08 and FY 08-09.

**Alternatives – Results of Non-Approval:** HIPAA compliant client records would not be maintained.

**BACKGROUND:** (Note: Amendment to Maintenance Agreement with NetSmart Technologies is on file with the Clerk of the Board.)

In July 2003, following a competitive Request for Proposals selection process, the Department of Health Services entered into a contract with Creative Socio-Medics (now NetSmart Technologies) for the purchase of a client account management system for use in the Public Health Division's various clinical programs. Six proposals were received and evaluated by a committee consisting of representatives from the departments of Health Services, Information Systems, and General Services. The evaluation criteria included:

- Ability to enable the Department to submit Health Insurance Portability and Accountability Act (HIPAA) compliant electronic claims to Medi-Cal for payment.
- Ability to enhance data collection and payment collection processes.

Based on the review committee's evaluation the NetSmart Technologies system was selected. The system was successfully implemented in 2003, and continues to meet the Department's requirements. The Department has no immediate plans to replace the system.

The NetSmart system is maintained and supported under an agreement that expires June 30, 2009. As is standard with software systems, ongoing maintenance, support and upgrades are necessary to preserve its integrity and reliability. The County Purchasing Agent concurs that the maintenance agreement is a sole source purchase due to the proprietary nature of the software. The agreement provides for unlimited technical assistance and regular updates to the software including new version releases.

**FISCAL IMPACT:**

Funds in the amount of \$42,659 for the annual maintenance and support contract are included in the FY 09-10 Proposed Budget. Realignment use is consistent with the proposed budget (\$32,254). There is no contribution from the General Fund.

**Attachments:** None.

**On File With Clerk:** Amendment to Maintenance Agreement with NetSmart Technologies.

**CLERK OF THE BOARD USE ONLY**

**Board Action** (If other than "Requested")

**Vote:**

_____	
_____	
_____	