



Office of the City Manager

CONSENT CALENDAR

June 2, 2020

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Savita Chaudhary, Director, Information Technology Department

Subject: Contract No. 10456 Amendment: Persimmony Electronic Case Management System for software licensing, implementation and maintenance services for the online Electronic Case Management system

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 10456 with Persimmony International, Inc. for software licensing, implementation and maintenance services for the online Electronic Case Management system for the amount not to exceed \$127,947 and a total contract value not to exceed \$303,527 from July 12, 2016 to June 30, 2022.

FISCAL IMPACTS OF RECOMMENDATION

Ongoing funding for the license and maintenance of the Persimmony case management software is in the Department of Information Technology’s Targeted Case Management fund itemized below in Fiscal Year (FY) 2021 and 2022. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$62,815	FY 2021: Software Maintenance Budget Code: 313-35-362-376-0000-000-472-613130 (Targeted Case Management, Business Applications, Software Maintenance)
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\$65,132	FY 2022: Software Maintenance Budget Code: 313-35-362-376-0000-000-472-613130 (Targeted Case Management, Business Applications, Software Maintenance)
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\$127,947	Total FY 2021 and 2022 Software Maintenance
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CURRENT SITUATION AND ITS EFFECTS

The Public Health and Aging Services Divisions provide State Targeted Case Management services that assist Medi-Cal eligible individuals gain access to needed

medical, social, educational, and other services. These groups include children Under the Age of 21, Medically Fragile Individuals, Individuals at Risk of Institutionalization, Individuals in Jeopardy of Negative Medical or Psycho-Social Outcomes, and Individuals with a Communicable Disease.

The Department of Health, Housing and Community Services (HHCS) program staff manages information about Targeted Case management services and produces billing and grant report data. Persimmony provides technology needed to meet new funding requirements and streamline workflow processes.

The Persimmony software is a Strategic Plan Priority Project, advancing our goal to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

BACKGROUND

The City of Berkeley HHCS Department stakeholders decided to invest in new health information management technology solutions and to discontinue legacy system development several years ago. The software applications that ran on the Public Health legacy platform since the late 1980s have all been replaced, including modules used by Public Health Nursing and the Division of Aging Services to manage required Targeted Case Management program information.

On October 27, 2015, the City issued Request for Proposals (RFP) Specification No. 16-10974-C for a new Targeted Case management System based on the business requirements analysis conducted by the HHCS and the Depart of Information Technology (DoIT)

The City received five (5) responses to the new TCM System RFP on December 1, 2015. HHCS and DoIT staff conducted an evaluation that included proposal review and comparison, vendor software demonstrations, and interviews with vendor references.

The Persimmony proposal had the highest combined score for the selection categories: System Features, Functionality & Services; Technology & Configurability, Extensibility, Scalability; Cost of Proposal; and Company References, Stability and Viability.

On June 25, 2019, Persimmony's Contract No. 113286-1 was extended by a Letter of Extension to Term of Contract. This funding and contract amendment is for licensing and maintenance of the Persimmony's Electronic Case Management (ECM) system for FY20, FY21, and FY22.

ENVIRONMENTAL SUSTAINABILITY

Persimmony's Electronic Case Management (ECM) system provides City staff and clients with efficiencies that improve service delivery. The online tools replaced paper-based

processes and reduced paper consumption. In addition, the system supports electronic data exchange with the State and produces electronic claim transactions.

RATIONALE FOR RECOMMENDATION

Persimmony's Electronic Case Management (ECM) system most closely matched the City's TCM System functionality requirements. Persimmony ECM includes a fully featured TCM/MAA time management solution. This solution integrates with the core case management components. The vendor provides a secure HIPAA-compliant online health services information system for client case management that provides client care plans, comprehensive assessments, case monitoring tools, referral tracking, State-required time study reporting, TCM billing, and configurable report output options.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered providing in-house maintenance to the Persimmony system and determined it would be less cost effective and introduce higher risk than continuing to contract with Persimmony to maintain the proprietary system.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510-981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S

CONTRACT NO. 10456 AMENDMENT: PERSIMMONY INTERNATIONAL, INC. FOR
ELECTRONIC CASE MANAGEMENT SYSTEM

WHEREAS, on October 27, 2015, the City issued Request for Proposals (RFP) for a new Targeted Case Management System with Specification No. 16-10374-C and received five (5) qualifying responses; and

WHEREAS, the RFP review committee determined that Persimmony International, Inc. proposal was rated higher than proposals received from competing vendors and best met the City's functional and fiscal requirements; and

WHEREAS, the Persimmony Electronic Case Management System allows City of Berkeley to securely manage all the client and service data required of a Local Governmental Agency (LGA) participating in the California State MAA and/or TCM program(s); and

WHEREAS, ongoing funding for the license and maintenance of the Persimmony case management software is in the Targeted Case Management fund 313-35-362-376-0000-000-472-613130 in Fiscal Year (FY) 2021 and 2022, and spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is hereby authorized to execute a contract amendment with Persimmony International, Inc. for software licensing, implementation and maintenance services for the online Electronic Case Management system for an amount not to exceed \$127,947 and a total contract value not to exceed \$303,527 from July 12, 2016 to June 30, 2022.