



**Purchasing Service Agreement  
CITY OF AUSTIN  
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.: 41  
AGENDA DATE: Thu 07/28/2005  
PAGE: 1 of 2**

**SUBJECT:** Authorize negotiation and execution of a contract with McKESSON HEALTH SOLUTIONS LLC MEDICAL MANAGEMENT SYSTEMS, Phoenix, AZ for the supply, installation and implementation of a Triage Call Center Information Management System in an amount not to exceed \$203,300, with four extension options to purchase maintenance support for \$35,000 per extension option, for a total contract amount not to exceed \$343,300.

**AMOUNT & SOURCE OF FUNDING:** Funding in the amount of \$203,300 is available in the Fiscal Year 2004-2005 Approved Capital Budget of the Community Care Services Department. Funding for the extension options is contingent upon available funding in future budgets.

**FISCAL NOTE:** A fiscal note is attached.

**REQUESTING** Purchasing  
**DEPARTMENT:** for Community Care  
Services;

**DIRECTOR'S  
AUTHORIZATION:** Vickie Schubert

**FOR MORE INFORMATION CONTACT:** Vic Chanmugam, C.P.M., Specialist Senior Buyer/974-2030

**PRIOR COUNCIL ACTION:** N/A

**BOARD AND COMMISSION ACTION:** N/A

**PURCHASING:** Best proposal of four proposals received.

**MBE / WBE:** This contract will be awarded in compliance with Chapter 2-9 of the City Code (Minority-Owned and Woman-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

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This contract is to purchase a Triage Call Center Information Management software system to help nurse call takers screen indigent patients and schedule appointments with a medical services provider or refer them to the Hospital Emergency Room in the event that the call taker detects or senses an emergency when screening an indigent patient.

There are 12 clinics operated by Austin/Travis County, where patient care is offered to the indigent. The demand for this patient care far out-weighs the current staffing capabilities available in the clinic system. To manage the work of the medical service providers in the clinics, all calls from patients seeking appointments for medical care are screened by registered nurse call-takers. These nurses are beginning to play an increasingly important role in performing a preliminary health assessment and offering guidance and direction based on the patient's symptoms in the time that may elapse before the doctor can see the patient.

The software system will help nurse call takers perform this function more effectively by logging and tracking calls, documenting the reported symptoms and connecting them to a patient's chart and for repeat patients by pulling up their electronic medical record from the clinic system. It also provides the nurse call-taker with access to a wide array of computerized protocols, electronic education modules and an



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extensive knowledge base with powerful search functions. It also provides a history of how similar symptoms have been treated in the past and helps the nurse call takers perform their triage more efficiently and make more consistent decisions in accordance with reported symptoms. Currently, staff leaf through cumbersome paper texts and clinic developed protocols or search the Internet for guidance, all of which can be time consuming and impair their ability to handle more calls. Staff does maintain some notes in an Access database, but this contains limited information, does not interface with the patient chart and has restricted search capabilities.

A Request for Proposals was issued on February 7, 2005. Four proposals were received and the vendors were invited to meet with City staff including nurse call takers. Vendors were asked to demonstrate the functionality of their software including how their protocols handled different patient symptoms. One vendor decided to withdraw from the selection process as they were not in a position to demonstrate their protocols. Of the remaining three vendors, the panel decided that the proposal from McKesson provided the best solution for the Community Care Services Department.

MBE/WBE solicited: 38/9

MBE/WBE proposed: 0/0

**PROPOSAL ANALYSIS**  
**(RFP # VC05300008)**

- a. Adequate competition.
- b. Four hundred and thirty four notices were issued, included thirty-eight MBEs and nine WBEs. Fifteen Proposals were issued of which none were to MBE/WBE vendors. Four Proposals were received. The MBE/WBEs did not respond.

**APPROVAL JUSTIFICATION**

- a. Best proposal of four proposals received.
- b. The Community Care Services Department (CCSD) concurs with the recommendation.
- c. Advertised in the Austin American-Statesman and on the Internet.

## **CIP FISCAL NOTE**

**DATE OF COUNCIL CONSIDERATION:**

7/28/2005

**WHERE ON AGENDA:**

Ordinance

**DEPARTMENT:**

Community Care Services Department

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RCA Serial#

**FINANCIAL INFORMATION:**

**CCSD**

Project Name:	Triage Call Center Information Management System
Project Authorization:	2004-05 Capital Budget
Funding Source:	Capital Improvement Projects (CIP) Fund 4922

Number:	Fund 4922, Agency 957, Org 0203
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Current Appropriation:	\$250,000
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Amount of This Action:	<u>\$203,300</u>
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Amended Appropriation:	\$46,700
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Budget Office: \_\_\_\_\_ Date: \_\_\_\_\_

**EVALUATION MATRIX**  
**TRIAGE CALL CENTER INFORMATION MANAGEMENT SYSTEM**  
**RFP# VC0530008**

Criteria	Description	Available Points	K2 Information Systems Kirkland, WA	LVM Systems, Mesa AZ	McKesson Phoenix, AZ	aSimplify Burbank CA
Proposed Solution Viability	<ul style="list-style-type: none"> <li>Compliance with functional requirements</li> <li>Compliance with technical requirements</li> <li>Compliance with implementation requirements</li> </ul>	40	35	32	40	Withdrawn from RFP Selection Process
Experience	<ul style="list-style-type: none"> <li>Number of successfully installed sites</li> <li>Customer references</li> <li>Similar installations (size and scope)</li> <li>Maturity of product</li> <li>Maturity of company</li> </ul>	25	5	20	25	
Evaluated Cost	<ul style="list-style-type: none"> <li>Cost of base product</li> <li>Cost of maintenance agreements</li> <li>Cost of optional items</li> </ul>	25	2	20	25	
Project Management Approach	<ul style="list-style-type: none"> <li>Project management methodology</li> <li>Completeness of project management documentation</li> <li>On-site project manager</li> <li>Qualifications and experience of project management staff</li> </ul>	10	7	8	9	
Financial Viability of Company	<ul style="list-style-type: none"> <li>Company financials</li> <li>Financial ratings</li> <li>Financial ratios</li> </ul>	Pass/Fail	Pass	Pass	Pass	
Sub total		100	49	80	99	
Proposed Solution Demonstration	<ul style="list-style-type: none"> <li>Compliance with Demonstration Scripts</li> <li>Functional flow and User Interface Preferences</li> </ul>	25	25	20	20	
<b>TOTAL</b>		<b>125</b>	<b>74</b>	<b>100</b>	<b>119</b>	