



Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.
Web-based integrated information system to house and administer the community screening tool for the Multi-Agency Access Program (MAP), including technical support, training, access to insights dashboard, and monthly data delivery.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.
Unite USA Inc. dba Unite Us; 217 Broadway, Floor 8, New York, NY 10007; Matt Hall; (844) 786-4837;
legal@uniteus.com, finance@uniteus.com
3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.
Procurement Agreement (1/5/2022-2/29/2024) - \$193,333.33
Board Agreement (3/1/2024-6/30/2024) - \$26,666.67
Board Agreement (7/1/24-6/30/26) - \$135,000
4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.
The vendor operates a web-based platform that can facilitate care coordination between various organizations including government, community-based, health, among others. The existing MAP screening tool can be incorporated into the platform with minimal changes, multi-level data reports are available through a web-based insights dashboard, standardized training modules, and real-time online chat/support function available to users.
5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.
 - In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
 - When the contract is with a federal, state, or local governmental agency.
 - When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
 - When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
 - When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
 - When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.
6. Explain why the unique qualities and/or capabilities described above are essential to your department.
Previously, MAP utilized a database that produced unreliable reporting and did not adequately perform functions essential to MAP activities and data collection which resulted in transitioning to the Unite Us Platform. The Unite Us Platform has been live and actively in use by MAP since June 2022. The MAP screening tool has been implemented in the Unite Us Platform and use of the platform is a key component of providing successful MAP services to the service population because the data entered into the platform is used to develop a service plan to help persons served reduce or remove barriers and challenges. Persons served are linked by MAP to outside organizations and resources using features in the platform. As more local organizations and entities sign on to become partners with Unite USA and use the platform, the linkage and information circuit improves to create a more efficient process for connecting individuals to services and resources they need. Data collected is aggregated and available on the insights dashboard, and the vendor provides additional monthly data reporting as requested by the Department.

The Unite Us Platform provided by Unite USA meets the Department's needs for data reporting and delivery, as well as for the operation and success of the MAP program. It is fully integrated in the process of serving persons living in Fresno County through MAP. At this time, there is no alternative platform identified to replace the Unite Us Platform, and the Department does not have any plans to replace it. Not approving the Suspension of Competition request for this vendor would significantly impact existing and prospective persons who use MAP services.
7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.
Previously, the Department had entered into an agreement with Shift3 Technologies to develop a customized database platform which would conduct screening and linkages for persons served. After the database platform was developed, implemented, and in use for several years, it became apparent that although the database platform met the terms of the agreement, it was not performing as needed, there was minimal support from Shift3 Technologies to run as-is and to make any changes to the platform, and there were ongoing high costs to

maintain the database platform and license. All factors contributed to the determination that it would not be cost effective or efficient to continue funding a system that is continuously costly and underperforming. The Department and County Counsel agreed that it would be more prudent to terminate use of the database platform developed by Shift3 Technologies and seek a new platform.

ISD has stated that there are three options to find an existing system that can work: use an existing system, adapt to an existing system, or create a new customized system. The Department and ISD reviewed options for vendors that could provide a more sustainable platform that can be adapted to Department needs in a short amount of time.

The Department examined a possible partnership with a new platform being developed by the Department of Public Health and the Cradle 2 Career Initiative (via Apricot). However, with the onset of COVID-19, DPH's focus was shifted the focus of Cradle 2 Career, thus pausing momentum with the Apricot platform. Additionally, the Department identified some platform limitations which would make it prohibitive to use by many community-based organizations (CBOs), thereby minimizing the impact that MAP could provide to the public through such CBOs. Furthermore, there would be additional time delays to build out the platform then add the MAP component.

Unite Us is a platform that already provides all the current functions of the original MAP database platform and is used locally and nationwide by a broad range of partners. It is easy to adapt the MAP screening tool and operationalize. It can also be customized to integrate specific screenings and processes to meet current needs and prospective changes and expansion of MAP. Several government agencies, CBOs, health providers, and other local agencies are in the process or actively participating in the Unite Us Platform, which improves service provision, access to care, and care coordination.

The Unite Us Platform was reviewed by Department staff, Department IT, and ISD.

The Unite Us Platform has been in use by the Department for MAP since January 5, 2022 and has been meeting operational and reporting needs of the Department. There is effective support from Unite Us for implementation, operations and outreach. It is essential to the work and effectiveness of MAP to continue using the Unite Us Platform to appropriately serve individuals and families using MAP services.

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Requested By:

Staff Analyst

Title

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I approve this request to suspend competition for the service(s) and/or product(s) identified herein.

sholt 4/30/2024 8:07:38 AM

Department Head Signature

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mvilanova 5/7/2024 4:02:47 PM

Purchasing Manager Signature

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