



## Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.

The Department of Behavioral Health (DBH) is requesting a suspension of competition waiver for an agreement with Trilogy Integrated Resources (Trilogy). If approved, this agreement would be the third agreement the County, through the DBH, will execute with Trilogy and will continue the services of the current agreement that expires on June 30, 2017. The competitive bidding process has been suspended in each of the previous agreement periods based upon the specialized/customized services provided by Trilogy; subject matter experts in comprehensive website platform design and functionality, on-line Learning Management tools for staff and community, and State accredited Continuing Education Units Systems for staff licensure. Website functionality specifically developed by Trilogy for State and County agencies titled the "Network of Care."

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Trilogy Integrated Resources, Limited Liability Company  
Debbie Smith, Accounting Manager  
Telephone: 415-458-5900 ext. 406  
email: dsmith@trilogyir.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.

If approved, the agreement period would commence July 1, 2017 for a three year term of of \$204,955 with 2 additional one year agreement terms based upon satisfactory performance by Trilogy. the 5 year maximum agreement amount would be equal to \$334,925.

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.

Trilogy is unique in their collaboration with the State Department of Health Care Services (DHCS). In the year 2000, the DCHS awarded Trilogy a grant to develop customized "Network of Care" websites for several California counties. The Network of Care web site platform/functionality, unique to Trilogy and specifically designed for individual local communities, continues to receive support and recommendation from the California Behavioral Health Directors Association (CBHDA).

Trilogy is unique in that they are the Creator of the Network of Care system. Trilogy is the industry leader in health-based website platform construction, continuous support, extensive functionality, content and ease of navigation.

Trilogy's "Network of Care" website platform and its extensive functionalities have grown/developed over time, becoming customized and specific for each organization that contracts with Trilogy, based upon the unique needs of different locations and available services. Trilogy's Network of Care websites for Fresno County are unique in that their content and functionality has grown/developed based specifically on the unique needs and local resources of Fresno County.

Trilogy provides Network of Care websites and eLearning Management Systems to 28 states in the nation. The resource capacity of Trilogy allows for continuous 24/7 website maintenance, support and constant updates to an array of health care and social services resources available to Fresno County clients and residents via Trilogy's Network of Care web sites. Other healthcare information website organization cannot provide this extensive and continuous level of support and updated content to their customers. Trilogy is unique in this regard.

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 \$1,000 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.

Access to current electronic information (behavioral health, social services and Veterans) made available to DBH and DSS clients, staff and the general public, through Trilogy's Network of Care websites, has become the expectation not the exception for our local community that frequently access and utilize the Network of Care web sites. During the month of April 2017, the 3 Network of Care web sites were visited 1,114 times by our stakeholders that viewed 7,080 pages of information. Each site visit lasted approximately 28 minutes. These stakeholders utilize and rely on information provided via the Network of Care web sites to make informed decisions related to their mental and physical health, and to specifically link them to local services and resources. The Network of Care web sites are critical in providing clients, staff and the public with increased access to services leading to better health outcomes.

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.

The above information was verified through online research, as well as reviewing other counties Network of Care websites to confirm their involvement with Trilogy Integrated Resources. The research discovered there are other organizations capable of developing customized websites, however, none of these organizations have the extensive organizational capacity, available resource capability, or the tailor-made website content specific to Fresno County as provided by Trilogy. Nor do any of these organizations have the unique collaboration with the State Department of Health Care Services - DHCS, or the endorsement of the CMHDA; the state-wide association that represents the behavioral health directors from each of California's 58 counties.

dramshaw 5/9/2017 11:01:01 AM

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.**

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Department Head Signature

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gcornuelle 5/11/2017 7:16:02 AM

Purchasing Manager Signature

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