



Board Agenda Item 44

DATE: June 20, 2017

TO: Board of Supervisors

SUBMITTED BY: Dawan Utecht, Director, Department of Behavioral Health
Delfino Neira, Director, Department of Social Services

SUBJECT: Agreement with Trilogy Integrated Resources

RECOMMENDED ACTION(S):

- 1. Make a finding that it is in the best interest of the County to waive the competitive bidding process consistent with Administrative Policy No. 34 for unusual or extraordinary circumstances for the solicitation of centralized support and maintenance of Network of Care websites and Learning Management Services / Continuing Education Unit Systems for the Departments of Behavioral Health and Social Services.**
- 2. Approve and authorize the Chairman to execute an Agreement with Trilogy Integrated Resources to provide support and maintenance of Network of Care websites and Learning Management Services / Continuing Education Unit Systems, effective July 1, 2017 not to exceed five consecutive years, which includes a three-year base contract and two optional one year extensions, total not to exceed \$334,925.**

Approval of the recommended actions will allow the Departments of Behavioral Health (DBH) and Social Services (DSS) to continue receiving support and maintenance services for two Network of Care (NOC) websites operated by Trilogy Integrated Resources (Trilogy), and on-line Learning Management Systems (LMS) and Continuing Education Units (CEUs) for County staff and behavioral health clients. The recommended agreement includes the development of a third website with resources for DBH clients transitioning from incarceration, or reentering, back into the community. Website and system services are financed with Mental Health Realignment, Mental Health Services Act - Workforce Education and Training (WET), and State and Federal Social Service funds with no increase in Net County Cost.

ALTERNATIVE ACTION(S):

If the recommended actions were not approved, the selection, purchase, and implementation of new customized websites, a learning management system and an on-line continuing education system that provides for accreditation for County staff would be an additional expense. Trilogy has collaborated and customized the services to meet the Department of Health Care Services (DHCS) and the County specifications.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

The Departments request to waive the competitive bidding process consistent with Administrative Policy No. 34 as Trilogy is the only vendor that has provided the NOC websites since 2000. In addition, the development and customization required significant investment to fulfill the local service need of multiple languages, graphics, and functionality. The NOC is a collaborative partnership with DHCS. Internal Services Department - Purchasing Division concurs with the request to waive the competitive bidding process.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. Services will be funded with Mental Health Realignment in the amount of \$118,000, MHSA - WET in the amount of \$108,925 and DSS State and Federal Social Service funds in the amount of \$108,000. Sufficient appropriations and estimated revenues will be included in the DBH Org 5630 and DSS Org 5610 FY 2017-18 Requested Budgets and in subsequent budget requests for the duration of the agreement.

DISCUSSION:

In 2003, your Board approved Agreement No. 03-168 with Trilogy Integrated Resources to develop, support, and maintain a centralized access point for DBH clients, seniors, individuals with disabilities, and their caregivers. The agreement allowed for extensive health information and linkage to local services within mental health, social services, and veterans' services through two individual NOC websites. The agreement provided a unique Learning Management System (LMS) and Continuing Education Units (CEUs) for County staff, DBH clients/families, and supportive service providers. The agreement has been renewed by your Board since 2003 and is utilized extensively by clients and County staff (stakeholders).

Approval of the recommended actions will allow the Departments to continue receiving support and maintenance for the NOC websites, add a third website for reentry clients, and DBH to continue receiving on-line LMS and CEU for County staff, mental health clients/families, and supportive services providers. The agreement provides the County with a statewide Veterans' NOC website for resources to transition to civilian life and will continue to be provided at no charge.

The third NOC website for DBH clients re-entering the community upon release from incarceration will provide a service directory of local resources available to re-entry individuals, links to local support groups and advocacy programs, a continually updated re-entry related collection of links to city, county, State and Federal resources. The website will track legislation affecting re-entry and provide individuals with methods to communicate directly with legislators. There is a one-time fee of \$10,000, which will be paid with Mental Health Realignment funds, to develop the website, but no ongoing fees for support and maintenance.

NOC website traffic-data is measured in terms of length of time a person spends on the website, the number of pages viewed per website visit, and the number of times a website is visited. In April 2017, the websites were visited 1,114 times by stakeholders that viewed 7,080 pages of information, links, and local resources. On average each website visit lasted approximately 28 minutes. Stakeholders utilize and rely on information provided via the websites to make informed decisions related to their mental and physical health, and to link to local services and resources. The websites are critical in providing stakeholders with information and increased service access leading to better health outcomes. The LM and CEUs for professional staff to maintain State licensure are well utilized. Since the contract start date of July 1, 2011, an average 55 staff per month are assigned to courses.

Upon your Board's approval, the agreement will be effective July 1, 2017 for three years, with two optional one-year extensions based on satisfactory performance. The recommended agreement provides for termination due to non-allocation of funds upon giving a 30-day advanced written notice to Trilogy and provides for termination without cause by Trilogy, the Department Director, or designee, upon giving a 60-day advanced written notice to terminate.

OTHER REVIEWING AGENCIES:

The Fresno County Behavioral Health Board was notified of this Agreement at the May 17, 2017 meeting.

REFERENCE MATERIAL:

BAI # 45, May 24, 2011 - Amendment I to Agreement No. 09-037

BAI # 38, January 27, 2009 - Agreement No. 09-037
BAI # 46, February 26, 2008 - Amendment I to Agreement No. 06-170
BAI # 71, June 13, 2006 - Agreement No. 06-170
BAI # 6, June 17, 2003 - Agreement No. 03-284

ATTACHMENTS INCLUDED AND/OR ON FILE:

Suspension of Competition Acquisition Request
On file with Clerk - Agreement with Trilogy Integrated Resources

CAO ANALYST:

Sonia De La Rosa