



**Information &
Communications
Technology
COUNTY OF TULARE
AGENDA ITEM**

BOARD OF SUPERVISORS

ALLEN ISHIDA
District One
PETE VANDER POEL
District Two
PHILLIP A. COX
District Three
J. STEVEN WORTHLEY
District Four
MIKE ENNIS
District Five

AGENDA DATE: October 2, 2012

| | | | | |
|---|-----|-------------------------------------|-----|-------------------------------------|
| Public Hearing Required | Yes | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| Scheduled Public Hearing w/Clerk | Yes | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| Published Notice Required | Yes | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| Advertised Published Notice | Yes | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| Meet & Confer Required | Yes | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| Electronic file(s) has been sent | Yes | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
| Budget Transfer (Aud 308) attached | Yes | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| Personnel Resolution attached | Yes | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s) | Yes | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
| CONTACT PERSON: Megan Potter PHONE: 559-636-4806 | | | | |

SUBJECT: Approve license and support renewal of Netsmart Technologies CMHC/MIS.

REQUEST(S):
That the Board of Supervisors:

1. Approve the renewal with Netsmart Technologies in an amount not to exceed \$110,132 to provide license and support of CMHC/MIS software for the period of January 1, 2013 to December 31, 2013.
2. Authorize the Chairman to sign the renewal.

SUMMARY:
The Information and Communications Technology (ICT) Department is responsible for purchasing and monitoring hardware and software for the information technology assets of Tulare County, including Comprehensive Managed Health Care Management Information System (CMHC/MIS). This proprietary software has been used since 1995 within Mental Health for Case Management as well as Accounts Receivable for Mental Health and Alcohol/Drug Medi-Cal which combined, currently amount to roughly \$2.5 million a month.

The license and support renewal includes answering any support questions. Many organizations are having difficulties paying for the changes to the Phase 2 State Medi-Cal billing, as the software package they are using requires them to pay for all programming changes. State mandated changes requiring software programming changes are included as part of our agreement with Netsmart Technologies.

SUBJECT: Approve license and support renewal of Netsmart Technologies
CMHC/MIS.

DATE: October 2, 2012

This purchase is negotiated on an annual basis.

FISCAL IMPACT/FINANCING:

The cost of the license and support renewal for CMHC/MIS software is an amount not to exceed \$110,132. This is included in the Fiscal Year 2012/2013 budget, account number 071-090-2900-2090. No additional Net County Cost.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

The County's five year strategic plan includes the Organizational Performance initiative to which this purchase applies. The ability of the County to accurately perform Case Management is critical for the clients of the Mental Health Department. The Accounts Receivable function is critical for assisting in recovery of costs associated with Mental Health.

ADMINISTRATIVE SIGN-OFF:

William G. Harrison
Information & Communications Technology Deputy Director

Cc: Auditor-Controller
County Counsel
County Administrative Office (2)

Attachment(s)
Quote for Netsmart Technologies CMHC/MIS License and Support



Netsmart

Technologies

570 Metro Place North
Dublin, OH 43017
800.434.2642

www.ntst.com

September 7, 2012

Tulare County Hlth/Human Svs Agcy
Beth Kitaoka, Logistics Planner II
221 S Mooney Blvd rm 9E
Visalia, CA 93291

Subject: Netsmart Support Fees Schedule

Dear Beth Kitaoka:

Enclosed is the Support Fees Schedule, effective January 1, 2013, for your current Support services for the Netsmart CMHC/MIS solution.

We invested significant Engineering resources to support and enhance the CMHC/MIS software during the past year. In all, there will be over 130 enhancements to the CMHC/MIS released in 2012 across a variety of programs and modules. The most significant enhancements include IRMS Archive and Delete as well as several browser-based technology upgrades. The changes to IRMS allow you to archive and/or delete permanent electronic documents. The browser-based upgrades keep the components up to date with current technology standards and also reduce system management overhead by reducing the number of installers. We are also in the process of incorporating features that will enable the CMHC/MIS to continue to be an ONC HIT Certified EHR for Meaningful Use under the American Recovery and Reinvestment Act (ARRA) of 2009.

We are again offering discounts on a sliding scale for annual payments made up to and including December 31, 2012 (see schedule for discount list). If you choose to take advantage of our discount options and prepay your annual support fees, payment of the annual support fees must be received by December 31, 2012 or by the designated due date based on your payment option.

Please sign the enclosed schedule and return it in the envelope provided. If you choose the monthly payment option, you are still required to return the signed schedule by December 31, 2012.

We appreciate the continued opportunity to serve as your technology partner. Please contact me at 614-764-0143 if you have any questions or concerns.

Sincerely,

Mary Ronan
Accounts Receivable Supervisor

0000349



Support Fees Schedule
January 1, 2013 – December 31, 2013

Center ID: **0000349**

Tulare County Hlth/Human Svs Agy
Beth Kitaoka, Logistics Planner II
Visalia, CA 93291

MIS License Count: **192**

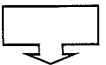
Your 2013 CMHC/MIS Support Fees Include:

- Toll Free Customer Support Lines – 1-800-233-2642
Regular support hours 8:00 AM – 5:00 PM in your time zone, Monday – Friday
After hours emergency service 5:00 PM – 8:00 AM next business day assistance
- Application Updates – CD once every four months
- Assistance with applying software updates
- Documentation updates on CD-ROM
- Customer Support Website
- HIPAA Reporting Programs

If you subscribe to OS Support, your Operation System Support/Use Fees include:

- Toll free Customer Support Line – 1-800-233-2642
- Operating System Diagnostics
- UNIX print-spooler administration assistance
- UNIX Network Configuration assistance

Please note that a 60-day advance notice is required for any support cancellations.



Annual

| | |
|---|-------------------|
| MIS/Advantage Support | 89,280.00 |
| Advanced OS Support | 19,080.00 |
| Graphical Multi-Copy Support | 2,940.00 |
| On-Site Contingency Support | 3,420.00 |
| Total Support Due | 114,720.00 |
| If Paid Annually by 10/26/12 – 4% Discount** | 110,131.20 |
| If Paid Annually by 10/31/12 – 3% Discount** | 111,278.40 |
| If Paid Annually by 11/30/12 – 2% Discount** | 112,425.60 |
| If Paid Annually by 12/31/12 – 1% Discount** | 113,572.80 |

Total Amount Enclosed: _____

I have read and agree to the terms of this Support Fees Schedule.

System Manager or Executive Director

Date:

****TO QUALIFY FOR DISCOUNTS, PAYMENT MUST BE RECEIVED BY THE DESIGNATED DATE**

IN ORDER TO CONTINUE SUPPORT IT IS MANDATORY TO RETURN THE SIGNED SCHEDULE