



City of San Antonio

Agenda Memorandum

File Number:20-7023

Agenda Item Number: 4B.

Agenda Date: 12/10/2020

In Control: City Council A Session

DEPARTMENT: Fire

DEPARTMENT HEAD: Charles N. Hood, Fire Chief

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Annual Contract for a Telemedicine Triage Solution for SAFD

SUMMARY:

This ordinance authorizes ratification of a contract with GoodSAM in the amount of \$149,000.00 annually to provide the San Antonio Fire Department (SAFD) with a web-based Telemedicine Triage System. The initial subscription-based service term is October 19, 2020 through October 18, 2021, with four optional one-year renewals for on-going annual subscription costs. Funds for the initial service term are available in the FY2021 SAFD Adopted General Fund Operating Budget. Funding for renewal options is subject to future City Council approval of appropriations as part of the annual budget process.

BACKGROUND INFORMATION:

Submitted for Council consideration and action is the ratification of an offer submitted by GoodSAM for the delivery, implementation and subscription-based services of a web-based Telemedicine Triage System for the San Antonio Fire Department (SAFD).

SAFD Communications and Operations Division requested a direct contract in order to support direct incident triage. This direct contracting initiative was solicited citing a Public Health and Safety Exemption. As a result, the City issued a Request for Offer (RFO) for a "Annual Contract for a Telemedicine Triage Solution for SAFD" (RFO 6100013280) on September 18, 2020, with a submission deadline of September 25, 2020.

Once fully deployed, this application will assist the triage paramedic to determine the condition of the

patient/caller in low risk occurrences in order to provide the most effective level of response via the patient's mobile device.

The current state of service for calls to a 911 Dispatcher for Fire or Emergency Medical Service (EMS) results in a manual transfer of a 911 call to a fire call taker. A determination is made based on call type to appropriate resources for a Fire Emergency or an EMS Emergency. All calls result in 100% response from either a paramedic or first responder unless the request is suspended by the caller. Potential outcomes which result from a paramedic or first responder visit include medical transport, taxi transport, treat and leave or a refusal of service.

The future state of services with a fully implemented Telemedicine Triage System will allow for a streamlining of services and reduce the impact on SAFD resources. If a caller has a smart mobile device, a link will be sent by the fire call taker. The link will connect the caller to a Medical Integrated Health (MIH) paramedic for virtual triage and advisement. If immediate medical attention is required, a paramedic or first responder will be expedited. If the caller is not able to accept the link, a paramedic or first responder will be dispatched per the current state process.

The initial term of the agreement began on October 19, 2020 and shall terminate October 18, 2021. Four additional one-year renewals at the City's option shall also be authorized by this ordinance.

ISSUE:

This contract will provide the San Antonio Fire Department (SAFD) with a web-based Telemedicine Triage system which will provide audio and video communication capabilities through the acceptance of a texted link for direct digital access to a triage paramedic from any camera enabled device. The system should provide a near instantaneous link from triage paramedic to the 911 caller. The artificial intelligence features of the system can read vital signs via the camera feed. This contract is expected to lessen the impact on emergency response resources thus freeing up these resources for other emergency situations. Services for this contract are now in effect following a soft go-live on October 19, 2020.

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of small, minority, and/or women businesses available to provide these goods and services.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business (VOSB) Preference Program does not apply to non-professional service contracts, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract ratification not be approved, the Fire department would not be able to leverage a telemedicine solution to triage non-life-threatening emergencies. Approval of this item will allow the Fire Department to provide alternative medical services to San Antonio residents.

FISCAL IMPACT:

This ordinance authorizes ratification of a contract with GoodSAM in the amount of \$149,000.00 annually to provide the San Antonio Fire Department (SFD) with a web-based Telemedicine Triage System. The initial subscription-based service term is October 19, 2020 through October 18, 2021, with four optional one-year

renewals for on-going annual subscription costs. Funds for the initial service term are available in the FY2021 SAFD Adopted General Fund Operating Budget. Funding for renewals of this service is subject to City Council appropriations.

RECOMMENDATION:

Staff recommends ratification of the contract with GoodSAM to provide a web-based Telemedicine Triage System for the San Antonio Fire Department in the amount of \$149,000.00 annually.

This contract was procured on the basis of public health and safety exemption and a Contract Disclosure Form is not required.