



City of San Antonio

Agenda Memorandum

File Number:21-3166

Agenda Item Number: 4.

Agenda Date: 6/10/2021

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Digital Referral and Case Management Platform

SUMMARY:

This ordinance authorizes a contract with SHI Government Solutions, Inc. to provide SA: Ready to Work and the Department of Human Services with product licensing, implementation and development services for a digital referral and case management platform for a total contract value of \$665,925.00 over a five year period. Funding for the initial implementation in the amount of \$202,125.00 is available from the Information Technology Services Department Capital Budget. Funding for subsequent fiscal years is subject to City Council approval of the annual budget.

BACKGROUND INFORMATION:

Submitted for City Council consideration and action is the offer submitted by SHI Government Solutions, Inc. to provide product licensing, implementation and development services utilizing the Signify Health platform for a digital referral and case management solution for SA: Ready to Work and the Department of Human Services (DHS).

As a result of increased demand for tracking City funded services provided by contractual partners, the Information Technology Services Department (ITSD) worked with the Department of Human Services (DHS), San Antonio Metro Health District (SAMHD), Economic Development (EDD) and Neighborhood Housing Services Department (NHSD) to identify an enterprise platform that will aggregate citizen service delivery within a single digital referral and case management platform. The current process used by these departments is partially paper based and each department operates and reports differently. A single platform will allow the City

to review and consolidate citizen requests for assistance. Additionally, it will consolidate requests from over 70 agency partners through the Alamo Area Community Network (AACN).

The initial implementation of the Signify Health platform will provide the Workforce Development Office and the Department of Human Services with a single data and reporting platform. The case management solution associated with the Signify Health platform, will also be made available to the contractual partners of the SA: Ready to Work program and thereby allow them to easily send and track referrals and track information being shared between all service providers currently within the AACN.

Once the platform is fully implemented, it is expected that all requestors will more effectively receive direct referrals for targeted or wrap-around services that are provided through the City or partner agencies. Integration with existing organizational systems is included as part of this project for SA: Ready to Work partners unable to fully transition to the Signify Health platform as their primary case management system.

This contract shall begin upon the effective date of the ordinance awarding the contract and expire December 31, 2021. Four additional one-year renewal periods, at the City's option shall also be authorized by this ordinance.

The City issued a Request for Offer (RFO) for "Digital Referral and Case Management Platform" (RFO, 6100013829) on April 20, 2021 with a submission deadline of May 7, 2021. The offer submitted by SHI Government Solutions, Inc., is in accordance with Texas BuyBoard contract 579-19.

The licensed solution will be purchased from SHI Government Solutions, Inc. utilizing the BuyBoard cooperative contract number 579-19. This purchase will be made in accordance with the Texas Local Government Purchasing Cooperative passed on ordinance 97097, dated 1/30/2003.

The SHI Government Solutions Inc. contract was presented to the SA Ready to Work Advisory Board on May 27, 2021.

ISSUE:

Approval of this item will provide the City of San Antonio with a contract to develop an enterprise application with initial implementation for SA: Ready to Work. This solution will have the ability to include DHS, SAMHD, NHSD and any other departments that provide health services, social services, or employment and training related services for the City's residents as needed with pricing established through this contract.

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.

The recommended award is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to non-professional services, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract not be approved, the listed departments will continue using manual processes and separate programs to manage and track services provided by their respective partner agencies and departments.

FISCAL IMPACT:

This ordinance authorizes a contract with SHI Government Solutions, Inc. to provide SA: Ready to Work and the Department of Human Services with product licensing, implementation and development services for a digital referral and case management platform for a total contract value of \$665,925.00 over a five year period. Funding for the initial implementation in the amount of \$202,125.00, of which \$101,062.50 will be transferred from the SA: Ready to Work fund and appropriated to the capital budget, is available from the Information Technology Services Department Capital Budget and included in the FY 2021 - FY 2026 Capital Improvement Program. Funding for subsequent fiscal years is subject to City Council approval of the annual budget.

RECOMMENDATION:

Staff recommends the approval of this contract with SHI, Government Solutions, Inc. to provide product licensing, implementation and development services for a digital referral and case management platform for an estimated total cost of \$665,925.00.

This contract is procured by means of cooperative purchasing and a Contracts Disclosure Form is not required.