

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	MModal Services, Ltd	Division/Section	SFDPH, Information Technology
Address	5000 Meridian Blvd, Ste#200	Deputy Director	Bill Kim
	Franklin, TN 37046	DPH Administrator	Winona Mindolovich <i>winona mindolovich</i>
Contact	Bill Hamill	Program Administrator	Diane L. Premeau Phone 415-206-6274
	New Business Account Executive	Contract Analyst	Joanna Li Phone 415-554-2818

Request for approval of a new contract with MModal Services, Ltd. to provide software, implementation support and ongoing maintenance, and hosting, necessary for a Dictation System, Transcription System, and a Speech Recognition System, and traditional Transcription and Dictation Services in support of the Electronic Health Record project in the amount of \$7,478,684. The term of the contract including options is for the period June 1, 2018 to May 31, 2023 (60 months).

Profit Non-Profit LBE RFQ- Number: 46-2017 Date: 12/05/2017

New Renewal Mod GPO

Number of years DPH has been doing business with this organization: 0

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
	(new)	06/01/18 to 05/31/2023	
Funding Sources:			
General Fund		\$6,677,396	\$6,677,396
TOTAL DPH REVENUES		\$6,677,396	\$6,677,396
12% Contingency Amount		\$801,287	\$801,287
CONTRACT TOTAL		\$7,478,684	\$7,478,684
ANNUAL AMOUNT OF CONTRACT (estimate)		\$1,495,737	\$1,495,737
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

PROPOSED:

Mode(s) of Service & Unit of Service Definition	No. Of Clients		No. of Units	Unit Cost (Average)
	N/A	Duplicated		
1 UOS = 1 Listed Deliverable	N/A	Unduplicated		
Deliverables are a completed task, one-time fee or annual service charge. Total contract amount shall not exceed \$7,478,684.				
Software License				
Application Software (Fluency Direct)	N/A		5	\$238,486
Hosting Set Up Fee (Implementation)	N/A		1	\$35,550
Training	N/A		1	\$39,060
Transcription Service Costs (0.0020 cents /VBC) <i>VBC (Visible Black Characters) Any character (excluding spaces) viewable by the naked eye – on the final transcribed document; regardless of whether viewed electronically or on a printed page.(440,000,000 VBCs x 0.002 cents = \$880,000 annually)</i>	N/A		5	\$880,000
Implementation				
Phase 0 – Project Initiation / Kick Off	N/A		1	\$11,192
Phase 1 – Discovery / Analysis	N/A		1	\$7,461
Phase 2 – Build and Configuration	N/A		1	\$7,461

PROPOSED: (Continued)

Mode(s) of Service & Unit of Service Definition

1 UOS = 1 Listed Deliverable

Deliverables are a completed task, one-time fee or annual service charge.
Total contract amount shall not exceed \$7,478,684.

Implementation (Continued)

Phase 3 - Testing

Phase 4 - Training

Phase 5 – Go Live

Phase 6 – Post Go-Live and Hand Off Support

Maintenance

Training Subscription

Hosting

Training Subscription

As Needed Consultation (Customizations, Training, Break Fix)

Travel and Expenses

No. Of Clients

N/A Duplicated

N/A Unduplicated

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

No. Of Units

1

1

1

1

5

5

5

Actual

Unit Costs

\$18,653

\$13,430

\$12,684

\$3,731

\$10,618

\$99,692

\$40,000

\$22,383

Explanation of Services Change and Variances:

This is a new contract.

Monitoring Report/Program Review & Follow-up:

The contract services will be monitored by the Department as required. The SFDPH Program Administrator will be responsible for assisting and tracking all information related to the accomplishment of the project.

Nondiscrimination and Cultural Competency:

The Department will work closely with the contractor to ensure that their cultural competency plan is current and in compliance with Departmental procedures.

Other Significant Issues:

MModal Services, Ltd. was selected as a qualified proposer under RFP 46-2017, to provide DPH with all software, implementation support and ongoing maintenance, and hosting, necessary for a Dictation System, Transcription System, and a Speech Recognition System (“Software”); and a traditional Transcription and Dictation Services (“Services”) in support of the Epic Electronic Health Record Project.

MModal Services, Ltd., (MModal) is the largest medical transcription provider in the United States and Canada. MModal has been in business for 47 years, servicing and streamlining the complex and expensive process of the medical documentation lifecycle. MModal is awarded #1 KLAS Category Leader, Speech Recognition: Back-End, 2017 as well as the AHDI's 2015 Innovation Through Technology Award for our Fluency for Transcription platform. We support automated syncing of patient demographics and schedules with EPIC, as well as uploading schedules on demand to simplify patient selection.

Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director**Executive Director**

Scott MacKenzie, CEO

Board of Directors

Richard K. Kneipper, Co-Founder

Pam Pure, Board Member

Jeffrey D. Goldberg, Board Member

Eugene I Davis, Board Member

William T. Allen, Board Member

Recommendations:

The Department recommends approval of this contract.