SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	**CareMessage**	Division/Section	**SFDPH, Information Technology**
Address	**332 Pine Street #300**	Deputy Director	**Bill Kim**
	San Francisco, CA 94104	DPH Administrator	**Albert Yu, MD, MPH, MBA**
Contact	**Alex Holt**	Program Administrator	**Jim Genevro** Phone **628-206-6507**
	Senior Account Executive	Contract Analyst	**Muki Lok Ung** Phone **415-554-2784**

Request for approval of a new contract with CareMessage to provide all software, implementation support and ongoing maintenance necessary for the operation of a HIPAA-secure patient outreach/messaging system capable of appointment reminders and patient outreach functions. The CareMessage service is in support of the Department of Public Health New Electronic Health Records (EHR) System. The total contract amount is $1,162,661. The term of the contract is for the period June 1, 2018 through May 31, 2023 (60 months).

☐ Profit	☒ Non-Profit	☐ LBE	☒ RFP– Number: 47-2017	Date: 12/07/2017
☒ New	☐ Renewal	☐ Mod	☐ GPO	

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

CONTRACT INFORMATION:	Prior Transaction (new)	Proposed Transaction 6/1/2018 – 5/31/2023	Annualized Difference*
Funding Sources:			
General Fund		$1,038,090	$1,038,090
TOTAL DPH REVENUES		$1,038,090	$1,038,090
12% Contingency Amount		$124,571	$124,571
CONTRACT TOTAL		$1,1162,661	$1,1162,661
ANNUAL AMOUNT OF CONTRACT (estimate)		$207,618	$207,618
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)
1 UOS = 1 Deliverable	N/A	Duplicated		
Deliverable is defined as 1 year of licenses, services, maintenance, or a completed phase	N/A	Unduplicated		
Annual License Fees Begin in Year 2		N/A	4	$130,000
Annual Maintenance Fees Begin in Year 2		N/A	4	$10,722
Insurance		N/A	5	$80,000
Implementation				
Phase 1 consists of assignment of project team and Kick-off call between Vendor and SFDPH		N/A	2	$11,250
Phase 2 consists of providing interface integration, configuration guidelines, and hosting an initial go-live planning meeting		N/A	2	$11,250
Phase 3 consists of testing of send and receiving of messages		N/A	2	$7,500
Phase 4 consists of completion of on-site training and go-live meeting		N/A	2	$7,500

Explanation of Service 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 compliance with City and Departmental procedures.

Other Significant Issues:

CareMessage summary:

CareMessage, founded in 2012, is a nonprofit organization using mobile technology to make underserved populations healthier. SFDPH will use CareMessage's patient engagement platform to remind, inform and educate their patients about primary care appointments, preventive care screenings, and disease self-management.

CareMessage was a successful respondent under the requirements of RFP-47-2017, for patient messages. Their health education programs focuses on delivering actionable, low literacy, and culturally-tailored health information in different languages. Using CareMessage's platform, SFDPH will increase communication between providers and patients, while encouraging individuals to take steps to improve their health

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

Board Directors
Wilfred Jaegaer, MD, MBA - Chairman
Harsh Patel, MBA
Vineet Singal

Owners of 10% or More of the Firm
Vineet Singal, CEO

Executive Director
Vineet Singal

There are no current term limits for board members and there is currently one vacancy on the board

Recommendations:
The Department recommends approval of this contract.