

**Agenda Item No. 6
December 4, 2013 Meeting**

DATE: November 25, 2013

TO: Children and Families Commission of Orange County

FROM: Christina Altmayer, Executive Director 

SUBJECT: Notification of Request for Proposal for Performance Management System

SUMMARY:

Proposition 10 mandates that each county commission develop a strategic plan and evaluate the effectiveness of programs and activities funded in accordance with the strategic plan. One effective method of collecting county-wide data for numerous providers is through an internet based data collection system. This agenda item requests that the Executive Director be granted authority to enter into an agreement with one of the three final providers, including the current provider, based on the final technical review of the proposals. The proposal effort was conducted in conjunction with four other Southern California Commissions with the expectation that a collaborative award would yield cost-savings for all counties. All of the three finalist proposals have achieved that objective and final selection will be determined in December. Given that there is no January Commission meeting and that system implementation is targeted for July 1, 2014, staff requests that the Executive Director be granted authority to negotiate an agreement with the final vendor and report back to the Commission at the February meeting. The selected vendor's proposal must meet the cost saving objective at an annual cost less than the current budget of \$181,500. Authority for the contract award will not exceed \$150,000 annually.

DISCUSSION:

Since 2000, the Commission has contracted with a database vendor to provide a secure, Internet-based data collection system for contracted providers to report on their progress in providing services to children and in furtherance of the goals, outcomes, indicators, and objectives in the Commission's Strategic Plan. The data collected through this system informs Commission program improvements, renewal decisions, as well as provides data reporting to First 5 California, per statutory requirements. An electronic data system is critical given the number and diversity of providers and insuring a robust data set for needs assessment, planning, and evaluation. In addition, the real-time data is valuable for contract management, invoicing, and performance management. The Commission achieved significant savings effective July 2011 when a transition was made to the current provider, but it continues to be an item that is closely monitored given that it represents 26 percent of the funds committed in the operational budget for evaluation. Consistent with the FY 2013/14 Business Plan priority to develop strategies to reduce/contain ongoing administrative costs, there is a need to reduce the cost of this important evaluation and management tool over time while continuing to meet the statutory requirements.

Five County Commission Collaborative

Representatives from First 5 Commissions in Riverside, Santa Barbara, Ventura, and Los Angeles as well as the Children and Families Commission of Orange County have been meeting over the last year to discuss the potential of a common data reporting system. The objectives of the proposed multi-county system are to achieve cost savings and efficiencies and to improve reporting of the outcomes achieved by the Southern California region. This working group has determined essential data elements that would be common among the counties, system requirements that meet each county's basic functional requirements, and reporting features. In November, staff provided the Commission with an update on planning for a multi-county Commission performance management system and the RFP to seek proposals for a vendor to implement the software system for data collection and reporting.

RFP for Software System for Data Collection and Reporting

The Commission, on behalf of the five-county collaborative, released a Request for Proposals (RFP) on November 1 seeking proposals for a software system for data collection and reporting. The requirements for the common data system are included on Attachment 1. Six proposals were received by the November 18 submittal deadline. A review panel, consisting of representatives of the five-county collaborative, met and reviewed the proposals based on established criteria related to the proposal budget and cost, system functionality/system requirements, support functions, reasonableness of achievement by the July 1 implementation date and criteria related to the vendor such as experience and strong customer support.

Based on the review, only three of the six proposals achieved the threshold requirements, including cost reduction, and are recommended for final consideration:

- Mosaic Network, Inc.
- Persimmony International, Inc
- Social Solutions Global, Inc.

The final decision to enter into a multi-Commission agreement with the selected vendor will remain a decision of each individual county commission. Representatives from each Commission have been participating in optional interviews with select finalist vendor(s), and conducting due diligence with vendor references and submitted materials. Although the process to select a vendor, including any interviews and reference checks, was hoped to be completed by the December Commission filing date, the tight time constraints were challenging. The new contract should be in place on or about January 1 so that the selected system is fully tested and ready for training by April 1, 2014.

Requested Action

Since the Commission is not scheduled to meet in January, authority is requested for the Executive Director to negotiate and enter into a contract with one of the three finalists. The selected vendor must meet the system requirements as specified in the Software System for Data Collection and Reporting RFP and enter into a 42-month term agreement, for the period of January 1, 2014 through June 30, 2017. Two priorities for decision making include:

- Cost – The contracted amount would not exceed \$150,000 per year for the Children and Families Commission of Orange County's proportional share of project costs. The current annual cost is \$181,500 per year.
- Regional Evaluation Approach – A collective strategy would both yield cost savings and serve to improve data collection across the Southern California region to enhance evaluation efforts and improve communications messaging.

Staff will return to the February 2014 Commission meeting with a report regarding the selected vendor and a plan for system implementation effective July 1, 2014.

STRATEGIC PLAN & FISCAL SUMMARY:

The proposed actions have been reviewed and are consistent with the Commission's Strategic Plan, and are consistent with the Capacity Building goal. The funding request of up to \$150,000 per year for the term of the agreement, including implementation across three fiscal years, would be proposed for inclusion in the FY 2014/15, 2015/16 and 2016/17 proposed budgets.

PRIOR COMMISSION ACTIONS:

- November and September 2013 –Received update on multi-Commission performance management system vendor selection process.
- October 2011- Approved current performance management system

RECOMMENDED ACTIONS:

1. Receive update on multi-county Commission performance management system vendor selection process.
2. Authorize the Executive Director to negotiate and enter into a contract with one of the three finalist vendors that meets the system requirements as specified in the Software System for Data Collection and Reporting RFP and results in annual savings from the Commission's current performance management system contractor budget.
3. Adopt resolution (Attachment 2) authorizing the Executive Director, or designee, to enter into Agreement FCI-POM-03 with the selected finalist vendor that meets the system requirements as specified in the Software System for Data Collection and Reporting RFP (including the attached Requirements for a Common Data System), for a forty-two month term (January 1, 2014 through June 30, 2017), and in an amount not to exceed \$150,000 annually for the Children and Families Commission of Orange County's proportional share of project costs.
4. Direct staff to return to the February 2014 Commission meeting with a report regarding the selected vendor and a plan for system implementation effective July 1, 2014.

ATTACHMENTS:

1. Requirements for Common Data System
2. Resolution for the Software System for Data Collection and Reporting agreement

CONTACT: Alyce Mastrianni

REQUIREMENTS FOR COMMON DATA SYSTEM

Key System Requirements Include:

Available to all users on a “24/7” basis with sufficient server capacity
CQI/QA approach to design, e.g., to assure data quality and reliability, system design should contain edits/filters for data entry
Compatibility with different devices, e.g., MAC, PC, tablets
Data security, e.g., encryption, firewall, intrusion detection, physical security for data servers, HIPAA Compliance, Password Security

Structural Components:

Provide multiple levels of security to protect client privacy, including: (a) internet security, such as data encryption and firewalls; (b) application security, such as login password identification and controlled access to modules; and (c) physical security.
Comply with relevant standards and regulations, such as security requirements of Medi-Cal HIPAA (Health Insurance Portability and Accountability Act of 1996), and FERPA (Family Educational Rights and Privacy Act).
Shared platform with some flexibility to provide minimal customization at the local level, such as adding indicators or survey items of interest in the data collection protocol, and reports to meet local quarterly/annual reporting requirements.
Provide features that ease the user’s burden of data entry.
Include features to prevent entry of duplicate clients (individuals) through matching of key demographic variables & creation of unique participant and family identification numbers.
Be able to accept data imports as available from other programs to reduce any duplication in data entry / reporting.
Include built-in data entry validation methods, such as checks of numeric and date codes based on ranges and logic programming.
Employ a continuous quality improvement (CQI) system in which data are monitored regularly for quality, consistency, and timeliness.
Allow users to manipulate and/or export data to run further analyses and ad hoc queries not available in automated report functions.
Have an accompanying user manual; training and technical assistance support should be provided as needed at introductory and advanced levels.

Content:

Support consistent data collection for local and statewide evaluation requirements and contract management.
Provide real-time access to information, generating reports on participants, activities, service duration/intensity, outcomes, and contract milestones that can be filtered by various variables of interest (such as service region, zip code, ethnicity).
Be capable of tracking trends and outcomes over time.

Additional Desired Features:

Collaborative contract between agencies that have similar structures (common platform) implemented successfully by other organizations
Have a user-friendly interface; have a logical layout to the design for easy screen navigation, data entry, and data editing; and not require extremely high technical skills.
Be cost effective, without overwhelming fees associated with support, maintenance, and development.

CHILDREN AND FAMILIES COMMISSION OF ORANGE COUNTY

RESOLUTION NO. ___-13-C&FC

December 4, 2013

A RESOLUTION OF THE CHILDREN AND FAMILIES COMMISSION OF ORANGE COUNTY AUTHORIZING THE EXECUTIVE DIRECTOR, OR DESIGNEE, TO NEGOTIATE AND ENTER INTO AN AGREEMENT WITH THE SELECTED VENDOR FOR A SOFTWARE SYSTEM FOR DATA COLLECTION AND REPORTING; AND, AUTHORIZING APPROVAL AND EXECUTION OF SUCH AGREEMENT ON BEHALF OF THE COMMISSION

WHEREAS, in order to facilitate the creation and implementation of an integrated, comprehensive, and collaborative system of information and services to enhance optimal early childhood development, the legislature adopted legislation set forth in the California Children and Families Act of 1998, Health and Safety Code Section 130100, *et seq.* (as amended, the “Act”) implementing the Children and Families First Initiative passed by the California electorate in November, 1998 and establishing the California Children and Families Commission and County Children and Families Commissions, including this Children and Families Commission of Orange County (“Commission”); and

WHEREAS, Commission adopted its Strategic Plan to define how funds authorized under the Act and allocated to the Commission should best be used to meet the critical needs of Orange County’s children prenatal to five years of age as codified in the Act; and

WHEREAS, Commission desires to authorize the Executive Director, or designee, to negotiate and enter into Agreement FCI-POM-03 with the selected vendor that meets the system requirements as specified in the Software System for Data Collection and Reporting RFP (including the Requirements for a Common Data System set forth in Attachment 1), for a forty-two month term (January 1, 2014 through June 30, 2017), and in an amount not to exceed \$150,000 annually for the Children and Families Commission of Orange County’s proportional share of project costs, as specified in the December 4, 2013 staff report for this Agenda Item, and

WHEREAS, Commission has reviewed the staff report relating to the scope of services to be provided and hereby finds and determines that the proposed Agreement is in furtherance of and consistent with the Commission’s Strategic Plan; and

NOW, THEREFORE BE IT RESOLVED BY THE COMMISSIONERS OF THE CHILDREN AND FAMILIES COMMISSION OF ORANGE COUNTY AS FOLLOWS:

Section 1 Commission finds and determines the foregoing Recitals are true and correct and are a substantive part of this Resolution.

Section 2 Commission hereby authorizes the Executive Director, or designee, and Commission Counsel to prepare and negotiate the terms, conditions, and final form of Agreement FCI-POM-03 with the selected vendor for a Software System for Data Collection and Reporting, for a forty-two month term (January 1, 2014 through June 30, 2017), and in an amount not to exceed \$150,000 annually for the Children and Families Commission of Orange County’s proportional share

of project costs, consistent with the December 4, 2013 staff report and scope of services referenced therein; and

Section 3 The approval by the Executive Director of the Agreement with the selected vendor shall be conclusively evidenced by the execution and delivery of the Agreement by the Executive Director to the Commission Clerk.

Section 4 Commission hereby approves the Agreement with the selected vendor, in an amount not to exceed \$150,000 annually for the Children and Families Commission of Orange County's proportional share of project costs, for a forty-two month term (January 1, 2014 through June 30, 2017), for a Software System for Data Collection and Reporting, as specified in the December 4, 2013 staff report for this Agenda Item.

Section 5 The Executive Director and Commission Counsel are hereby authorized to execute the Agreement with the selected vendor on behalf of the Commission.

Section 6 A copy of the final Agreement when executed shall be appended hereto as a part of Exhibit A to this Resolution. Exhibit A is hereby fully incorporated as a part of this Resolution by this reference and made a part hereof. The final executed Agreement shall be placed on file in the office of the Clerk of the Commission.

Section 7 In addition to the authorization of Section 2 above, the Executive Director, or designee, is hereby authorized, on behalf of the Commission, (i) to sign all documents necessary and appropriate to carry out and implement the Amendments to Agreement(s), (ii) to cause the issuance of warrants, (iii) to administer the Commission's obligations, responsibilities, and duties to be performed under such agreement(s), and (iv) during the term thereof to provide waivers, administrative interpretations, and minor modifications of the provisions of such agreement(s) in the furtherance thereof.

Section 8 The Clerk of the Commission shall certify to the adoption of this Resolution.

The foregoing resolution was passed and adopted by the following vote of the Children and Families Commission of Orange County on December 4, 2013 to wit:

AYES: Commissioners: _____

NOES: Commissioner(s): _____

EXCUSED: Commissioner(s): _____

ABSTAINED: Commissioner(s) _____

CHAIR

STATE OF CALIFORNIA)
)
COUNTY OF ORANGE)

I, SUSAN NOVAK, Clerk of the Commission of Orange County, California, hereby certify that a copy of this document has been delivered to the Chair of the Commission and that the above and foregoing Resolution was duly and regularly adopted by the Children and Families Commission of Orange County.

IN WITNESS WHEREOF, I have hereto set my hand and seal.

SUSAN NOVAK
Clerk of the Commission, Children and Families Commission of
Orange County, County of Orange, State of California

Resolution No: __-13-C&FC

Agenda Date: December 4, 2013

Item No. __



I certify that the foregoing is a true and correct copy of the Resolution adopted by the

SUSAN NOVAK, Clerk of the Commission

By: _____
Deputy

EXHIBIT A TO RESOLUTION OF COMMISSION

(Attach copy of final executed Agreement with the selected vendor for a
Software System for Data Collection and Reporting)