

CITY OF HOUSTON - CITY COUNCIL

Meeting Date:
ALL

H25512 – Approve the Purchase of Hosted-Active User Licenses, Continual Improvement Services (CIS) and Training for the ClientTrack Case Management Software System

Agenda Item#:

Background:

Subject: S17- H25512 – Approve the purchase of hosted-active user licenses, continual improvement services (CIS) and training for the ClientTrack case management software system in the total amount not to exceed \$1,000,000.00 for the Department of Health and Human Services

The Director of the Houston Department of Health and Human Services and the City Purchasing Agent recommend that City Council approve the purchase of hosted-active user licenses, continual improvement services (CIS) and training for the ClientTrack case management software system in the total amount not to exceed \$1,000,000.00 for the Houston Department of Health and Human Services (HDHHS), and that authorization be given to issue purchase orders as necessary to ClientTrack, Inc. The award amount is expected to sustain HDHHS for approximately 60 months.

The ClientTrack case management software system is needed in order to provide an information system that will be used to support the programs and services work as well as the 1115 waiver projects for the City of Houston Department of Health and Human Services. The 1115 waiver project goals are to improve access, quality, and delivery of healthcare. Key functionality that is critical to these goals includes the ability to track client progress in the programs, send referrals to other programs, and to develop reports to conduct analysis on program outcomes, milestones, and metrics under the 1115 waiver project.

This procurement will include the following:

- Active User License allows authorization for users to access the ClientTrack solution and will include secure and reliable hosting, software updates and maintenance.
- CIS includes a dedicated specialist that provides enhancements each month. The specialist will plan, design, create, or implement new forms, workflows, business rules, data analysis, or functionality that enables HDHHS to meet the needs of its end users.
- Build, configuration and implementation of new programs environments to support client case management work

Procuring the services directly from ClientTrack, Inc., the sole manufacturer of the system, is the only economically feasible source for this procurement. Any other provider of ClientTrack would be a reseller of the system and would have to subcontract with ClientTrack to perform the actual services, implementation and maintenance of the system. Using a subcontractor to provide the services would result in an increase in cost that HDHHS experienced in the initial implementation.

Attachment: M/WBE Zero Percentage Goal Document approved by the Mayor's Office of Business Opportunity.


Calvin D. Wells, City Purchasing Agent
Finance/Strategic Procurement Division

Department Approval Authority Signature

Prior Council Action:

Amount of Funding:

\$1,000,000 - Essential Public Health Services Fund (2010)

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ATTACHMENTS:

Description	Type
<u>OBO Document</u>	Public Notice
<u>Sole Source Justification</u>	Backup Material
<u>Affidavit Ownership</u>	Backup Material
<u>Delinquent Tax Report</u>	Backup Material
<u>Fair Campaign Ordinance Form A</u>	Backup Material
<u>Fair Campaign Form B</u>	Backup Material