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January 31, 2023

The Honorable Board of Supervisors
County Administration Building
1221 Oak Street
Oakland, CA 94612

SUBJECT: APPROVE AN AMENDMENT TO THE MAINTENANCE AND ENHANCEMENT AGREEMENT WITH THE CENTER TO PROMOTE HEALTHCARE ACCESS, INC. DBA ONE DEGREE (FORMERLY DBA ALLUMA) TO SUPPORT THE ONE-E-APP HEALTH INSURANCE APPLICATION AND ENROLLMENT SYSTEM

RECOMMENDATIONS

- A. Approve the First Amendment to the Maintenance and Enhancement Agreement (Procurement Contract No. 25985) with The Center to Promote Healthcare Access, Inc. dba One Degree (Principal: Rey Faustino; Location: Oakland) under sole source exemption to maintain the One-E-App health insurance application and enrollment system, extending the term of 7/1/23 - 1/1/24 by 2 months to 2/29/24, increasing the total amount from \$337,148 to \$385,312 (\$48,164 increase); and
- B. Delegate authority to the Health Care Services Agency Director or her designee to execute the agreement, upon review and approval as to form by County Counsel, and submit an executed agreement to the Clerk of the Board for filing

DISCUSSION/SUMMARY

On July 29, 2014, your Board approved a Maintenance and Enhancement Agreement (Agreement) with The Center to Promote Healthcare Access, Inc. DBA Social Interest Solutions (SIS) to maintain the existing core features of One-e-App, which is a locally-driven, web-based system for enrolling uninsured Alameda County residents into the Health Program of Alameda County (HealthPAC) that provides comprehensive health care services to low-income County residents (Item No. 24).

Your Board approved two subsequent amendments to the Agreement with SIS on December 20, 2016 (Item No. 98) and July 10, 2019 (Item No. 56) to provide for the continued maintenance of the One-E-App for HealthPAC. In July 2019, The Center to Promote Healthcare Access changed its "Doing Business As" designation from SIS to Alluma.

On August 4, 2020 (Item No. 56) your Board approved the sole source agreement from 7/1/20 to 6/30/2022 with Alluma to maintain the One-E-App eligibility and enrollment system of record for HealthPAC.

In March 2022, One Degree informed Alameda County that the One-e-App would be discontinued as of January 1, 2023 and become obsolete after February 2024. On April 4, 2023 (Item No. 18), your Board approved a contract with RedMane Technology to implement their mCase management software, which

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will serve as the new eligibility and enrollment system of record for HealthPAC. HCSA started the development of mCase in June 2023 and is expected to be completed in February 2024.

On August 1, 2023, your Board approved the maintenance and enhancement agreement from 7/1/2023 – 1/1/2024 with One Degree to ensure that there was no disruption in service to County residents enrolled in HealthPAC while HCSA works with RedMane to implement the mCase software (Item No. 24).

In October 2023, HCSA encountered unanticipated challenges during the development phase involving the data migration from One-e-App to RedMane's mCase software platform. As a result, HCSA requests your Board's approval of the amendment to the Maintenance and Enhancement Agreement with One Degree to maintain the One-e-App system through February 2024, which will ensure no disruption in service to more than 17,000 County residents enrolled in HealthPAC, while HCSA works with RedMane to resolve the data migration issues and implement the mCase software.

SELECTION CRITERIA

One Degree was awarded Sole Source No. 9668 by the General Services Agency (GSA) on 1/22/2024 to maintain the One-E-App health insurance application and enrollment system for the HealthPAC program of Alameda County. The Sole Source Waiver is valid through 2/29/24.

One Degree is a non-profit organization based in Oakland and is exempt from the Small, Local and Emerging Business (SLEB) requirements.

FINANCING

Funding for this recommendation (\$48,164) comes from Board-approved General Funds and is included in the HCSA Fiscal Year 2023-2024 Approved Budget. Approval of this recommendation will have no impact on net County cost.

VISION 2026

Providing eligibility and enrollment support to HealthPAC applicants meets the 10X goal pathway of **Healthcare for All** in support of our shared vision of a **Thriving and Resilient Population**.

Sincerely,

DocuSigned by:

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Colleen Chawla, Director
Health Care Services Agency

APPROVED**Technology Acquisition Review (TAR)**

Complete prior to acquiring of the technology Software, Hardware or Service.
This form is for the approval of the Technological Choice **ONLY**.

Requestor's Contact Details

Full Name: Danice Cook

Email: Danice.Cook@acgov.org

Requesting Department: HCSVC - Health Care Administration

Request Date: 1/9/2024

Request Details:

Request Type: Software

What is the business need? One-e-App, is a locally- driven, web-based system for enrolling uninsured Alameda County residents into the Health Program of Alameda (HealthPAC), which is the county health program for the uninsured.

What is the product name? One-e-App

Please answer the following questions:

For Software requests:

- | | |
|-----|--|
| No | Does ITD have any product that can help achieve this? |
| No | Can ITD build a solution to fulfill this need? |
| No | Are there any integration issues to be considered with other County systems? |
| Yes | Does this product fulfill County's security framework? |
| No | Do you see any challenges in storing the county data on the proposed solution? |
| No | Can ITD help with development of the system? |

For Hardware requests:

- Does the hardware reside or connect to County network?
Does this product fulfill County's security framework?

For Service requests:

- Can ITD help with development of the system?

Additional information to support your request:

NA

Are there any supporting documents? Yes No

Estimated Procurement Amount: \$ 50,000

Centralized Technology Policy:

That your Board adopt the Centralized Technology Policy to eliminate unnecessary funding of duplicate systems and services, increase system availability, and improve services throughout the County.

County Cybersecurity Policy:

That your Board adopt the County Cybersecurity Policy that shall be used by Alameda County Agencies and Departments to secure information assets and to help prevent cybersecurity attacks.

This section to be completed by ITD:

Approved

Conditionally Approved

Denied

Comments:

ITD Reviewer's Signature:

DocuSigned by:
Arkalgud Venkatesh
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Date Signed: 1/16/2024