



OFFICE OF THE AGENCY DIRECTOR

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March 17, 2023

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

Dear Board Members:

SUBJECT: APPROVE AN ALLOCATION OF MEASURE A ONE-TIME FUNDS IN THE AMOUNT OF \$600,000 IN FISCAL YEAR 2022-2023; APPROVE THE STANDARD SERVICES AGREEMENT WITH REDMANE TECHNOLOGY FOR THE IMPLEMENTATION OF AN ELIGIBILITY AND ENROLLMENT SYSTEM OF RECORD FOR THE HEALTH PROGRAM OF ALAMEDA COUNTY

RECOMMENDATIONS

- A. Approve a one-time allocation of Measure A funds in the amount of \$600,000 to support the implementation of the new case management system for Health Program of Alameda County in Fiscal Year 22-23;
- B. Approve the Standard Services Agreement (Procurement Contract No. 25152) with RedMane Technology (Principal: Anthony Lakier; Location: Chicago, IL) under sole source exemption to implement mCase, an eligibility and enrollment system of record for HealthPAC, for the period from 4/3/23 to 9/25/24 in the amount of \$597,184;
- C. Approve the rollover of unspent Measure A one-time allocation funds into Fiscal Year 2023-2024 to support the implementation of the Health Program of Alameda County's new case management system; and
- D. Authorize the Agency Director, or designee, to negotiate and execute the contracts subject to the review and approval as to form by County Counsel and submit executed copies to the Clerk of the Board for filing

DISCUSSION/SUMMARY

Health Care Services Agency (HCSA) requests your Board to approve a one-time allocation of Measure A funds in the amount of \$600,000 in Fiscal Year (FY) 2022-2023 and a Standard Services Agreement with RedMane Technology in the amount of \$597,184 to implement the RedMane Technology mCase management software solution product to replace the One-E-App eligibility and enrollment system for the Alameda County Health Program of Alameda County (HealthPAC).

Since 2014, your Board has approved agreements with The Center to Promote Healthcare Access, Inc. DBA Social Interest Solutions (SIS) on July 29, 2014 (Item No. 24), December 20, 2016 (Item No.

98), July 10, 2019 (Item No. 56), August 4, 2020 (File No. Item No. 17), and October 4, 2022 (File No. 30904, Item No. 6) to implement and maintain One-E-App, a web-based system for enrolling uninsured Alameda County residents into HealthPAC that provides comprehensive health care services to low- income County residents. In July 2019, The Center to Promote Healthcare Access changed its “Doing Business As” designation from SIS to Alluma.

In March 2022, Alluma announced to Alameda County that the One-e-App would be discontinued as of January 1, 2023 and become obsolete after February 2024. RedMane Technology has provided this same software to neighboring counties (San Francisco’s Healthy San Francisco Program and the County Medical Services Program, which is comprised of approximately 35 Northern California counties).

These counties have similar programmatic needs as Alameda County in terms of providing affordable healthcare services to uninsured residents. mCase is a customizable and robust eligibility and enrollment system that provides all the required core components built-in and available immediately and can expand as legislative changes are implemented.

On December 12, 2022, Health Care Services Agency presented a Measure A one-time funding request to support the implementation of a customized and robust HealthPAC eligibility and enrollment system of record using RedMane Technology’s mCase case management software solution to the Board of Supervisors’ Health Committee. The Health Committee recommended that the request for \$600,000 in Measure A one-time funds be brought to the full Board for approval.

Approval of the \$600,000 in Measure A one-time funds would enable the implementation of the RedMane Technology mCase case management software to replace the One-E-App system that has been discontinued by Alluma. Of the total amount, \$487,184 will be used in Fiscal Year 22-23 to implement the mCase case management software through the contract with RedMane Technology and \$112,816 will be used to support a Project Manager to provide technical guidance and coordination throughout the implementation process. An additional \$110,000 of the contract with RedMane Technology will cover software licenses for the first year starting in Fiscal Year 2023-2024.

On November 29, 2004, your Board established a policy that all Measure A funds not spent or encumbered in a fiscal year would roll into the Measure A unallocated reserve, unless authorized by Board action. HCSA requests that unspent funds under this allocation roll forward into FY 23-24 to support the implementation.

SELECTION CRITERIA

Redmane Technology’s product, mCase, is the only system that has all required core components (for eligibility determination, enrollment, transmission, and verification of data) already built in and available immediately. Since there are no other products that offer the same performance immediately, the General Services Agency (GSA) awarded Sole Source Waiver (No. 8667) on 11/7/2022 through 6/30/25 to RedMane Technology for the implementation of the mCase application and enrollment system for the Health Program of Alameda County.

GSA also approved the Small, Local, and Emerging Business (SLEB) Waiver (No. 8714) for RedMane Technology through 9/30/2024.

FINANCING

Funding for this recommendation (\$600,000) comes from Measure A one-time funds and is included in the HCSA Fiscal Year 2022-2023 Adjusted Budget. Funding for the contract with RedMane Technology in the amount of \$597,184 comes from the Measure A one-time funds (\$487,184) in Fiscal Year 2022-2023 and General Fund (\$110,000) requested in the Fiscal Year 2023-2024 Maintenance of Effort budget. Approval of this recommendation will have no impact on net County costs.

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



OFFICE OF AQUISITION POLICY (OAP)

23548

REQUEST FOR AUTHORIZATION TO WAIVE SLEB PROGRAM

For Federal grant funds:

Procurements using Federal grant funds which prohibit geographical preferences require the Federal Grant Funds SLEB Waiver Request form to be completed and submitted for approval to the Auditor-Controller Office of Contract Compliance & Reporting (OCCR) prior to soliciting bids/proposals and awarding contracts. For further information contact OCCR at ACSLEBcompliance@acgov.org.

For ALL Requests over \$3,000 and for Non-Federal SLEB waivers:

Requests must be completed and submitted online. The automated SLEB waiver requests can be found under the "For Work" section. See "Online SLEB Waiver Request". Complete #1-#9 below, complete #10 if over \$100,000 (First Source applies). Attach supporting documentation including 2 quotes or approved Sole Source/Piggybacks (must have both the Questionnaire and Finding Memo).

For questions, or if you are unable to access/log in to the automated system, you can contact OAP at gsa-oapslebwaivers@acgov.org.

SLEB Waivers:

Procurement Policy and Procedures Overview (https://alcoweb.acgov.org/gsaapps/slebwaiver/ppp.htm)

PO Checklist (https://alcoweb.acgov.org/gsaapps/slebwaiver/po.htm)

SLEB Waiver Numbers will be issued as required to enter a Procurement Contract in ALCOLINK. Processed SLEB waivers will receive an automated email from OAP.

NOTE: All questions require a complete response. Enter "N/A" or "None", etc., as applicable. Do not leave blank lines.

1. Please check appropriate box and complete department/contact information below.

Form with checkboxes for 'Requesting Department' and 'GSA Procurement managing the competitive process'. Includes fields for Department (Health Care Services Agency), Primary Requestor (Stephanie Watts), Email (stephaniewatts@acgov.org), Telephone ((510)667-7996), Secondary Requestor, GSA Procurement/Auditor, Contact Name (GSA-Buyer), Email (GSA-Buyer@acgov.org), Telephone ((510)208-9600).

2. Recommended Vendor RedMare Technology PO#: N/A REQ#: N/A

Country United States Street 8614 W Catalpa, Suite 1001 City: Chicago State: IL Zip: 60656

3. Procurement Type (check all appropriate boxes below):

Form with checkboxes for New Contract, Renewal Contract, Contract Amendment-Term, Contract Amendment-Value, and Other.

4. Total PO/Contract Value (including increase, if \$597184.00 ; Increase Value (if any) \$0.00

Contract Term Start 03/28/2023 End 06/30/2024 OR One-Time

5. **Goods/Services Procurement Description:**

Implementation of an enrollment and eligibility system for Health Program of Alameda County clients.

6. **Brief explanation of why goods/services are required:**

Previous supplier discontinued their enrollment and eligibility system and technical support services; therefore, a replacement is needed to continue to enroll clients into the Health Program of Alameda County (HealthPAC) for access to health care services.

7. **Date Goods/Services Needed:**

a. **What are the consequences if the date goods/services needed is not**

HealthPAC would not have the ability to implement a new eligibility and enrollment system to provide clients access to health care.

8. **Explanation of why the non-SLEB contractor/subcontractor (in #2 above) is being recommended and, if procurement over \$25,000, why they are unable to subcontract with a SLEB(s) for a minimum of 20%:**

Redmane Technology's mCase eligibility and enrollment system is a specialized software utilized by San Francisco's Health San Francisco program as well as by the County Medical Services Program (CMSP) that includes 35 California counties.

9. **IF APPLICABLE:** **New Sole Source submitted to Procurement** **Existing Approved Exception on** **Not**

10. **Explain what attempts were made to locate a SLEB prime or, if procurement over \$25,000, SLEB subcontractor(s), including:**

Copies of bids received and/or detailed statement of efforts made to contact and negotiate with certified businesses, including list of SLEBs contacted, names of individuals, addresses, phone numbers, dates contacted and bid prices attached. In the section below, list the documents that have been attached:

- a.
- b.
- c.

Supporting Documents:

Redmane Quote for HPAC Enrollment & Eligibility Software - 2022.pdf

SS 8667 FM.pdf

Board Letter HPAC RedMane 2-13-23 .docx

11. **If the contract is over \$100,000, is the recommended vendor able to comply with the First Source**

Yes: No: If No,

Expedite (Check this box to expedite processing)

12. Department Certification: I certify to the accuracy of the preceding statements,

JTNGUYEN

Signature of Agency/Department Head
or Designee or GSA Procurement Manager (if GSA Procurement managed the

James Nguyen

Print Name

02/21/2023

Date

OAP to complete below:

A. Request Approved: Waiver Valid Through: SLEB Waiver Number:

Reason:

B. Request Denied:

Reason:

C. Disregard:

Reason:

D. Other:

Reason:

JQUILLIO

Signed by GSA-Office of Acquisition Policy (Required)

03/28/2023

Date

*Primary Requestor - Main Contact **Secondary Requestor - Backup Contact