

**CITY OF SAN ANTONIO
INTERDEPARTMENTAL MEMORANDUM
PURCHASING & GENERAL SERVICES DEPARTMENT**

CONSENT AGENDA

ITEM NO. 6

TO: Mayor and City Council

FROM: Janie B. Cantu, Director of Purchasing & General Services

THROUGH: Terry M. Brechtel, City Manager

COPIES: Erik J. Walsh, Assistant to the City Manager;
Fernando A. Guerra, MD, MPH, Director of Health ;File

SUBJECT: Annual Contract for Data Entry Services

DATE: May 6, 2004

SUMMARY & RECOMMENDATION:

This ordinance authorizes the Purchasing & General Services Department to accept the low responsive bid submitted by Oak Hill Technology, Inc. to provide the City of San Antonio Metropolitan Health District with data entry services. Staff recommends approval of this ordinance.

BACKGROUND INFORMATION:

The San Antonio Metropolitan Health District (SAMHD) recommends Oak Hill Technology, Inc. (OHT) for award of the Annual Contract for Data Entry Services, A975-04. The total annual cost for this service is budgeted not to exceed \$60,000.00 for the period beginning upon award by City Council and terminating December 31, 2004 with the option to extend for up to four (4) additional one-year periods.

This contract will provide SAMHD with temporary data entry services for the purpose of entering immunization records into the San Antonio Immunization Registry System (SAIRS). The introduction of the State school requirement for the Hepatitis A series (two vaccinations) created an additional workload for entry into the SAIRS database. At this time, the backlog of records to be entered into the immunization tracking system is extensive, and as a result SAMHD is not able to provide accurate information for individuals who request a vaccination record, or are requesting the next vaccination in a series. This contract will provide the resources necessary to ensure that the database will be current within six weeks. Currently, there are approximately 90,000 forms that will be input by the contractor. It is estimated that the cost to input this information will be \$43,500.00. SAMHD will continue to utilize the services of the contractor to assist with the anticipated backlog of immunization records associated with the beginning of the school year.

Immunization registries are confidential, population-based, computerized information systems that collect vaccination data about children within a geographic area. By providing complete and accurate information on which to base vaccination decisions, registries are key tools to increase and sustain high vaccination coverage. Registries consolidate vaccination records of children from multiple health-care providers, identify children who are due or late for vaccinations, generate reminder and recall notices to ensure that children are vaccinated appropriately, and identify provider sites and geographic areas with low vaccination rates.

POLICY ANALYSIS:

On February 13, 2004, the City issued a Best Value Bid seeking bids for temporary data entry services for the purpose of entering immunization records into the San Antonio Immunization Registry System (SAIRS). Two companies responded to the Best Value Bid. Bids were submitted by Oak Hill Technology, Inc. and HTC Global Services, Inc.

Oak Hill Technology scored a total of 67.65 points and HTC Global Services scored 36.268 points. Oak Hill Technology has successfully provided data entry related services for the past 13 years on numerous governmental contracts, to include the Texas Education Agency, Marion County Health Department, Texas Department of Health Commission and the Missouri Department of Secondary Education.

FINANCIAL IMPACT:

The first year cost of this contract is estimated at \$60,000.00; maximum amount of the contract, if the service is fully utilized throughout the five-year term, is estimated at \$196,168.00. However, it is anticipated that planned software improvements to the SAIRS system will minimize use of the service beyond calendar year 2004. The funding will be from the Childhood Immunization Project 2004. All expenditures will be in accordance with the FY2003-2004 Budget approved by City Council.

COORDINATION:

This ordinance has been coordinated with the City of San Antonio Metropolitan Health District.

SUPPLEMENTAL INFORMATION:

This contract was developed utilizing the formal competitive bid process; therefore, an Ethics Disclosure Form is not required.

ADDITIONAL INFORMATION:

The City of San Antonio Purchasing Department advertises bids in the Daily Commercial Recorder, La Prensa and the San Antonio Observer. This office also advertises bids on Public Access Channel 21, the Purchasing Website and utilizes the services of Demandstar.com to notify registered vendors of City bids.

for Steven Morando
Janie B. Cantu, C.P.M., Director
Purchasing & General Services

Approved:
Erik J. Walsh
Erik J. Walsh, Assistant to the City Manager
City Manager's Office

ATTACHMENT A
City of San Antonio Bid Tabulation

Opened: March 1, 2004				
For: Best Value Bid - Annual Contract for Data Entry Services			Oak Hill Technology, Inc.	HTC Global Services, Inc.
A975-04 TC			12505-A Trail Driver	3270 W. Big Beaver Road
Item	Description	Estimated Hours	Austin, TX 78737	Troy, MI 48307
1	Data Entry, Hourly Rate	3800		
	Price per Hour		\$14.75	\$16.00
	Price Total		\$56,050.00	\$60,800.00
2	Project Leader, Hourly Rate	195	\$17.70	\$75.00
	Price per Hour		\$3,451.50	\$14,625.00
	Price Total			
	Estimated Annual Total		\$59,501.50	\$75,425.00
	Terms		Net 30	Net 30
	Total Estimated Award		\$59,501.50	

TERM: Upon Award - December 31, 2004 with four (4) one-year extensions - Expires 2008

CONTRACT AMOUNT: NTE- \$ 60,000.00 for one year; \$ 196,618.00 estimated total amount for five years.

END USER: San Antonio Metropolitan Health District, Immunization Division

SCOPE: Data entry services will be utilized by the SAMHD for the purpose of entering immunization records into the San Antonio Immunization Registry System (SAIRS) during times of high volume which may cause immunization entries to become backlogged.

ATTACHMENT B

**DATA ENTRY SERVICES
BEST VALUE BID A975-04**

EVALUATION COMMITTEE MEMBERSHIP

Brenda Lemke, Health Program Manager - Immunizations
City of San Antonio, San Antonio Metropolitan Health District

Tom Finke, In-Kind CDC Representative for Immunizations
City of San Antonio, San Antonio Metropolitan Health District

Jorge Reyes, Special Projects Officer - Immunizations
City of San Antonio, San Antonio Metropolitan Health District

Debbie Drew, Department Systems Manager - Health District
City of San Antonio, San Antonio Metropolitan Health District

Terri Canal, Buyer
City of San Antonio, Department of Purchasing and General Services

Non-voting Advisors:

Theresa Gallagher, Senior Administrative Assistant, Office of the Director
City of San Antonio, San Antonio Metropolitan Health District

Peggy Riley, Senior Buyer
City of San Antonio, Department of Purchasing and General Services

Economic Development Advisor:

Anita Martin
City of San Antonio, Department of Economic Development

A975-04 Best Value Bid - Annual Contract for Data Entry Services

Average Total Score

Evaluation Criteria	Max Score	Weight Factor	Oak Hill Technology		HTC Global Services	
			Total Average Raw Score	Total Average Weighted Score	Total Average Raw Score	Total Average Weighted Score
1. History, Experience & Past Performance	25					
A. History and Experience	10	2	3.8	7.6	2.3	4.6
B. Financial Standing	5	1	3.25	3.25	3.5	3.5
C. Past Performance	10	2	3.4	6.8	2.6	5.2
2. Service Delivery Plan	25	5	4.6	23	1.45	7.25
3. Quality Assessment and Performance Improvement	15	3	4	12	1.3	3.9
5. Pricing	15	1	15	15	11.818	11.818
6. Local Business Enterprise Participation	10	1	0	0	0	0
7. Disadvantaged Business Enterprise	5	1	0	0	0	0
8. Small Business Economic Development Advocacy	5	1	0	0	0	0
Total Points (maximum = 100)	100			67.650		36.268

**DATA ENTRY SERVICES
BEST VALUE BID
BID NO. A975-04**

EVALUATION CRITERIA SCORING

**1. HISTORY, EXPERIENCE, FINANCIAL STANDING & PAST PERFORMANCE
(Max Score - 25 points)**

A. History and Experience - From information and materials provided by the bidder, how long a history of performing this type of service has the bidder demonstrated?

More than 10 years	-	5 points
8-10 years	-	4 points
5-7 years	-	3 points
3-4 years	-	2 points
Under 2 years	-	1 point
Demonstrated no prior experience	-	0 points

B. Financial Standing - From information supplied on the annual financial report provided by the bidder, does the bidder appear to be in good financial standing in regards to debt and cash reserves?

Superior Financial Standing	-	5 points
Excellent Financial Standing	-	4 points
Satisfactory Financial Standing	-	3 points
Fair Financial Standing	-	2 points
Poor Financial Standing	-	1 point

C. Past Performance - From history, experience and past performance questionnaire and other materials provided by the bidder, how would you rate the level of past performance while performing this type of service as demonstrated by the bidder?

Superior Past Performance	-	5 points
Excellent Past Performance	-	4 points
Satisfactory Past Performance	-	3 points
Fair Past Performance	-	2 points
Poor Past Performance	-	1 point
Demonstrated No Past Performance	-	0 points

2. SERVICE DELIVERY PLAN (Max Score - 25 points)

Service Delivery Plan - From information and materials provided by the bidder, how would you rate the comprehensiveness of the proposed service delivery plan as demonstrated by the bidder?

Thoroughly Comprehensive	-	5 points
Extremely Comprehensive	-	4 points
Adequately Comprehensive	-	3 points
Somewhat Comprehensive	-	2 points
Minimally Comprehensive	-	1 point
No Service Delivery Plan Demonstrated	-	0 points

**3. QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT
(Max Score – 15 points)**

From information and materials provided by the bidder, how would you rate the comprehensiveness of the bidder's Quality Assessment and Performance Improvement (QAPI) Program as demonstrated by the bidder?

Thoroughly Comprehensive	-	5 points
Extremely Comprehensive	-	4 points
Adequately Comprehensive	-	3 points
Somewhat Comprehensive	-	2 points
Minimally Comprehensive	-	1 point
No QAPI Demonstrated	-	0 points

4. PRICING (Max Score - 15 points)

Evaluated by Purchasing and General Services Department

5. Local Business Enterprise Participation (Max Score - 10 points)

Evaluated by Economic Development Department

6. Disadvantaged Business Enterprise (Max Score - 5 points)

Evaluated by Economic Development Department

7. Small Business Economic Development Advocacy (Max Score - 5 points)

Evaluated by Economic Development Department

Maximum Possible Points = 100