AGENDA

INFORMATION TECHNOLOGY
COMMITTEE

Meeting Date: <u>September 10, 2020</u>
Time: <u>10:30 AM</u>
Location: <u>Virtual Meeting</u>

BOARD OF DIRECTORS

CALL TO ORDER   **MR. PAGÁN**

ADOPTION OF MINUTES
    July 16, 2020

CHIEF INFORMATION OFFICER REPORT   **DR. MENDEZ**

ACTION ITEM #1 –   **DR. MENDEZ**

Authorizing New York City Health and Hospitals Corporation (the "System" to renew 17 of its Information Technology ("IT") requirements contracts previously awarded in 2015, listed on Appendix A to this Resolution (the "Contractors"), for an 18-month period for health information-related staffing professional services on an as needed basis to meet the Systems needs for professional IT services, primarily for staff augmentation, with all necessary funding deriving from approved program budgets and/or budgets to be approved during the Renewal Term for a projected amount of $85.8M.

OLD BUSINESS

NEW BUSINESS

ADJOURNMENT

NEW YORK CITY HEALTH + HOSPITALS

Meeting Date: July 16, 2020

INFORMATION TECHNOLOGY COMMITTEE

ATTENDEES

COMMITTEE MEMBERS
Jose Pagán , Chair
Feniosky Pena-Mora, BOD IT Committee member
Barbara Lowe, BOD IT Committee member
Dr. Eric Wei(representing Dr. Mitchell Katz in a voting capacity)

NYC HEALTH + HOSPITALS CENTRAL OFFICE STAFF:
Dr. Kim Mendez, SVP/Corporate CIO
Dr. Michael Bouton, Corporate CMIO
Jeff Lutz, Chief Technology Officer
Apoorva Karia, Corporate Director EITS Fiscal Affairs
Sean Koenig, Chief Application Officer
Soma Bhaduri, Chief Information Security Officer.

INFORMATION TECHNOLOGY COMMITTEE
Thursday, July 16, 2020

Mr. José Pagan, called the July 16th meeting of the Information Technology (IT) to order at 11:09 A.M.

Mr. Pagán proposed a motion to adopt the minutes of the Information Technology Committee meeting held on September 12, 2019.

Upon motion made and duly seconded the minutes of the September 12, 2019 Information Technology Committee meeting was unanimously approved.

Mr. Pagán turn the meeting over to Ms. Kim Mendez, Senior Vice President and Chief Information Officer to carry on the agenda, she was joined by Mr. Jeff Lutz, Chief Technology Officer, Dr. Michael Bouton, Chief Medical Information Officer and Sean Koenig, Chief Application Officer.

Ms. Mendez provided an update on the EPIC implementation and technology ecosystem. All of the healthcare facilities across Health + Hospitals, acute care, post-acute, correctional health, and the Gotham sites has been transitioned to an electronic health record system that communicates with each other. By the end of March 2020 we also went live at the Roosevelt Island Medical Center which was open in response to the COVID-19 response. Currently, all test and trace site are also being supported by the electronic medical record system.

EITS continues to use the enterprise approach for standardization of new software and applications that can be integrated into EPIC.

Mr. Koenig informed the Committee that in the middle of March an IT taskforce was developed that met frequently to review all the different business needs in response to COVID-19. From March to July 1, EITS received over 600 request for changes as a result of the COVID-19 pandemic, ranging from building a new test site, to be able to test for COVID-19 within our system or building an order set to allow emergency and ICU physician to order tests and medications faster. EITS also supported the creation of the two new field hospitals at Roosevelt Island Medical Center a 317 bed facility and the Billie Jean King USDA National Tennis Center a 400 bed facility. This included hardware, wiring, Wi-Fi and enabling EPIC EMR, along with all the other necessary clinical systems necessary for the care of patients at both sites.

In order to meet the Governor's mandate that all hospitals increase their patient capacity by at least 50%, Health + Hospitals increased its capacity by about 90 percent, including a larger increase in ICU patients and ICU bed availability during the COVID-19 pandemic. Health + Hospitals were able to integrate technology systems in order for patients to be cared for appropriately.

This work included partnering with NYC Department for Health and Mental Hygiene and EPIC to streamline patient transfers and workflow at the Javits Center. There was also collaboration with the USNS Comfort military hospital ship for transfers and appropriate patient care. There were a number of hotels that needed EITS support for isolated patients. Testing tents were also setup outside of many hospital facilities to help relief the census pressure in the emergency departments. Health + Hospitals EITS also supported the City 311 system with the activation of call in centers. EITS initiated wireless vitals monitoring machines to all front line workers to safely monitor patients outside of the room that allowed or the extended use of PPEs during extreme shortages.

EITS was integral in the expansion of telemedicine so providers could continue to provide ambulatory patient care during the pandemic. The Team had to ensure security and HIPPA compliance in every step of this work. EITS supported the onboarding 16,879 individuals to care for patients during the peak of the COVID-19 outbreak, during a two months period, a normal on-board would be about 918 staff for the same time period. The team trained 8,400 individual staff on the use of EPIC. The team also supported administrative staff working remotely and currently there are over 6,000 remote tele-commuters requiring the system support.

Dr. Bouton provided an update on the data utilized to help support critical decision-making. Utilizing system-wide EPIC staff was able to track emergency department's volume, current bed capacity and ICU capacity. Using this information the System was able to have a better understanding of point in time situation and use that information to transfer patients from one facility to another. Continuous and frequent evaluation of the changing needs allow ETIS to upgrade and make the necessary changes to ensure appropriate patient care. The team was able to quick evolve into supporting patients and staff with the necessary wireless capabilities to enable patients to communicate with their family members who were unable to visit.

The evolution of MyChart and the tracking of PPEs were also important and vital roles supported by EITS. Enabling the use of the overhead public address system to support staff with music or encouraging messages to support their emotional wellbeing was also important.

The EITS is currently working with the T2 initiative to ensure its success. They are also working with the Office of Facilities Development to open testing sites across the city, while continuing to implement the high level prioritized projects for the System.

The Committee commended Ms. Mendez and her team for their work during a very difficult times responding to the COVID-19 pandemic and managing the evolving needs of not just he patients but all the staff and the City a whole.

There being no old business nor new business, the meeting was adjourn at 11:58 a.m.

Enterprise Information Technology Update
September 10, 2020

Kim Mendez, Senior Vice President- Corporate Chief Information Officer

Agenda

- Introductions
- Leveraging Epic /H2O & Cerner Lab
- EITS Project Management Office
- Service Now demands/requests
- Key HIT Prioritized Projects
- Q & A

Leveraging Epic/H20 & Cerner Lab for T2

- NYC Health + Hospitals T2 fixed & mobile sites
- Sexual Health Clinics to support COVID Testing
- Epic self scheduling / Open Scheduling module
- Epic My Chart

Project Management Office

- Restructured PMO to include all EITS PMO, Change Control and Communication

- March 2, 2020 , implemented Phase I of *Service Now* as the system intake tool for submitting requests/demands. Phase II * completed in August 2020.

- *Service Now* requests are categorized into 5 main routes/categories:

  - New General Requests

  - H2O Optimizations

  - Department Creation and Deactivation

  - Non-H2O Clinical & Rev Cycle Optimization *

  - Enterprise Resource Planning (ERP)*

- Gartner tool for internal PMO Assessment

HOW TO DEMAND

Step-by-step

Step 1. Click The Link To Access The End-User Form: https://nychh.service-now.com/sp?id=sc_cat_item&sys_id=903ca796db548410dd62d7795e96193c

Step 2: Know Your Business Request Type (see table below)

| Business Request Type	Select When...
H20 Optimization	You have an Epic Modification
Non-H20 Clinical & Revenue Cycle Optimization	You have a non-Epic Modification
New General	You are requesting new software/service/goods
Department Creation and Deactivation (physical build and/or technical build requirements)	• You are requesting a new clinic be opened. • You are requesting an existing clinic be closed.
ERP (Enterprise Resource Planning)	Your request includes; Integrating Processes Across Business Functions. *ERP related*

Step 3: *Demand Basics*

Business Case – In The Form Of An SBAR

☐ Current Workflow

☐ The Problem

☐ The Goal

☐ Course Of Action

☐ Urgency

Funding

Integrations
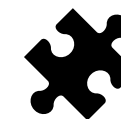
Timeline

All Requests/Demands By Route

On March 2, 2020 the demand module was launched with 3 demand routes:

- H2O Optimization (974 requests)
- New General Request (337 requests)
- Dept Creation and Deactivation (216 requests)

On August 4, 2020, 2 additional demand routes were launched:

- Non-H2O Clinical & Rev Cycle Optimization (24 requests)
- Enterprise Resource Planning (ERP) (3 requests)

Total Requests/Demands: 1,554

Demands By Type

Department Creation & Deactivation
13.9%

Non-H20 Clinical & REV Optimizations
1.5%

General Demand
21.7%

216

337

974

H20 Optimizations
62.7%
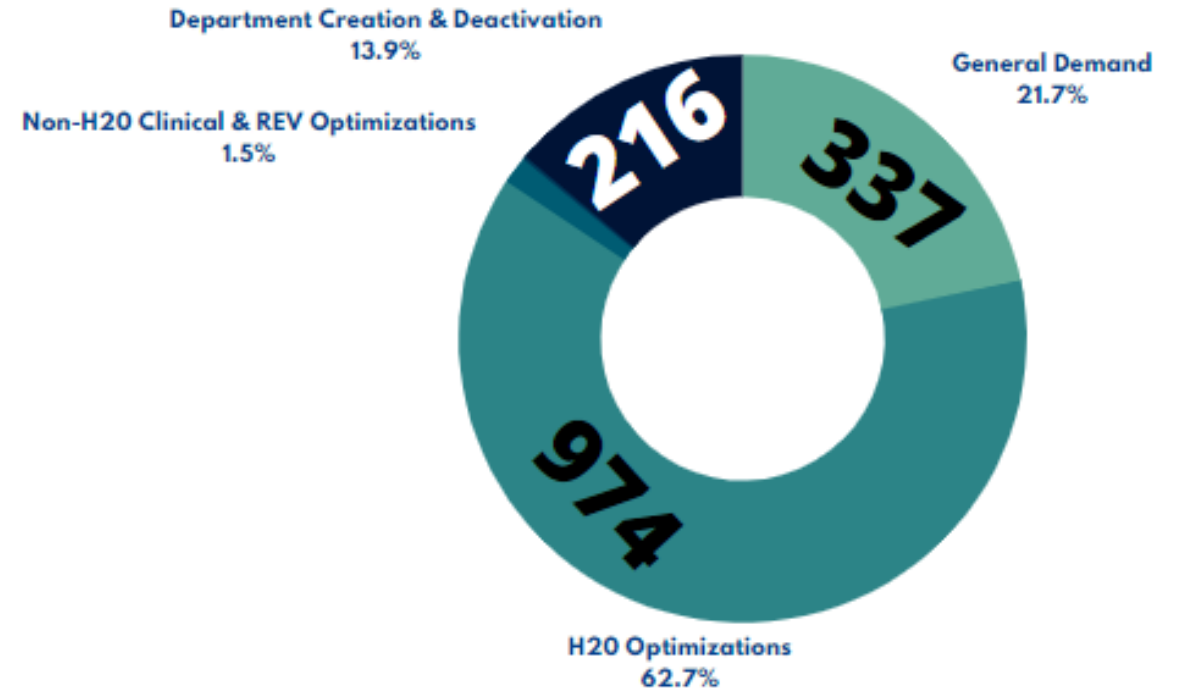
H2O Optimization Demands

	Screening & Discovery	Approved & In Progress	Completed	Total
Total	222	196	411	829

Key HIT Prioritized Projects - Updates

- Epic /H2O Upgrade to Version 2020*
- Cerner Upgrade*
- Epic/ H2O Behavioral Health Module Implementation*
- Enterprise Resource Planning (ERP)*
- NYC Care*
- Capital Restructuring Financing Program (CRFP)*
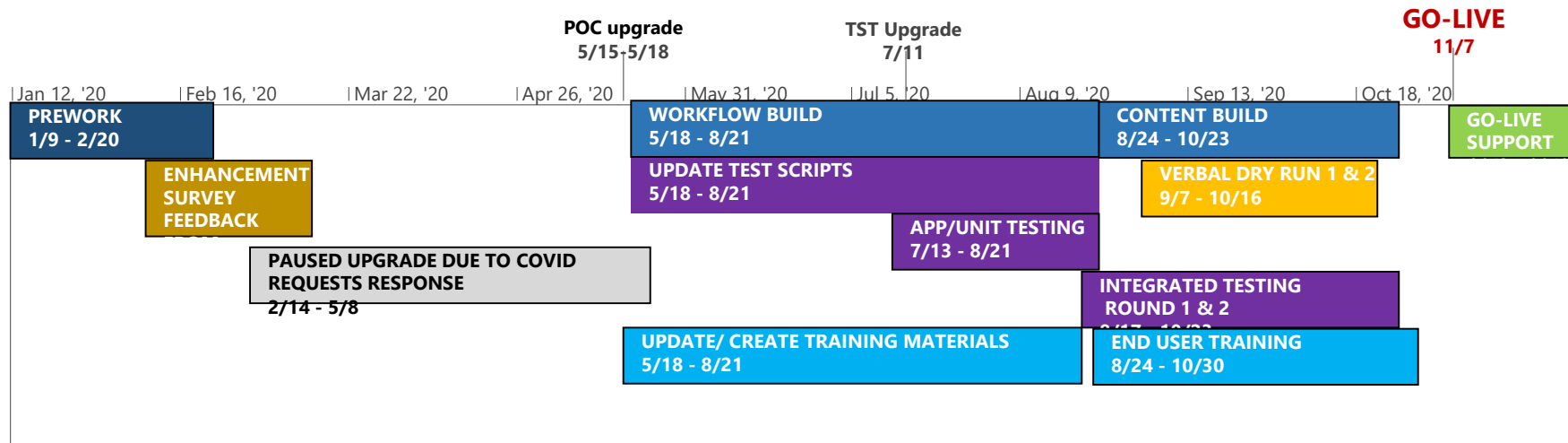- COVID Centers of Excellence*

Prioritized Project: Epic/H_2O Upgrade 2020

- Epic/H_2O will be upgraded to Epic May20 version
  - **Go-Live scheduled on 11/07/20**
  - GLRA 60 Days is scheduled on **09/11/20**
  - GLRA 30 Days is scheduled on **10/09/20**

POC upgrade
5/15-5/18

TST Upgrade
7/11

GO-LIVE
11/7

| Jan 12, '20 | Feb 16, '20 | Mar 22, '20 | Apr 26, '20 | May 31, '20 | Jul 5, '20 | Aug 9, '20 | Sep 13, '20 | Oct 18, '20 |

PREWORK
1/9 - 2/20

WORKFLOW BUILD
5/18 - 8/21

CONTENT BUILD
8/24 - 10/23

GO-LIVE
SUPPORT

ENHANCEMENT
SURVEY
FEEDBACK

UPDATE TEST SCRIPTS
5/18 - 8/21

VERBAL DRY RUN 1 & 2
9/7 - 10/16

APP/UNIT TESTING
7/13 - 8/21

PAUSED UPGRADE DUE TO COVID
REQUESTS RESPONSE
2/14 - 5/8

INTEGRATED TESTING
ROUND 1 & 2

UPDATE/ CREATE TRAINING MATERIALS
5/18 - 8/21

END USER TRAINING
8/24 - 10/30

Top Initiative: Cerner Lab 2018 Upgrade

INITIATION & PLANNING:
- CMIO Review & HIT Prioritization completed. *(June – August 2019)*
- Funding approved through NYC OMB. *(November 2019)*
- Cerner contract approved & signed. *(December 2019)*
- Project Management & High-Level Kick-Offs completed. *(May 2020)*

PHASE 1: **Upgrade to Version .36 of current 2015 Cerner Millennium LIS code set**
- Allows hardware changes & movement off the Windows Server 2008 platform.
- Cerner Application Testing completed.
- H+H-Owned Integrated Testing
- Moved to Production on track for August 22, 2020, 12:01 AM to 6:00 AM.

**HARDWARE CHANGES:** **Movement off of the Windows Server 2008 platform**
- 2-3 months between Phases 1 & 2, projecting mid-September – December 2020.

PHASE 2: **Upgrade to 2018 Cerner Millennium LIS Code Set**
- Projected to kick-off November 2020, and complete February 2021, with post-go-live support until March 2021.

Behavioral Health Module

Project Manager: Laura Cariello

Behavioral Health Module
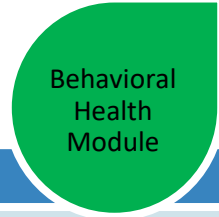
Summary

The Behavioral Health module is designed to help care providers support patients with mental health and substance use diagnoses through clinical documentation, treatment planning, and tracking for patients across the continuum of care. The scheduled Go live is on track for 5/8/21.

Accomplishments

- Conducted the project kick-off
- Identified project champions and governance
- Conducted an integrated demo of established workflows for Epic

UPCOMING MILESTONES	End Date	Status	Comment
Submit role analysis for training	8/14/20	On Track	
Foundation system content migration	8/14/20	On Track	
Schedule Workflow Walkthrough sessions	8/14/20	On Track	
Build Wave 1 50% complete	8/30/20	On Track	

Top Initiative: Enterprise Resource Planning

PeopleSoft Web Time Entry (On Track)

- Go-Live dates and the roll-out plan for PeopleSoft Web Time Entry has been finalized and approved by the Executive Steering Committee

- All Group 11 staff across the corporation and Central Office, Metro Plus and Community Care Group 12 staff will go live with Web Time Entry October 4, 2020

- For Group 12 staff at the facilities, Web Time Entry will Go-live by facility in three subsequent phases with spacing two weeks apart
    - October 18
    - November 1
    - November 15

PeopleSoft Time and Labor, Absence Management and Electronic Time Capture – Track 2

CRFP Top Initiative: Digital Healthcare - Telehealth

Major Updates:

- **Telehealth Vendor RFP**
  - Issue RFP to identify enterprise video visit vendor that can accommodate use cases and consolidate disparate video visit vendor contracts

Current Major Telehealth Projects

Project Category	Description	Dates	Notes
Video Visits (Outpatient)	Video visits for scheduled outpatient visits (all specialties)	Apr 2020 – September 2020	Sub-projects cover medicine and behavioral specialties health across acute and Gotham sites • MyChart Video Visits are now live across all acute outpatients medicine and all behavioral health departments • MyChart Video Visits are also live in behavioral health departments across the following Gotham sites across Morrisania, East New York, Gouverneur, Cumberland • MyChart visits live at Belvis and Sydenham
Tele-Specialty Consults	Provider to provider specialty consults (all care settings)	Apr 2020 – Sept 2020	Sub-projects include COVID-19 projects: • TeleICU – Phase 1 live; Phase 2 in progress • Tele-PICU - Live • SNF specialty consults – Live • Tele-Neurology – In Progress
Patient Room Video Interactions	Add video infrastructure to patient rooms to facilitate patient and care team interactions	June 2020 – Aug 2020	Sub-projects include COVID-19 projects: • Video capability in ED isolation rooms • Video capability in inpatient and inpatient isolation rooms
Expansion of Video Infrastructure	Expand video visit infrastructure in clinical and office spaces (all care settings)	June 2020 – Oct 2020	Priority on ambulatory medicine and behavioral health spaces before moving to inpatient and ED
Teleretinal Screening	Teleretinal screening in primary care to reduce need for separate visit to Ophthalmology	July 2019 – Sep 2020	14 Sites across the system: • Phase 1: Live at 5 sites • Phase 2: Live at 4 of 9 sites

Top Initiative: NYC Care

Under NYC Care, anyone ineligible for insurance who lives in NYC, including undocumented New Yorkers, can have direct access to NYC Health + Hospitals' physicians, pharmacies, and mental health services

- NYC Care is live and available to all New Yorkers in all boroughs as of 9/1/2020
- Over 30,000 members have been enrolled
- Over 27,000 provider visits captured in first six months of the program
- Over 20,000 prescriptions filled in extended hours in first six months
- 92% percent of members are below 200% of the federal poverty level
- H20 support efforts are in progress to ensure accurate mapping and reporting

Location	Facility	Go Live	Status
Bronx	Jacobi	7/27/19	Live
	Lincoln	7/27/19	Live
	North Central Bronx	7/27/19	Live
	Morrisania	7/27/19	Live
	Belvis	7/27/19	Live
Brooklyn	Coney Island	1/30/20	Live
	Kings	1/30/20	Live
	Woodhull	1/30/20	Live
	Cumberland	1/30/20	Live
	East New York	1/30/20	Live
Staten Island	Vanderbilt	1/30/20	Live
Manhattan	Bellevue	8/14/20	Live
	Harlem	8/14/20	Live
	Metropolitan	8/14/20	Live
	Gouverneur	8/14/20	Live
	Sydenham	8/14/20	Live
Queens	Elmhurst	8/14/20	Live
	Queens	8/14/20	Live

- Clinical Workflow Discovery and Build In Progress
  - Engagement of Clinical SME's for Epic and other clinical systems
  - Department and Scheduling Build
- Construction and Networking Infrastructure in progress
- Coordination with Supply Chain on Procurement
- Planning Device Deployment and TDR
- Working with Gotham Leadership on Staffing and Engagement/Training of End Users as part of Onboarding Process

Thank You!

RESOLUTION

Authorizing New York City Health and Hospitals Corporation (the "System" to renew 17 of its Information Technology ("IT") requirements contracts previously awarded in 2015, listed on Appendix A to this Resolution (the "Contractors"), for an 18-month period for health information-related staffing professional services on an as needed basis to meet the Systems needs for professional IT services, primarily for staff augmentation, with all necessary funding deriving from approved program budgets and/or budgets to be approved during the Renewal Term for a projected amount of $85.8M.

WHEREAS, in July 2015, following an RFP process, the Board of Directors approved 20 requirements contracts with contractors selected through such process, to obtain supplemental IT services on an as-needed basis for a two-year term from January 1, 2016 to December 31, 2017 and in November 2017, the Board approved renewing the contracts through December 31 2020; and

WHEREAS, the use of the requirements contracts makes easily and promptly available to the System, IT staff with a wide range of experience and knowledge that is not available within the System, is not available in the necessary numbers or is not required on a long term basis, to support major software implementations, complete required milestones and deliverables, training, and maintenance activities where temporary skilled staff may be needed; and

WHEREAS, the System determined that, during periods of varying demand, it is best to obtain supplemental IT staff and services from contractors rather than by increasing staff to levels that would likely be too high during periods of lower, stable demand; and

WHEREAS, while the System has been rolling out its Epic and Cerner Electronic Medical Records and Laboratory Information systems and while it has been carrying the Capital Restructuring Financing Program ("CRFP") program associated with DSRIP, its need for the Contractors has been high resulting in extensive reliance on the Contractors, especially for staff augmentation; and

WHEREAS, with most of such projects implemented using them, the System's need for the Contractors is decreasing and stabilizing; and

WHEREAS, at the same time, the System recently entered into a new contract with RightSourcing to supply temporary staff across a range of job titles and disciplines that increases its ability to temporarily fill positions over what was available through its prior general staffing agency arrangements; and

WHEREAS, in view of the above developments, the System plans to meet more of its staffing needs through permanent hires and to supplement such permeant hires with temporary staff obtained through RightSourcing thereby decreasing its need for the Contractors; and

WHEREAS, while the System transitions to using more permanent staff and developing its relationship with RightSourcing in the IT area, the System wishes to continue the services of the 17 Contractors but only for 18 months; and

WHEREAS, the Senior Vice President for Enterprise Information Technology Services will manage the contracts with the Contractors.

NOW THEREFOR, BE IT RESOLVED, that New York City Health and Hospitals Corporation be and it hereby is authorized to renew 17 of its Information Technology requirements contracts previously awarded in 2015 listed on Appendix A to this Resolution for an 18-month period for health information-related staffing professional services on an as needed basis to meet the Systems needs for professional IT services, primarily for staff augmentation, with all necessary funding deriving from approved program budgets and/or budgets to be approved during the Renewal Term for a projected amount of $85.8M.

Appendix A

	Vendor Name
1	314E CORPORATION
2	COMPUTER TASK GROUP, Inc. (CTG)
3	DYNTEK SERVICES INC
4	EMERGIS SOLUTIONS (GEVITY Inc.)
5	EXPERIS US INC
6	INFORMATION SYSTEMS STAFFING (ISS)
7	INTELLECT RESOURCES INC
8	KFORCE INC
9	LUCCA CONSULTING GROUP INC
10	MEDIANT HEALTH RESOURCES
11	MOMENTUM RESOURCE SOLUTIONS
12	NTT Data
13	SOLIANT HEALTH INC
14	ORION (TEKMARK GLOBAL SOLUTIONS INC)
15	TEKSYSTEMS
16	THE CJS SOLUTIONS GROUP LLC dba THE HCI GROUP
17	THE CSI COMPANIES INC

EXECUTIVE SUMMARY
AWARD OF 17 IT REQUIREMENT CONTRACTS

BACK-GROUND: Requirements contracts allow the System to obtain short-term staff augmentation for necessary tasks in a timely and efficient manner with multiple benefits, including, flexibility and agility needed to quickly align to changing technologies and respond to new business needs; ability to ramp-up or scale back staffing to meet changing demands; capability to acquire expertise, experience or knowledge not available within the System, not available in the necessary numbers, or that is not required on a long term basis.

In July 2015, after an RFP, the Board approved 20 requirements contracts with contractors selected through the RFP, to obtain supplemental IT services on an as-needed basis for a 2-year term from 1/1/2016 to 12/31/2017 and in November 2017, the Board approved renewing the contracts through 12/31/2020.

NEED: The System is finishing major work to roll out its Epic and Cerner Electronic Medical Records and Laboratory Information systems and the Capital Restructuring Financing Program ("CRFP") program associated with DSRIP. As it does so, its need for the Contractors is decreasing and stabilizing. The System plans to increase permanent staff to replace many temporary workers and to augment its permanent staff with staff secured through its new staffing agency, RightSourcing. However, a transition period of 18 months is needed.

FUNDING: All necessary funding deriving from approved program budgets and/or budgets to be approved during the Renewal Term. Projected capital Spend – Funded through the CRFP/DSRIP Grant and NYC; Projected Operating Spend – Funded through EITS OTPS budget, Quality OTPS budget and Miscellaneous (Grants, Intra-city, other non-IT departments).

TERMS: Work is given out to the Contractors per mini-bids conducted for each project documented in work orders. No work is committed to any Contractors in advance.

MWBE Current contracts did not include M/WBE criteria since they were awarded in 2015 before M/WBE requirements were included. 2 vendors are NYC M/WBE certified. 15 vendors have submitted M/WBE Utilization plans to meet the 30% criteria.

Renewal of Requirement Contracts for IT Supplemental Staffing Services

Application to Enter into Contract
IT Committee
September 10th 2020

Kim Mendez

Senior Vice President / Corporate Chief Information Officer

Apoorva Karia, Director of Fiscal Affairs

Enterprise IT Services

Background/Overview

- NYC H+H Enterprise Information Technology Services ("EITS") is seeking to renew **17 of the 20 Requirement Contracts for IT Supplemental Staffing for an 18 month term from January 1, 2021 to June 30, 2022** to enable the System to meet its information technology needs, with all necessary funding deriving from approved program budgets and/or budgets to be approved during the Renewal Term.

- In July 2015, the Board of Directors approved the award of 20 requirement contracts to obtain IT (information technology) supplemental professional services on an as-needed basis for a two-year term from January 1, 2016 to December 31, 2017 with three one-year options to renew. The contracts resulted from a Request for Proposals seeking vendors that had expertise in healthcare information systems.

- In November 2017, the Board of Directors approved the renewal of these contracts for a three-year term of January 1, 2018 to December 31, 2020.

- Types of staff include: Project Based, Supplemental Staff, and Support.

Best Interest Renewal

- The current set of contracts were competitively solicited and offer good pricing, as validated with our enterprise-wide temporary staffing partner, RightSourcing

- The vendors have agreed to keep the pricing flat

- The vendors have consistently provided sufficient well performing supplemental staff with the requisite technical skill and expertise on an as needed basis

- Beginning January 2021, we will be working with RightSourcing to fold these services into the Right Sourcing program

- Therefore, conducting an RFP while planning to transition to RightSourcing will not result in additional benefits to NYC Health + Hospitals.

- We expect that some of the titles offered under these contracts may not fit within the RightSourcing program because of the level of technical expertise required has such titles provided as consultants rather than temp staff

- Extending the agreements will support continuity of business and allow EITS sufficient time to:

  1) phase the appropriate titles into the RightSourcing program

  2) conduct a solicitation for any titles that do not fall within the RightSourcing program

Benefits of IT Supplemental Staffing Contracts

These contracts allow Health + Hospitals to achieve flexibility to quickly align with changing technologies and respond to new business needs in a cost effective manner.

- Payment is based on actual services performed pursuant to a work order (SOW) signed by Health + Hospitals and the vendor

- No requirement of a minimum payment to the vendors if we do not use the contracts

- Vendors provides as-needed services for a wide array of potential technology expertise needs in a timely and efficient manner i.e. necessary IT skillsets at the required times for the required duration e.g. Our vendors and supplemental staff were instrumental in helping with our timely COVID response

- Secure expertise, experience or knowledge that is either not available in Health + Hospitals or is not required on a long term basis i.e. project based

- Allow for continuity of services, avoid disruptions and delays to on-going projects.

Enterprise Projects

- Capital Grant - Capital Restructuring Financing Program (CRFP)
  - ➢ Contact Center
  - ➢ Digital Health
  - ➢ Population Health

- NYC Capital - Additional H_2O modules to be implemented in next 18 months: e.g. Behavioral Health, Bones, Dialysis.
  - ➢ Patient Welcome Kiosks to be implemented in FY21

- H2O Upgrade to Version 2020 - Upgrade 2020 Go Live scheduled for 11/07/2020
- Enterprise Resource Planning (ERP):
  - ➢ PeopleSoft Web Time Entry 4Q2020 & Cost Accounting
- Cerner Upgrade: This upgrade will consist of 3 phases: August 2020 go-live, then a hardware upgrade for September 2020, then a final upgrade in February 2021
- T2 (Test and Trace)

IT Requirement Contract Spend

Funding/ Fiscal Yr	Actual Spend				Projected Spend		
	FY18	FY19	FY20	FY21 (June to Dec 2020)	FY21 (Jan to June 2021)	FY22	Est. cost for renewal term
Capital	$105.2M	$92.2M	$43.9M	$14.4M	$14.9M	$14.3M	$29.2M
Operating	$44.8M	$75.1M	$84.4M	$26.4M	$23.4M	$33.2M	$56.6M
Total	**$150.0M**	**$167.3M**	**$128.3M**	**$40.9M**	**$38.3M**	**$47.5M**	**$85.8M**

- The enterprise H2O rollout was completed in FY20, the projected spend for FY21 is substantially lower.

- The contracts are currently being used by EITS and non-EITS departments.

- Capital Spend – Funded through the CRFP/DSRIP Grant and NYC

- Operating Spend – Funded through EITS OTPS budget, Quality OTPS budget and Miscellaneous (Grants, Intra-city, other non-IT departments)

Due Diligence

- Senior Leadership reviews staffing level every 6 months to ensure we are appropriately staffed.

- There has been no increase in the hourly rates since the original contract was finalized in 2015.

- For the period of July to Dec 2020, we negotiated hourly rates by advising all supplemental staff to work remotely. We project a savings of approximately $2.5M. We plan to leverage this model going forward.

- M/WBE Status:

  - The current contracts did not include a M/WBE criteria since they were awarded in 2015 (The RFP solicitation did not include a M/WBE requirement)

  - 2 vendors are now NYC M/WBE certified; 15 vendors have submitted their M/WBE Utilization plan to meet the 30% criteria

- EITS will have an ongoing need for flexible, supplemental staff and project based staff. We continually evaluate our staffing needs and strive for a sustainable, steady HR state through a formal proactive recruitment strategy, cross-training staff, addressing fair market value salaries, supporting avenues for professional development and opportunities for telecommuting.

IT Supplemental Staffing Vendor List

	Vendor Name	M/WBE Status
1	314E CORPORATION	NYC M/WBE Certification is in process and M/WBE Utilization plan meets 30% criteria
2	COMPUTER TASK GROUP, Inc. (CTG)	M/WBE Utilization plan meets 30% criteria
3	DYNTEK SERVICES INC	M/WBE Utilization plan meets 30% criteria
4	EMERGIS SOLUTIONS (GEVITY Inc.)	M/WBE Utilization plan meets 30% criteria
5	EXPERIS US INC	M/WBE Utilization plan meets 30% criteria
6	INFORMATION SYSTEMS STAFFING (ISS)	M/WBE Utilization plan meets 30% criteria
7	INTELLECT RESOURCES INC	NYC M/WBE certified
8	KFORCE INC	M/WBE Utilization plan meets 30% criteria
9	LUCCA CONSULTING GROUP INC	NYC M/WBE certified
10	MEDIANT HEALTH RESOURCES	M/WBE Utilization plan meets 30% criteria
11	MOMENTUM RESOURCE SOLUTIONS	M/WBE Utilization plan meets 30% criteria
12	NTT Data	M/WBE Utilization plan meets 30% criteria
13	SOLIANT HEALTH INC	M/WBE Utilization plan meets 30% criteria
14	ORION (TEKMARK GLOBAL SOLUTIONS INC)	M/WBE Utilization plan meets 30% criteria
15	TEKSYSTEMS	M/WBE Utilization plan meets 30% criteria
16	THE CJS SOLUTIONS GROUP LLC dba THE HCI GROUP	M/WBE Utilization plan meets 30% criteria
17	THE CSI COMPANIES INC	M/WBE Utilization plan meets 30% criteria

M/WBE Subcontractor List

Vendor Name	M/WBE Subcontractor Name	Vendor Name	M/WBE Subcontractor Name
THE CSI COMPANIES INC	Amtex Systems Inc.	MOMENTUM RESOURCE SOLUTIONS	HQ Resources
COMPUTER TASK GROUP, Inc. (CTG)	InfoPeople Corporation		US Tech Solutions, Inc.
	IZAR Associates Inc.	ORION (TEKMARK GLOBAL SOLUTIONS INC)	Amtex Systems Inc.
DYNTEK SERVICES INC	Hitorra Technologies LLC		Avenues International Inc.
	ST Consulting International, Inc.		Citadel NY, Inc.
	UTC Associates, Inc.	SOLIANT HEALTH INC	Fair Pattern Corp d/b/a Fair Pattern
EXPERIS US INC	Radiant Resources, Inc.	NTT Data	MVP Consulting Plus, Inc.
	Tetrus Corporation		Abrahams Consulting
EMERGIS SOLUTIONS (GEVITY Inc.)	Fair Pattern	MEDIANT HEALTH RESOURCES	W Allen Engineering PLLC
	The Wellstone Group	TEKSYSTEMS	Avani Technology Solutions Inc
THE CJS SOLUTIONS GROUP LLC dba THE HCI GROUP	ACS Consultancy Services, Inc.		INTERNATIONAL SOFTWARE SYSTEMS INC
INFORMATION SYSTEMS STAFFING (ISS)	Global IT Solutions USI Inc.		SVAM INTERNATIONAL INC
	Hill Data Management	314E CORPORATION	ACS Consultancy Services, Inc.
KFORCE INC	eFulgent		Documentation Strategies Inc.
	System Soft Technologies LLC		Bits & Bytes Technology Solutions, Inc.
	Techpillars Inc		
INTELLECT RESOURCES INC	EHR Concepts		

IT Committee Approval Request

- NYC H+H Enterprise Information Technology Services ("EITS") is seeking approval to renew 17 Requirement Contracts for IT Supplemental Staffing Services

  ➢ Term: 18 Months - January 1, 2021 to June 30, 2022

  ➢ Estimated cost for contract renewal term: $85.8 million

  ➢ No minimum usage requirement

  ➢ Termination for convenience

  ➢ Spending under these contracts derives from existing approved budgets, does not require increased or additional funding

  ➢ Transition to steady state

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe, Keith
Senior Counsel   Date: 2020.09.04
Office of Legal Affairs   16:25:37 -04'00'

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: 314e Corporation

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

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160 Water Street, 13th Floor
New York, NY 10038
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646-458-2034

To: Colicia Hercules
           Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe, Keith
           Senior Counsel   Date: 2020.09.04
           Office of Legal Affairs   16:25:16 -04'00'

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: Computer Task Group, Inc.

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	EEO	MWBE
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules Chief of Staff, Office of the Chair
From:	Keith Tallbe Tallbe, Keith Digitally signed by Tallbe, Keith Senior Counsel Date: 2020.09.04 16:24:51 -04'00' Office of Legal Affairs
Re:	Vendor Responsibility, EEO and MWBE status for Board review of contract
Vendor:	Dyntek Services, Inc.
Date:	September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules	
	Chief of Staff, Office of the Chair	
From:	Keith Tallbe Tallbe, Keith	Digitally signed by Tallbe, Keith Date: 2020.09.04 16:24:29 -04'00'
	Senior Counsel	
	Office of Legal Affairs	
Re:	Vendor Responsibility, EEO and MWBE status for Board review of contract	
Vendor:	Emergis Solutions (Gevity, Inc.)	
Date:	September 4, 2020	

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

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Senior Counsel, Office of Legal Affairs
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Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
          Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith Digitally signed by Tallbe, Keith
          Senior Counsel   Date: 2020.09.04
          Office of Legal Affairs   16:24:04 -04'00'

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: Expiris US, Inc.

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
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Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules Chief of Staff, Office of the Chair
From:	Keith Tallbe Tallbe, Keith Digitally signed by Tallbe, Keith Senior Counsel Date: 2020.09.04 16:19:34 -04'00' Office of Legal Affairs
Re:	Vendor Responsibility, EEO and MWBE status for Board review of contract
Vendor:	Information Systems Staffing
Date:	September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Pending	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
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Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
            Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe,
            Senior Counsel   Keith
            Office of Legal Affairs   Date: 2020.09.04
                                                  16:19:57 -04'00'

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: Intellect Resources, Inc.

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	NYC WBE

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC
HEALTH+
HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
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New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules
	Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe, Keith Date: 2020.09.04 16:23:42 -04'00'
Senior Counsel
Office of Legal Affairs

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: KForce,Inc.

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC
HEALTH+
HOSPITALS

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Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
            Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe, Keith
            Senior Counsel   Date: 2020.09.04
            Office of Legal Affairs   16:18:37 -04'00'

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: Lucca Consulting Group, Inc.

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	NYC WBE

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC
HEALTH+
HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules
	Chief of Staff, Office of the Chair

From:	Keith Tallbe	Tallbe, Keith	Digitally signed by Tallbe, Keith Date: 2020.09.04 16:23:08 -04'00'
	Senior Counsel		
	Office of Legal Affairs		

Re:	Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor:	Mediant Health Resources

Date:	September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
            Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe,
                                              Keith
            Senior Counsel   Date: 2020.09.04
                                              16:22:44 -04'00'
            Office of Legal Affairs

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: Momentum Resource Solutions

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules Chief of Staff, Office of the Chair
From:	Keith Tallbe Tallbe, Keith Digitally signed by Tallbe, Keith Date: 2020.09.04 16:22:22 -04'00' Senior Counsel Office of Legal Affairs
Re:	Vendor Responsibility, EEO and MWBE status for Board review of contract
Vendor:	NTT Data
Date:	September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

Keith Tallbe
Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
            Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe,
            Senior Counsel   Keith
            Office of Legal Affairs   Date: 2020.09.04
                                                  16:21:45 -04'00'

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: Soliant Health, Inc

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Pending	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

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Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
          Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe, Keith
          Senior Counsel   Date: 2020.09.04
          Office of Legal Affairs   16:21:25 -04'00'

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: Tekmark Global Solutions, Inc.

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

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Senior Counsel, Office of Legal Affairs
160 Water Street, 13th Floor
New York, NY 10038
Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules Chief of Staff, Office of the Chair
From:	Keith Tallbe Tallbe, Keith Digitally signed by Tallbe, Keith Date: 2020.09.04 16:21:04 -04'00' Senior Counsel Office of Legal Affairs
Re:	Vendor Responsibility, EEO and MWBE status for Board review of contract
Vendor:	Teksystems
Date:	September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

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Keith.Tallbe@nychhc.org
646-458-2034

To:	Colicia Hercules Chief of Staff, Office of the Chair
From:	Keith Tallbe Tallbe, Keith Digitally signed by Tallbe, Keith Senior Counsel Date: 2020.09.04 16:20:42 -04'00' Office of Legal Affairs
Re:	Vendor Responsibility, EEO and MWBE status for Board review of contract
Vendor:	The HCI Group
Date:	September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

NYC HEALTH+ HOSPITALS

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160 Water Street, 13th Floor
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Keith.Tallbe@nychhc.org
646-458-2034

To: Colicia Hercules
            Chief of Staff, Office of the Chair

From: Keith Tallbe   Tallbe, Keith   Digitally signed by Tallbe, Keith
            Senior Counsel   Date: 2020.09.04 16:20:20 -04'00'
            Office of Legal Affairs

Re: Vendor Responsibility, EEO and MWBE status for Board review of contract

Vendor: The CSI Companies, Inc.

Date: September 4, 2020

The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

Vendor Responsibility	**EEO**	**MWBE**
Approved	Approved	30% Utilization Plan

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.