



**APPROVAL REQUEST FOR A BEYOND 5 YEAR CONTRACT TERM  
(For Professional Services)**

Dept. Creation Date:	February 26, 2018

**SECTION I – GENERAL INFORMATION**

Contract Number (If existing contract):	43000011177		
Contractor:	Professional Research Consultants, Inc.		
Contract Start Date:	January 1, 2013	Contract End Date:	March 31, 2018
Total Estimated Value of the Contract:	\$4,195,000.00	Budget Unit #:	0921
Description of Service:	Patient Satisfaction and Patient Experience Management System Services		
User Agency/Department(s):	SCVHHS/SCVMC Hospital Administration		
Name of Requestor:	Benita McLarin, COO		

Recommended # of Months Extension:	9
Recommended End Date:	December 31, 2018
Recommended Additional Amount:	\$629,250
Recommended Total Value of the Contract:	\$4,824,250

**SECTION II – CONTRACT SIGNATURE AUTHORITY**

Mark appropriate box for Contract Signature Authority

X	Board of Supervisors (approval needed from OCCM)	Anticipated Board Meeting Date	03/20/2018
	Delegated to Department Head or designee (approval needed from OCCM)	Delegation of Authority (DOA) Expiration Date	
	Director of Procurement (approval needed from Procurement)		



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**SECTION III - EXEPTIONS**

Pursuant to Board Policy 5.4.5.4, **EXCEPTIONS** to the maximum 5 year term limit for Professional Services are listed below. Select the appropriate exception(s).

	(1) When the funding source for a contract provides that the contract term must exceed five years. Such funding sources may include the State or Federal government or an outside funding source (private or foundation grant).
	(2) When the County “piggybacks” on another jurisdiction’s contract that is more than five years or that is subsequently extended for more than the initial five-year term.
	(3) When a specific law, code or regulation requires that a particular type of contract include certain contract terms(s) that exceed 5 years. Please provide a specific citation below.
	(7) Contracts for project-specific professional services where the length of the project is expected to exceed five years.
	(8) Revenue contracts.
	(9) Contracts with other governmental entities.
X	(10) When an Agency/Department is otherwise able to justify that it is in the County’s best interest to exceed the maximum 5-year term requirement. For example, an Agency/Department is able to demonstrate that the financial and/or programmatic impact on the County would be significant if the contract term does not exceed the maximum 5-year term requirement. <b>[Specific rationale must be provided in Section V, below.]</b>

Provide BRIEF but CONCISE details to validate the EXCEPTION(S) selected from (1)-(9) above.

In collaboration with the SCVMC Contract Solutions Department, an RFP (RFP-HHS-FY17-0250) was issued on June 13, 2017. A three (3) month extension was approved in December 2017 to allow the RFP selection panel more time to complete their review and for the department to negotiate with a successful bidder. At current time, an additional nine (9) months is needed to complete the negotiation process with a successful bidder for a new contract.

**SECTION IV - JUSTIFICATION**

If relying upon Exception (10), the OCCM or the Director of Procurement, as applicable, has discretion to approve a contract term for more than five years. Provide a narrative explanation below:

A. BACKGROUND (Describe the service)



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Federal requirements for reimbursement of Medicaid expenses mandate that hospitals gather data on customer experience and then track and trend the data. In order to satisfy this requirement, SCVMC contracts with a vendor to collect and track customer service data.

The contracted services support SCVMC's quality management and customer service goals by providing the collection, analysis and evaluation of patient satisfaction data at both the aggregate and unit specific level. The evaluation of patient satisfaction and patient experience data has enhanced the quality of services to patients and providers through better understanding of customer's expectations and the integration of survey results with quality improvement activities. SCVMC is able to evaluate the effectiveness of its services, assess trends over time, and compare its performance to other similar health care systems, which ultimately assists in the identification of areas for improvements and the implementation of intervention and system changes.

B. **CONTRACT HISTORY**, if applicable. (How was the contract awarded? What were the events that occurred prior to the end of the contract term?)

In 2012, a Request for Proposal (RFP) process for patient satisfaction and patient experience management system services was completed. As a result of the formal bidding process, Professional Research Consultants, Inc. was awarded a five (5) year contract, through December 31, 2017.

On June 13, 2017, the SCVMC Contract Solutions Department issued a new RFP for these services. On December 12, 2017, a three (3) month extension with Professional Research Consultants, Inc. was granted by the Board of Supervisors to allow more time for the RFP selection panel to complete their review and provide the department with more time to negotiate with a successful bidder.

C. **REASONS FOR CONTRACT TERM EXTENSION**

A nine (9) month extension with Professional Research Consultants, Inc. is needed to complete the contract negotiations as a result of the RFP process and to ensure that there is no lapse in coverage for this federally mandated service.

D. **RECOMMENDATION PLAN TO CURE ISSUE(S)** (If applicable)



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N/A

#### SECTION V – AGENCY/DEPARTMENT APPROVALS

Requesting Agency/Department Contracts Manager:

DocuSigned by:

*Veronica Vargas Soliz*

Date:

2/26/2018

Requesting Agency/Department Director:

DocuSigned by:

*Benita Melarin*

Date:

2/26/2018

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**SECTION VI – DECISION**

**Decision and Required Steps Following Decision (to be completed by OCCM or Procurement)**

XX	Attach to Legislative File	
-	Attach to Delegation of Authority Coversheet	
-	Attach to Service Agreement Checklist	
-	Denied by Procurement	
-	Denied by OCCM	
XX	Approved	Comments:
-	Approved with Conditions	Comments:
-	Withdrawn	Comments:
-	Denied	Comments:

**SECTION VII – FINAL SIGNATURE**

**Procurement/Office of Countywide Contracting Management**

DocuSigned by:  
*May Garcia*  
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May Garcia for Miriam Singer

Miriam Singer, Chief Procurement Officer

Date:	3/2/2018
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