



Broward County

Legislation Text

File #: 22-946, Version: 1

Broward County Commission Regular Meeting

Director's Name: Tara Gaudin

Department: Human Services

Division: Administration

Information

Requested Action

MOTION TO APPROVE Third Amendment to Agreement between Broward County and Echo Consulting Services, Inc., to extend the use of Clinician’s Desktop and Revenue Manager applications (“Echo Software”) and related services to the Broward Addiction Recovery Division (BARD), for up to three additional one-year terms, effective September 23, 2022 through September 23, 2025; restore the full amount of the Director of Purchasing’s delegated authority under Section 21.47 of the Broward County Procurement Code with respect to this Agreement; and authorize the Mayor and Clerk to execute the same.

Why Action is Necessary

Section 21.53 and 21.47, Broward County Administrative Code, requires Broward County Board of County Commissioners (“Commission”) approval of agreements that exceed five years or exceed the purchasing authority of the Director of Purchasing.

What Action Accomplishes

Approval of this Motion allows the County the option to extend the current agreement through September 23, 2025. The optional extensions will not increase the total amount of the Agreement.

Is this Action Goal Related

Yes

Previous Action Taken

None

Summary Explanation/Background

THE HUMAN SERVICES DEPARTMENT RECOMMENDS APPROVAL OF THE ABOVE MOTION.

This item supports the Commission’s value of “approaching human services collaboratively and compassionately with special emphasis on the most vulnerable” and the goal to “deliver evidence-based services to the public, and connect customers and their family members, to sustainable support, with special emphasis on financial supports.” Extending the use of the Echo Software to BARD allows for enhancements and integration of critical business functions including administration, case management, assessments, care plans, and billing for services.

Broward County has been utilizing Clinician’s Desktop and Revenue Manager applications (“Echo Software”) since 2003. The current Agreement between Broward County’s Human Services

Department and Echo Consulting Services, Inc. for licensing and maintenance support for the Echo Software was executed on September 24, 2013. The scope of the Agreement was subsequently modified by a First Amendment on February 18, 2014, to remove hosting services. A Second Amendment was executed on September 23, 2018, which clarified the initial term and removed certain deliverables from the scope of work.

The Echo Software consists of two applications that work together to provide an Electronic Health Record and supporting fiscal software allowing centralized tracking of services, demographics, trends, referrals, outcomes, billing, and quality assurance. It also provides customized reporting, management of data, and ensures compliance with federal and state record retention requirements. Echo Software is hosted by Broward County and delivered over its County network.

In November 2018, the Office of the County Auditor recommended replacement of Echo Software to better meet the needs of BARD. In January 2019, the department conducted a hybrid Request for Information for market research to identify potential electronic health record solutions and current costs. Based on the vendor demonstrations of the nine respondents, it was determined that the current vendor's (Echo Consulting Services, Inc.) new electronic health record system ("EchoVantage") could potentially be a viable solution. In December 2019, the department began a three-phased approach to transition from paper files to electronic records in preparation for the new system. The paperless project was completed in April 2020. In June 2020, the agreement with the current vendor expanded to include EchoVantage. In September 2020, a Work Authorization was negotiated and executed, and project implementation began. However, despite improvements and enhancements, in March 2021, May 2021, and July 2021 this new system failed to meet the county's ETS security requirements. In October 2021, the department decided to discontinue attempts to work with the current vendor to fix the software and re-started the procurement process. The Statement of Work and requirements packet is now complete and the department is awaiting the revised CBE Goal Memo before submission to the Purchasing Division.

The Third Amendment (Exhibit 1) has been approved as to form by the Office of the County Attorney.

Source of Additional Information

Robin Floyd, Administrator, Evaluation and Planning Section, 954-357-7895

James Ellis, Information Systems Manager, Evaluation and Planning Section, 954-357-5432

Fiscal Impact

Fiscal Impact/Cost Summary

This Amendment does not provide for any increase to the existing budget.