





TO: SOUTHERN NEVADA DISTRICT BOARD OF HEALTH **DATE:** April 27, 2017

RE: *Contract between Southern Nevada Health District and IMERGE Consulting, Inc.*

PETITION #10-17

That the Southern Nevada District Board of Health approve a contract between the Southern Nevada Health District and IMERGE Consulting, Inc. (IMERGE) to provide assessment, direction and services with Health District's long-term Records Information Management (RIM) processes.

PETITIONERS:

Andrew J. Glass, FACHE, MS, Director of Administration 
Joseph P. Iser, MD, DrPH, MSc, Chief Health Officer 

DISCUSSION:

A formal solicitation was advertised and released with three firms providing proposals. IMERGE was selected and awarded a contract with a not-to-exceed (NTE) amount of \$15,000 to complete an initial RIM assessment of Health District's RIM processes and procedures in January 2017. Opportunity Village was also involved as our vendor for scanning and conversion of paper records to electronic format. IMERGE submitted their assessment report in March 2017 titled "Short-Term Project: RIM Needs Assessment and Long-Term Recommendations for RIM Development" which used IO 15489-1:2016 and ARMA's Principles for Recordkeeping.

Subsequently IMERGE was asked to provide the Health District with a proposal including their recommendations for short and long term RIM solutions for the proper handling of paper and electronic records. Attached is their proposal, Exhibit 2 with "Minimal Level of Support" up to "Recommended Level of Support."

FUNDING:

Based on their assessment report, IMERGE has recommended the attached tasks (work orders) to complete the project, at a NTE of \$164,840. The Health District will issue work orders to IMERGE for task to be implemented (WO RIM-01 through WO RIM-51 on Exhibit 2). Funding will be through the General Fund.

Exhibit 2

Proposed IMERGE Involvement in RIM Program

Project	Minimal Level of Support			Recommended Level of Support (incremental tasks and costs)			Total	
Work Order	Description	Hours	NTE Cost	Description	Hours	NTE Cost	Hours	NTE Cost
Planning and presentation (WO RIM-01) - 2-3 days on-site	Day 1: ½ day, meet with RIM team to update and finalize go-forward roadmap presentation for Executive Team; ½ (optional) day special afternoon ADM Team meeting. Day 2: Deliver management presentation and summarize feedback; Review w/ RIM Team + Andy to pin down direction and support from IMERGE, from SNHD, and approval to prepare subsequent WOs	48	\$ 6,240	Day 3 and subsequent off-site effort: Formalize OV scope: 1) Develop preliminary inventory and scanning QA procedures; 2) Establish project plan and schedule; 3) Document discussion/direction; and 4) finalize go-forward WOs.	62	\$ 8,060	110	\$ 14,300
Finalize records retention schedules (RRS) (WO RIM-__)	Review drafts, verify with PLs where needed, develop a common retention schedule, finalize RRS	42	\$ 5,460	Perform QA and provide retention rule simplification as ramp-up to ECM adoption	60	\$ 7,800	102	\$ 13,260
Box Inventory, OV (WO RIM-__)	Validate preliminary inventory procedure	22	\$ 2,860	Inventory process management	100	\$ 13,000	122	\$ 15,860
Quality Assurance (QA) of OV Scanning (WO RIM-__)	Validate preliminary procedure Match scanned images to Record Series Risk assessment by record series/Program	62	\$ 8,060	Perform QA sampling Summarize results and recommend QA % level Obtain program concurrence	80	\$ 10,400	142	\$ 18,460
Quality Assurance (QA) of OV Scanning (WO RIM-__)	Formalize QA Plan, Resources and Schedule	18	\$ 2,340	Oversight of QA procedure implementation Summarize results and present to Programs Determine destruction/storage direction	80	\$ 10,400	98	\$ 12,740
Training (WO RIM-__)	Develop and deliver training: Three new Divisional Analysts and PLs; Includes: RIM 101, email and electronic records management, etc. (4 sessions)	122	\$ 15,860	Subset materials for District-wide and onboarding training Deliver district-wide employees training (8 sessions)	60	\$ 7,800	182	\$ 23,660
Training/Mentoring (WO RIM-__)	Acclimate and mentor three new Divisional Analysts	52	\$ 6,760	Additional mentoring to include PLs for limited period post training	50	\$ 6,500	102	\$ 13,260
Policy (WO RIM-__)	Tune-up policies (008-01 and 008-02) and assess need for creation or revision of other policies such as email, electronic records disposition review, etc.	62	\$ 8,060	Develop additional policies as identified. Approval process to be coordinated by SNHD	120	\$ 15,600	182	\$ 23,660
SOPs (WO RIM-__)	Formalize existing SOPs and assess need for other SOPs (e.g. email, electronic records disposition processes, etc.)	62	\$ 8,060	Develop additional SOP as identified. Approval process to be coordinated by SNHD	120	\$ 15,600	182	\$ 23,660
Technology support (WO RIM-51)	Initial meeting/presentation with IT to layout RIM requirements	10	\$ 1,300	In depth discussions and project planning to support RIM electronic records management (see Note 1 below)	36	\$ 4,680	46	\$ 5,980
Total Hours and NTE Cost		500	\$ 65,000		768	\$ 99,840	1,268	\$ 164,840

Notes

1. Technology Support only includes initial estimate for planning purposes to finalize IMERGE involvement. Significant additional IT costs can be expected depending upon the direction for managing electronic documents resulting from internal and OV Scanning efforts, ECM direction, Records Management disposition, Shared Drives transitions, E-Mail Management, etc.



**AMENDMENT A01
SERVICE AGREEMENT
BETWEEN
SOUTHERN NEVADA HEALTH DISTRICT
AND
IMERGE CONSULTING INC.
SNHD-9-SA-17-041 (C1700210)**

WITH REFERENCE to Service Agreement SNHD-9-SA-17-041 (“Service Agreement”) effective January 9, 2017, by and between the Southern Nevada Health District (“Health District”) and IMERGE Consulting Inc. (“Contractor”) (each individually a “Party” and collectively, the “Parties”).

WHEREAS, Contractor provides records and information management consulting services designed to create a sound and sustainable records management program; and

WHEREAS, Health District desires to continue using Contractor’s record and information management consulting services; and

WHEREAS, in accordance with Numbered Paragraph 3.02 Compensation, of the Service Agreement, Phase I is complete. Contractor has submitted a proposal for Phase II. Select elements of the Phase II proposal are hereby incorporated into this Agreement.

NOW, THEREFORE, the Parties agree to amend Service Agreement as follows:

A. Paragraph 1 on page one is amended by extending the end date from April 30, 2017 to June 30, 2019.

B. Paragraph 3.01, on page two, is replaced in its entirety with the following:

3.01 Contractor will be reimbursed as provided in Attachment B-A01: Payment. The total not-to-exceed amount of this Agreement is \$179,840. Contractor shall perform its services with the degree of skill, care, and diligence in accordance with the applicable professional standards currently recognized by such profession and observed by national firms performing the same or similar services.

C. Paragraph 4.03 on page two, is amended as follows:

4.03 Contractor has, or will, retain such employees as it may need to perform the services required by this Agreement. Any persons employed or engaged by Contractor in connection with the performance of the Services hereunder shall be Contractor’s employees, subcontractors, or agents. Contractor assumes

responsibility for the actions of its employees, subcontractors, and agents under this Agreement and will be solely responsible for their supervision, daily direction and control, wage rates, withholding income taxes, providing unemployment and disability benefits, and the manner and means through which the work under this Agreement will be accomplished. Violation by a subcontractor of any provision this Agreement will be attributed to Contractor.

D. The following Paragraph 29 is hereby added as follows::

29. WORK ORDERS.

- 29.01 This Agreement will be managed by the issuance and acceptance of Work Orders in the form provided in Attachment A-A01, Scope of Work, Exhibit 1, Work Order and Acceptance Form.
- 29.02 Work Orders will be prepared by Contractor and submitted to Health District for review, approval and sign-off. Contractor will number Work Orders sequentially with a unique identifier.
- 29.03 Each Work Order will include a scope of services statement, detailed tasks to be performed, specific deliverables, resources, a start and completion date, and the not to exceed hours and costs.
- 29.03 In the event of a conflict between a provision of any Work Order and provisions of this Agreement, this Agreement will take precedence.
- 29.04 A Work Order may be amended by the Parties by a written instrument referencing the identification number and date of the original Work Order. An amended Work Order shall be prepared by the Parties jointly and signed by their authorized representatives.
- 29.05 Upon receipt of an approved Work Order, Contractor shall perform and complete the services pursuant to the terms of the Work Order. Contractor shall not be entitled to any compensation for services performed unless and until it has received the fully executed Work Order authorizing such services.

E. Attachment A is deleted in its entirety and replaced with Attachment A-A01: Scope of Work.

F. Attachment B is deleted in its entirety and replaced with Attachment B-A01: Payment.

G. All other terms and conditions remain unchanged.

[SIGNATURE PAGE TO FOLLOW]

IN WITNESS WHEREOF, the Parties have executed this Amendment A01 effective as of the date of the last signature affixed hereto.

SOUTHERN NEVADA HEALTH DISTRICT

IMERGE CONSULTING INC.

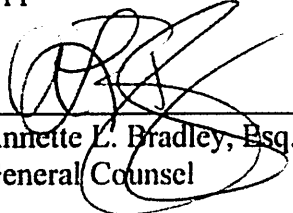
By: _____
Andrew J. Glass, FACHE, MS
Director of Administration

By: _____
Karen M. Payne, CRM, CPO
Principal

Date: _____

Date: _____

Approved as to form:



Annette L. Bradley, Esq.
General Counsel

ATTACHMENT A-A01 SCOPE OF WORK

Contractor will assist the Health District to ensure its business records and information management system is maintained in compliance with federal and state laws.

A. Contractor will perform the following services:

1. Conduct high-level meetings with Health District program specialist, record managers/stakeholders in the four divisions (Administration, Environmental Health, Nursing and Community Health).
2. Evaluate current Health District Record Information Management ("RIM") policies, procedures, retention schedules and forms to establish what work remains.
3. Review a sampling of partially or un-inventoried storage areas.
4. Make preliminary recommendations for system software and process, RIM quality assurance, and training.
5. Immediate review and finalization of Division retention schedules.

B. Additional services include, but are limited to:

6. Standard Operating Procedure ("SOP") development and oversight of paper documents inventory process.
7. Assessment of potential risk sustained by lost or unusable documents within scanned records series
8. SOP development for imaging Quality Assurance to facilitate the evaluation and continuation of scanning operations and the disposition of scanned paper.
9. Refinement of current RIM policies
10. Development of and training on RIM SOPs.
11. Electronic records management training (e-mail, applying retention).
12. Development of on-boarding RIM awareness and high-level training module.
13. Present Health District with methods Information Technology may use to augment current staff efforts and direction toward multiple Document Management Systems consolidation and synthesis.

ATTACHMENT A-A01
EXHIBIT 1
Sample Work Order and Acceptance Form

Exhibit 1. WORK ORDER and ACCEPTANCE FORM

Fiscal Yr: 2017
Group #: RIM
Vendor: IMERGE Consulting, Inc.

Contract #SNHD-9-SA-17-041

Work Order Number: RIM-xx

Title:

Work Order Start Date:

Work Order Finish Date:

IMERGE can begin work upon receipt of the countersigned form. If work cannot begin immediately, IMERGE must notify SNHD, listing the consultants they have selected to work on the project, within two weeks of receipt of the countersigned form. No payment will be made to the IMERGE unless the Work Order and Acceptance form (IMERGE/WOA) has been accepted and signed by SNHD.

Scope:

Tasks:

1.

Deliverables:

1.

IMERGE Staffing Requirements:

IMERGE will provide the following qualified consultants to work on these tasks as required:

- Karen Payne, Project Manager (PM) and Records Management Consultant (RMC)
- Greg Hugle, IT Consultant (ITC)
- Other -Identified resources as required and as approved by SNHD.

Consultants may perform appropriate tasks offsite at their discretion.

SNHD Assets Required:

SNHD will provide the following qualified personnel to work on various tasks as required:

- RIM: project staff
- IT: IT Director and other IT staff as needed
- Program staff as required
- Sufficient access to District Management as required.

When consultants are on-site, SNHD will provide IMERGE personnel with reasonable office space and access to a printer.

Technical Environment:

- MS Office products and MS Project
- Access to shared drives

Payment Terms:

Hours will be billed monthly against the work order up to 75%, with the remainder upon completion.

Estimated Hours and Cost (to prepare and complete Work Order)				
Activity	Rate Class	Rate	Hours	Extended Cost
Prepare Work Order	ITC	\$ 130.00	2	\$ 260.00
Project Management	PM	\$ 130.00	2	\$ 260.00
Perform Work Order	ITC	\$ 130.00	40	\$ 5,200.00
Perform Work Order	RMC	\$ 130.00	40	\$ 5,200.00
		\$ 130.00	0	\$ -
Total Hours and Cost			84	\$ 10,920.00

On behalf of IMERGE, I have prepared this Work Order in accordance with Contract #SNHD-9-SA-17-041.

IMERGE Proj. Mgr: Karen Payne

Signature:

Date:

The undersigned SNHD Representative(s), accept(s) this Work Order in accordance with Contract SNHD-9-SA-17-041.

SNHD Proj Mgr:

Signature:

Date:

SNHD Proj Mgr:

Signature:

Date:

SNHD Director: Andrew J. Glass

Signature:

Date:

SAMPLE

**ATTACHMENT B-A01
PAYMENT**

1. **Payment to Contractor:**

a. Payments shall be based on approved Contractor invoices submitted in accordance with this Agreement. The sum of payments shall not exceed allowable compensation stated in Paragraph 3 of this Agreement and no payments shall be made in excess of the maximum allowable total for this Agreement.

b. **Budget.**

Total Not-To-Exceed Budget **\$179,840**

Phase A

Total Not-To-Exceed Budget (Includes All Travel): \$15,000

Phase B

Total Not-To-Exceed Budget (Includes All Travel): \$164,840

Phase B will be billed via approved Work Orders. Each Work Order will have its own Not-To-Exceed budget. Aggregate billable total of Work Orders will not exceed the total Phase B budget.

Contractor will be reimbursed at \$130 per hour for actual work completed. Health District will not reimburse Contractor separately for any other costs, including salary, taxes, insurance, supplies, travel and postage.

c. Contractor may not bill more frequently than monthly for the duration of the project. Contractor will submit a monthly invoice which details costs incurred and details work accomplished in accordance with Attachment A-A01: Scope of Work. Contractor invoices shall be signed by the Contractor's official representative, and shall include a statement certifying that the invoice is a true and accurate billing.

d. Health District shall not be liable for interest charges on late payments.

e. In the event items on an invoice are disputed, payment on those items will be held until the dispute is resolved.