

DETERMINATION: SPECIAL CIRCUMSTANCE - WITHOUT COMPETITION

Requested By: William Hughes		Overall Status: Approved	
		By all required approvers per A.R. 3.10	
Department: Fire		Division: Fire - Emergency Transportation Services	
Reason for Request:	Extension	Contract Needed:	Requirements Contract
Contract Period/Extension Period Requested:	Start Date: 4/14/2017	End Date: 4/13/2018	Number of Option Years:
Description of Goods or Services:	Software license/support/maintenance renewal for Tritech Respond Billing (Ambulance Billing A.R. System)		
Justification:	<p>In 2009 the Phoenix Fire Department's Emergency Transportation Section (ETS) selected Tritech Software's Sweet Billing (later rebranded to "Respond Billing") as the Accounts Receivable system that would be utilized for ambulance billing. The selection was made after an RFP was issued and vendor evaluations were evaluated and graded. After the selection was made, the City's Legal Department negotiated the terms of a Technical Support Agreement which was, once finalized, filed with the City Clerk's Office.</p> <p>The City of Phoenix owns the Respond Billing application. The current request is for the renewal of the software support and maintenance of the application.</p> <p>Respond Billing is a proprietary application which was developed and is maintained by Tritech Software systems. As a condition of their support agreement, system updates and patches are routinely deployed in order to ensure that the Phoenix Fire Department is able to keep current with current billing practices and comply with various Federal and State Billing Requirements. Among the terms of the Support Agreement, Tritech is required to maintain indemnity insurance and provides the City with the means to acquire the application source code in the event that Tritech ever becomes insolvent.</p> <p>Over the past three years, for example, Tritech updates have allowed the ETS to seamlessly implement changes to the Medicare electronic billing format, changes to the CMS 1500 form which is used to bill all non-Medicare payors and the new medical coding standard (ICD-10). Failure to implement any of these changes would have prevented ETS from submitting viable bills and would have prevented the recovery of millions of dollars in revenue owed to the City.</p> <p>During FY 2016, ETS posted over \$35 million in collections.</p> <p>Tritech Respond Billing is a NEMESIS compliant application, which means that it complies with accepted data standards which facilitates data integration between disparate systems. Over the next few years, the Fire Department plans to procure and deploy Electronic Patient Care Reporting and a new Records Management System, both of which would be expected to integrate with the Accounts Receivable System. Access to Technical Support will be required in order to ensure successful integration of these systems.</p> <p>Medical Billing requirements are changing rapidly and EMS providers are changing their service delivery models to include more field based services. At this time, it is imperative that ETS be able to keep the Respond Billing system up to date and to have access to Technical Support. Allowing the support agreement to lapse will undermine an otherwise successful and viable revenue recovery operation.</p>		
Efforts:	ETS has verified that no other entity provides software maintenance and support for the proprietary system. Support for Respond Billing is only available directly from Tritech and there is no third party vendor, through which, this service may be purchased.		
Prices & Pricing:			

Annual increases to the cost of Technical Support and Maintenance are based upon what the CPI (Consumer Price Index) at the time of renewal. During 2015, the CPI ranged from 0% to 3%.

Support for 4/14/2017-4/13/2018 is \$60,463.28 (actual).

Estimates for the remaining four years of the request:

4/14/18 - 4/13/2019: \$62,277.17

4/14/22 - 4/13/2020: \$64,145.49

4/14/20 - 4/13/2021: \$66,069.85

4/14/21 - 4/13/2022: \$68,051.95

The support total for the full five year period (given the current actual and four estimates noted above) is \$321,007.75.

Vendor Requested:	<input type="text" value="Tritech Software Systems"/>	Vendor Phone:	<input type="text" value="(563) 387-4833"/> <small>12345 or (123)123-1234</small>
Contact Person:	<input type="text" value="Brenda Taylor"/>	Email:	<input type="text" value="brenda.taylor@tritech...."/>
Previous Contract # if Applicable:	<input type="text" value="128704"/>	Expiration of Previous Contract:	<input type="text"/>
Department Cost Center:	<input type="text" value="5740700000"/>	GL Account:	<input type="text" value="510565"/>
Aggregate Value:	<input type="text" value="321,007.75"/> <small>Number only, no dollar sign, no commas, no periods, no decimals</small>	Monthly Value:	<input type="text"/> <small>Number only, no dollar sign, no commas, no periods, no decimals</small>
BIRF Approval Link for IT related items over \$1000:	<input type="text" value="http://insidephx/forms/birf/Pag..."/> <small>Leave blank if not applicable</small>		

Finance Approver Limits of Authorization/Notes to Requester:

DCM Limits of Authorization/Notes to Requester:

Required Attachments:

1. Completed Scope of Work.
2. Summary results from at least 3 reference checks or summary memo from department stating satisfactory performance on City contracts.
3. Quotes if applicable.