

RESOLUTION

ROCK COUNTY BOARD OF SUPERVISORS

Finance Committee
INITIATED BY

Finance Committee
SUBMITTED BY



Patrick Singer
DRAFTED BY

11/19/2021
DATE DRAFTED

Resolution Authorizing Purchase of Netsmart Avatar Hosting and Upgrade

WHEREAS, the Rock County Human Services Department (HSD) has utilized the myAvatar electronic health record (EHR) software solution from Netsmart Technologies since August 2013; and,

WHEREAS, the Rock County Information Technology Department (IT) has prioritized a shift to vendor hosted solutions and modern browser delivered applications when possible; and,

WHEREAS, Netsmart Technologies provides a cloud hosted option that twelve out of the other current fourteen Wisconsin counties utilizing the product avail themselves of; and,

WHEREAS, Netsmart Technologies has also developed an upgrade to the existing myAvatar solution, called AvatarNX, which can be accessed via a modern web browser; and,

WHEREAS, both of these options provide improved accessibility and efficiency for HSD users as well as aligns with the strategic direction IT has for large software applications within the organization; and,

NOW, Therefore, BE IT RESOLVED that the Rock County Board of Supervisors duly assembled this 16th day of December, 2021 authorize amendment to the original software agreement and the purchase agreement with Netsmart Technologies, Inc. for an amount not to exceed \$243,284.00 for the cloud hosting migration and solution upgrade.

Respectfully submitted,

FINANCE COMMITTEE

/s/Mary Mawhinney
Mary Mawhinney, Chair

/s/Wes Davis
Wes Davis, Vice Chair

/s/Stephanie Aegerter
Stephanie Aegerter

absent
Brent Fox

/s/Richard Bostwick
Richard Bostwick

LEGAL NOTE:

The County Board is authorized to take this action pursuant to secs. 59.01 and 59.51, Wis. Stats. In addition, sec. 59.52(29), Wis. Stats., requires the project to be let to the lowest responsible bidder and in 2012 Netsmart Technologies was the lowest responsible bidder and awarded the original software agreement.

s/Richard Greenlee

Richard Greenlee
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.

/s/Josh Smith

Josh Smith
County Administrator

FISCAL NOTE:

Funds were included in the 2022 budget for this project. The project is being funded with tax levy.

/s/Sherry Oja

Sherry Oja
Finance Director

Executive Summary

The Human Services Department has been using the myAvatar electronic health record (EHR) since August 2013 which provides clinical documentation storage and billing functionality for the behavioral health area.

Since the initial launch the product has been hosted on Information Technology Department infrastructure located within county facilities. In a shift to where the larger industry is headed, the IT Department has a strategic direction to shift these types of solutions to vendor hosted where available and appropriate.

Additionally, the shift from a desktop driven application to one that is delivered via a modern web browser (AvatarNX) is also offered by the vendor if the agency is hosted on their hardware.

Below are some key benefits of migrating to the vendor hosting:

- 99.9% uptime-Avatar is online available and operational
- Disaster recovery and improved data security
- 24/7/365 support

The biggest value with AvatarNX is the enhanced user experience and the ability to better support a remote workforce as well as these additional areas:

- Staff having improved access to the application by reducing other software dependencies on the desktop.
- The system will no longer with be dependent on Java which reduces support issues to be addressed.
- Enhanced user interface and experience with workflows that support the clinician, improving productivity

This resolution authorizes Rock County Information Technology to enter into an agreement with Netsmart Technologies for the cloud hosting service as well as the AvatarNX upgrade for an amount not to exceed \$243,284.00.