



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 24-523

Board Meeting Date: 6/25/2024

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**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise F. Rogers, Chief, San Mateo County Health  
David McGrew, Interim Chief Information Officer, San Mateo County Health

**Subject:** Agreement with Biscom, Inc to Provide Digital Fax Solution for the Electronic Health Record within San Mateo County Health

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Biscom, Inc to provide a digital fax solution for the Electronic Health Record within San Mateo County Health, for the term of June 25, 2024 through June 24, 2029, in an amount not to exceed \$400,000.

**BACKGROUND:**

On December 13, 2022, this Board approved an agreement with Epic Systems Corporation (Epic) to provide the Electronic Health Medical Record (EHR) system for San Mateo County Health (SMCH). With the implementation of the new EHR system, SMCH must contract directly with a vendor to provide a digital fax solution.

**DISCUSSION:**

To ensure the successful implementation of Epic, SMCH's new integrated EHR, it is necessary to secure a vendor with the proven knowledge, experience, and access to resources around the Epic process, and that also has a broad background in Epic implementations.

SMCH/Health Information Technology (HIT) completed a Request for Proposals (RFP) in August 2023 for a digital fax solution that meet the requirements of the new EHR system. Biscom, Inc was elevated due to demonstrated integration experience with Epic and substantial positive references.

The County Attorney has reviewed and approved the resolution and agreement as to form.

The County's Contract Compliance Committee has approved a waiver request for a five-year term for this agreement.

The Information Services Department has reviewed and approved the IT component of this agreement.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

It is anticipated that Biscom, Inc will provide an outbound digital fax solution for the EHR. It is anticipated that outbound faxes will be successfully transmitted without errors or missing information greater than 95% of the time.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2023-24 Estimated</b>	<b>FY 2024-25 Projected</b>
Percentage of time that outbound faxes will be successfully transmitted without errors or missing information	NA*	>95%

\*This will be a new performance measure beginning in FY2024-25.

**FISCAL IMPACT:**

The term of this agreement is from June 25, 2024, through June 24, 2029. The amount of the agreement is not to exceed \$400,000 for the five-year term.

Funds in the amount of \$80,514.60 are included in County Health's FY2023-24 Recommended Budget. Future costs of \$319,485.40 will be covered by proportional contributions from all SMCH divisions, which may include some Net County Cost, depending on the composition of each division's contribution.

Attachment: RFP Matrix