

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

November 19, 2024

FROM

GEORGINA YOSHIOKA, Director, Department of Behavioral Health

SUBJECT

Contract with SAS Institute, Inc. for Data Warehouse Mining Software, Maintenance and Support Services

RECOMMENDATION(S)

Approve **Contract No. 24-1127** with SAS Institute, Inc., including non-standard terms, for a perpetual license for data warehouse and mining software, in addition to maintenance and support services, in the not to exceed contract amount of \$1,342,133, for a term of November 3, 2024, through November 2, 2027.

(Presenter: Georgina Yoshioka, Director, 252-5142)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The recommended contract amount of \$1,342,133 is funded by the Mental Health Services Act (MHSA). Adequate appropriation and revenue have been included in the Department of Behavioral Health's (DBH) 2024-25 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

DBH is responsible for providing mental health and substance use disorder (SUD) services to San Bernardino County (County) residents experiencing severe mental illness and or SUD. SAS Institute, Inc. (SAS) Data Warehouse (DW) services provide the necessary infrastructure, technology training, and reporting tools needed for DBH to analyze and improve client access, ensure quality of care, enhance treatment options, and develop revenue-maximizing measures in the delivery of mental health services. DBH requires specific and sustained maintenance, support, and consultation from SAS to ensure the continued and efficient functioning of DBH's DW Outcomes Solution that is based on proprietary software from SAS.

A DW receives, stores, and organizes large quantities of data from different sources, ensures data integrity, compiles and generates an index of metadata which describes how data is collected, stored, and used, enabling faster and easier data retrieval. These functions support tools for analyzing and visualizing data so that Business Intelligence (BI) methods, such as reporting, analytics, data visualization via dashboards, and data mining may be efficiently deployed to support strategic business decisions. The Innovation and Technology Department hosts the servers that the SAS DW runs on. Since 2010, SAS has provided custom software

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maintenance services for the DW, ensuring accurate and reliable reporting that complies with federal, state, and local agency requirements.

Data from the DW powered by SAS's software, supports a growing variety of dashboards (i.e., tracking of hospitalization data and staff activity reports), as well as analysis needed for tracking and reporting on services provided to foster children, forensics, integrated care, and other priority program clients. The SAS powered DW contributes information to MHSA outcome measures- by combining data from full-service partnerships, service transactions, and client-based instruments, providing meaningful client and clinic-level reports that can be useful in DBH client treatment planning.

DBH relies upon the robust reporting and statistical tools provided by SAS to provide mandated state reporting and contribute to the coordination of client care by facilitating the processing of data from managed care partners, Children and Family Services, Probation Department, and Arrowhead Regional Medical Center, particularly for Enhanced Care Management under California Advancing and Innovating Medi-Cal. The outcomes analytics developed through the DW are used for programs like Recovery-Based Engagement Support and Treatment, Treatment Engagement Support Teams, and Innovative Remote Onsite Assistance Delivery, programs that have earned County recognition as a leader in behavioral health analytics. DBH anticipates that the SAS custom software will process data and generate information from approximately 55,000 unduplicated clients annually at an average cost of \$8 per client.

The recommended contract includes terms that differ from the standard County contract and omits certain County standard contract terms. The non-standard and missing terms include the following:

1. SAS is not required to comply with all of the County's standard insurance requirements pursuant to County Policies 11-05, 11-07 and 11-07SP, including modifications to the additional insured provisions, the waiver of subrogation rights provisions and primary and non-contributory provisions to exclude cyber liability and professional liability policies.
 - County policy requires contractors to carry appropriate insurance at limits and under conditions determined by the County's Risk Management Department and as set forth in County policy and in the County standard contract.
 - Potential Impact: Without contractually requiring SAS to meet all of the standard County insurance requirements, the County has no assurance that SAS will have sufficient insurance to provide coverage in the event of a claim. Insufficient coverage could result in expenses that exceed the total contract amount, leaving the County financially liable for the claim.

This item is being presented at this time as the earlier targeted board date could not be met, as additional time was required to complete the necessary internal reviews. It is now being submitted to the Board for approval at the earliest available meeting, after all the required internal, legal and financial reviews were completed. The software licensing provided by SAS is a perpetual license. Approval of this item at this time will not impact DBH operations. DBH recommends approval of the contract, including non-standard terms, to ensure the continued functionality of the DW which is critical for operational efficiency.

PROCUREMENT

Due to the proprietary nature of the software utilized by the DW, which is a custom package designed for extracting, transforming, and loading job streams, DBH is seeking approval for a

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non-competitive contract with SAS. As the original developer SAS is the only source capable of providing the necessary maintenance, support and updates, which are critical to the operational functionality of the DW. The Purchasing Department supports the non-competitive procurement with SAS based on the proprietary nature of the software.

REVIEW BY OTHERS

This item has been reviewed by Behavioral Health (Ellayna Hoatson, Contract Supervisor, 388-0858) on October 2, 2024; County Counsel (Dawn Martin, Deputy County Counsel, 387-5455) on November 4, 2024; Risk Management (Gregory Ustaszewski, Staff Analyst) on November 4, 2024; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on November 6, 2024; Purchasing (Jessica Barajas, Supervising Buyer, 387-2065) on November 4, 2024; Finance (Chris Lange, Deputy Director, 386-8393) on November 6, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on November 6, 2024.

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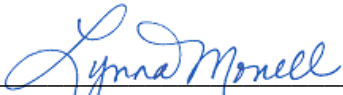
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.

Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: November 19, 2024



cc: DBH - Williams w/agree
Contractor - c/o DBH w/agree
File - w/agree

CCM 11/25/2024