

**SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT  
REQUEST TO THE HEALTH COMMISSION**

*A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.*

<b>Contractor:</b> Agiloft, Inc.	<b>Division/Section:</b>	DPH/Admin
	<b>Deputy Director:</b>	Daniel Tsai
<b>Address:</b> 303 Twin Dolphin Drive, Floor 6	<b>DPH Administrator:</b>	Jenny Louie
Redwood City, CA 94065	<b>Program Administrator:</b>	Michelle Ruggels
		<b>Phone:</b> 628-271-7549
<b>Contact:</b> Ben Richardson	<b>Phone:</b> 214-642-5247	<b>Contract Analyst:</b> Joanna Li
		<b>Phone:</b> 628-271-6154

Requesting approval of a new contract with Agiloft, Inc. for implementation, license, hosting, support, maintenance, and training of an electronic Contract Management System (eCMS) in the total amount of \$4,759,762, which includes a 12% contingency, for the term January 1, 2026, through December 31, 2030 (5 years).

**Mark only one for each question below:**

1. **Vendor Type** ☒ For Profit ☐ Non-Profit ☐ Government Entity
2. **Is the Vendor a CMD Certified LBE?** ☐ Yes ☒ No
3. **Purchasing Authority:** ☒ RFP SFGOV 0000010602 ☐ Sole Source ☐ GPO
4. **Does DPH have other existing contracts with this Vendor?** ☐ Yes ☒ No

If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed.

**CONTRACT INFORMATION**

**Proposed Transaction**

January 1, 2026 to December 31, 2030

**FUNDING SOURCES:**

General Fund	\$4,759,762.00
<b><u>TOTAL DPH REVENUES:</u></b>	<b>\$4,759,792.00</b>
12% Contingency Amount	\$509,975.00
<b><u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u></b>	<b>\$4,249,788.00</b>
<b><u>ONE-TIME UPFRONT COSTS:</u></b>	\$327,000.00
<b><u>ANNUAL AMOUNT OF CONTRACT*:</u></b>	\$784,558.00
<i>*Excludes one-time upfront/implementation costs.</i>	

**[FOR PROGRAM ADMINISTRATION CONTRACTS ONLY]**

Program Administrator Indirect Percent	
<b><u>TOTAL INDIRECT EXPENSES:</u></b>	
<b><u>TOTAL DIRECT EXPENSES:</u></b>	

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### PROPOSED BREAKDOWN OF ITEMS/SERVICES

#### PROPOSED UNITS OF SERVICES

Item or Service	Quantity	Unit Price	Amount
Licenses, Hosting,Maintenance and Support (Annual)	1,258		\$784,558.00
Implementation and Training (One time Cost)			\$327,000.00

#### Purpose of Contract:

The contractor will implement, train staff and provide licenses and support for the Department of Public Health's (DPH) first electronic Contract Management System (eCMs). eCMS will serve as a centralized, department-wide platform that transforms how DPH manages its contracting operations for over 850 contracts, of which more than half are subject to annual changes.

The system will provide a standardized repository for all contract documents, making it easier to store, access, and track agreements across various health programs. The system will streamline workflows by automating request forms, and internal review pathways, thereby improving contract pre-certification processes. The system will integrate directly with Citywide systems, reducing manual work and processing delays. With built-in database integration and custom reporting tools, eCMS will enhance data accuracy, and the ability to report on services, and populations served. The system will also support compliance and improve visibility into contract activity.

These capabilities will help DPH operate more efficiently, ensure consistency across teams, and strengthen oversight of its contracting portfolio. Specifically, the contracted services will include daily application and data backups, application hosting and connectivity, software bug fixes, browser compatibility testing, and general code optimization. The contractor will also provide user support, project management, training, and security monitoring specifically for the eCMS platform they developed and maintain. In addition, the contract will support system enhancements such as minor additions to data collection, ongoing customizations, and implementation of new features.

#### Performance Monitoring:

The contract will be monitored in accordance with DPH monitoring procedures by the IT Project Manager, Elizabeth Krueger through implementation and support the Business Office throughout its lifecycle.

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**Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:**

<b>CEO:</b>	<u>Eric Laughlin</u>
<b>Board of Directors:</b>	<u>Eric Laughlin</u>
	<u></u>
	<u></u>
<b>Owners of 10% or more of the Firm:</b>	<u>KKR Skagit Parent, LLC</u>
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