

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

February 10, 2026

FROM

ANDREW GOLDFRACH, ARMC Chief Executive Officer, Arrowhead Regional Medical Center

SUBJECT

Amendment to Master Service Agreement and Work Order with SureTest Inc., for Electronic Health Record Services and a Required Platform

RECOMMENDATION(S)

1. Approve **Amendment No. 1 to Non-Financial Master Service Agreement No. 23-882** with SureTest, Inc., including non-standard term, to provide support services for the Electronic Health Record system, extending the term for an additional five years from August 22, 2023 through August 21, 2031.
2. Approve Work Order No. 2 (**Contract No. 26-75**) with SureTest, Inc., to test and validate system updates and upgrades to the Electronic Health Record system, in the amount of \$2,191,000 for contract period from August 22, 2026 through August 21, 2031.
(Presenter: Andrew Goldfrach, ARMC Chief Executive Officer, 580-6150)

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 additional cost of \$2,191,000 is funded by State Medi-Cal, Federal Medicare, private insurances, and other departmental revenue. Funding sources may change in the future pending any legislative activity related to the repeal and/or replacement of the Affordable Care Act. Adequate appropriation and revenue will be included in the Arrowhead Regional Medical Center (ARMC) 2026-27 and future recommended budgets.

BACKGROUND INFORMATION

Amendment No. 1 (Amendment) to Master Service Agreement No. 23-882 (Agreement) with SureTest Inc. (SureTest) will extend the term of the Agreement an additional five years.

The Work Order No. 2 will begin upon expiration of Work Order No. 1, August 22, 2026, in the amount of \$2,191,000, allowing ARMC to continue using SureTest's automated testing services for the Electronic Health Record (EHR) system.

The services include updating test scripts to reflect system upgrades, maintaining the testing environment, and resolving any issues identified through automation. ARMC's EHR system is critical to the delivery of healthcare services, and accurate testing is necessary to ensure patient safety, regulatory compliance, and operational efficiency.

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On August 22, 2023, (Item No. 15), as the result of a non-competitive procurement, the Board of Supervisors (Board) approved Agreement No. 23-882 with SureTest, including non-standard terms, to provide support services for the EHR system for a three-year term of August 22, 2023 through August 21, 2026. The Board also approved Agreement No. 23-883, with SureTest, for development and testing of the EHR application, in the amount of \$1,560,000, beginning on August 22, 2023 through August 21, 2026. Finally, the Board approved non-financial End User License Agreement No. 23-884, including non-standard terms, with Keysight technologies for a platform license for Eggplant software necessary for SureTest to perform the services, for term beginning upon download and continuing until terminated by either party.

The Work Order is SureTest's standard commercial contract, which includes a term that differs from the standard County contract and omits certain County standard contract terms. SureTest is unwilling to negotiate these terms. The non-standard and missing terms include the following:

The County is committed for the full five-year term of the Work Order and may not terminate the Agreement for convenience.

- County Policy 11-05 requires that the County have the right to terminate the contract, for any reason, with a 30-day written notice of termination without any obligation other than to pay amounts for services rendered and expenses reasonably incurred prior to the effective date of termination.
- Potential Impact: The County can only terminate the Agreement during the term for an uncured breach by SureTest. Any attempted termination by County without cause could result in payment liability for the full Agreement amount, which could result in payment liability where no funds are available due to lack of allocation or loss of funding.

ARMC recommends approval of the Amendment and Work Order, including the non-standard term, to help maintain and improve its EHR system, ensuring safe, efficient, and effective patient care.

PROCUREMENT

Purchasing continues to support this non-competitive procurement based on specialized credentials/expertise/training. SureTest is the only vendor that has the specialized credentials/expertise/training required to support, maintain, and update ARMC's automated Electronic Health Record testing scripts developed under Work Order No. 1.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on January 2, 2026; Purchasing (Veronica Pedace, Buyer III, 387-2464) on January 29, 2026; Risk Management (Stephanie Pacheco, Staff Analyst II, 386-9039) on January 8, 2026; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on January 16, 2026; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on January 22, 2026.

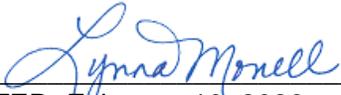
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Record of Action of the Board of Supervisors
San Bernardino County

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: February 10, 2026



cc: ARMC - Goldfrach w/agrees
 Contractor - c/o ARMC w/agree
 File - w/agree
CCM 02/11/2026