



Contract Number
25-354 A-2

SAP Number
440028564

Arrowhead Regional Medical Center

Department Contract Representative	<u>Andrew Goldfrach</u>
Telephone Number	<u>(909) 580-6150</u>
Contractor	<u>Optimum Healthcare IT, LLC</u>
Contractor Representative	<u>Andrew Saylor</u>
Telephone Number	<u>(904) 373-0831</u>
Contract Term	<u>June 16,2025 through June 15, 2030</u>
Original Contract Amount	<u>\$8,485,889.60</u>
Amendment Amount	<u>Non-Financial</u>
Total Contract Amount	<u>\$8,485,889.60</u>
Cost Center	<u>8480</u>
Grant Number (if applicable)	<u>N/A</u>

Briefly describe the general nature of the contract: Non-Financial Change Order amending the Statement of Work with Optimum Healthcare IT to allow ARMC to allocate previously approved hours of technical and architectural support to enable the ServiceNow support structure for Community Connect within ARMC, at no additional cost and with no change to the contract term.

FOR COUNTY USE ONLY

Approved as to Legal Form

▶ Bonnie Uphold
Bonnie Uphold, Supervising Deputy County Counsel

Date 3/10/2026

Reviewed for Contract Compliance

▶

Date

Reviewed/Approved by Department

▶ Andrew Goldfrach
Andrew Goldfrach, ARMC Chief Executive Officer

Date 3/31/26



CHANGE ORDER

Arrowhead Regional Medical Center

ServiceNow Services Sprint Team

February 9, 2026

Andrew Saylor

Client Services Director - ServiceNow
503.705.7132 | ASaylor@optimumhit.com
www.optimumhit.com



Change Order

Arrowhead Regional Medical Center | ServiceNow Services Sprint Team | Change Order 001

This change order ("Change Order") is entered into effective as of 2/9/2026 (the "Change Order Effective Date"), by and between San Bernadino County on behalf of Arrowhead Regional Medical Center ("Client") and Optimum Healthcare IT, LLC ("Optimum" or "Vendor"), and is subject to the terms and conditions of the Master Services Agreement previously executed between the parties (the "Agreement") and the ServiceNow Statement of Work ("SOW") dated January 27, 2026, and amends the SOW.

I. Change Description

Optimum will provide ServiceNow expertise to enable the support structure needed for Community Connect within ARMC.

II. Changes to Scope of Services

- 24 hours of a Technical Consultant for necessary ServiceNow development activities
- 6 hours of a Technical Architect for Solution Design, Review, and Architecture review
- 6 hours of a Business Process Consultant for Process Requirements Review and Analysis
- 8 hours of both a Technical Consultant & Technical Architect for Knowledge Transfer and/or Training Sessions
- 18 hours of an Enterprise Architect for Solution Alignment and Delivery of Healthcare functionality.

NOTE: Solution will require affiliates to be licensed with Business Stakeholder to consume the data.

III. Changes to Timeline

No impact or change to the original timeline of this agreement.

IV. Changes to Fees and Reimbursable Expenses

No impact or change to the already established fees. This is a \$0 Change Order, authorizing the use of hours shown in Section 2 to be applied for this initiative.

V. Changes to Other Terms; Additional Terms

No changes or impact to current terms, set in place by this agreement.

Acceptance

IN WITNESS WHEREOF, the parties hereto have caused this Change Order to be executed by their respective authorized representatives, effective as of the Change Order Effective Date.

Optimum Healthcare IT, LLC

San Bernadino County on behalf of Arrowhead Regional Medical Center

Signature:

Brian Symonds

47D3045A2A034CE...

Signature:

Andrew Goldfrach

Date:

3/13/2026 | 2:12 PM PDT

Date:

3/28/26

Name (Print):

Brian Symonds

Name (Print):

Andrew Goldfrach

Title:

President

Title:

CEO



San Bernardino County

DELEGATED AUTHORITY – DOCUMENT REVIEW FORM

Department Signature

This form is for use by any department or other entity that has been authorized by Board of Supervisors/Directors' action to execute agreements, amendments to agreements or grant applications/awards, on their behalf. All documents to be executed under such delegated authority must be routed for County Council review (and Clerk of the Board as needed) prior to signature by designee. For detailed instructions on delegated authority, reference Section 7.2 of the Board Agenda Item Guidelines.

Department/Agency/Entity: Information Management Due Back to Department By (Date): 3/5/26

Contact Name: Adam McCartney Telephone: (909) 580 - 2622

Agreement No.: 25-354 Amendment No.: 2 Date of Board Item: 1/27/26 Board Item No.: 14

Name of Contract Entity/Project Name: Optimum Healthcare IT, LLC- ServiceNow (Community Connect Change Order)

Include information from the Board Agenda Item that delegates authority, a justification for approval by the specified authority and how it connects to the original recommendation. Also include a brief background on the request, including details as to what program is being served, documents that require signature, and any other pertinent information, such as dollar amounts, date changes and details that summarize the action requested. If additional space is needed, please attach a separate page.

On June 10, 2025 (Item No. 22), the San Bernardino County Board of Supervisors approved Contract No. 25-354 with Optimum Healthcare IT, LLC for ServiceNow Software Platform subscription services, training, and support in the amount of \$8,485,890 for the period of June 16, 2025 through June 15, 2030. The Board also authorized the ARMC Chief Executive Officer to sign non-financial amendments to the Statement of Work, subject to review by County Counsel, so long as such documents do not increase the total contract amount or modify the term. On January 27, 2026 (Item No. 14), the Board approved Amendment No. 1 to Contract No. 25-354 with Optimum Healthcare IT, LLC for a time and materials engagement for services to deploy enhancements and provide ongoing support for the ServiceNow platform, increasing the contract amount by \$495,700.00, from \$8,485,889.60 to a total not to exceed amount of \$8,981,589.60, with no change to the contract term of June 16, 2025 through June 15, 2030. Arrowhead Regional Medical Center (ARMC) utilizes the ServiceNow platform to support healthcare IT service management and operational workflows. This Change Order amends the Statement of Work to allow ARMC to allocate previously approved, but unallocated, designated hours of technical and architectural support to enable the ServiceNow support structure for Community Connect within ARMC at no cost and with no change to the contract term.

Select the document proposed for signature, which must be submitted with this request:

- Standard County Contract Signed Coversheet and Non-Standard County Contract Grant Application Other:

Attach the Board Agenda Item that delegated the authority, copies of the initial document (agreement, grant award, etc.) and all subsequent amendments. Note: If there are numerous amendments, please contact the assigned County Counsel to determine if all amendments need to be attached.

Table with 3 columns: Department Routed to County Counsel, County Counsel Name (Bonnie Uphold), Date Sent (3/3/2026), Reviewing County Counsel Use Only (Signature: Bonnie Uphold, Date: 3/10/2026), Determination (Checked: Within Scope of Delegated Authority).

If the Board Agenda Item requires the document be returned to the Clerk of the Board, County Council will route the approved form and submission documents to COB-Delegated Authority with a cc to the department contact. Clerk of the Board will verify it meets the submission requirements and notify the department to transmit the executed hard copies within 30 days of execution. If the Board Agenda item does not require the document be returned to the Clerk of the Board, County Council will route the signed form back to the department.

Note: This process should NOT be used to execute documents under a master agreement or template, construction contract change orders, or approval of documents under County Policies 11-15 and 11-16. Contact your assigned County Counsel for instructions related to review of these documents.