

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

April 7, 2026

**FROM**

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

**SUBJECT**

Amendment to Contract with Optimum Healthcare IT, LLC for the Assessment of ServiceNow Platform

**RECOMMENDATION(S)**

Approve **Amendment No. 3 to Contract No. 25-354** with Optimum Healthcare IT, LLC for a time and materials engagement for assessment services of the ServiceNow platform, increasing the contract amount by \$99,500, from \$8,981,589.60 to a total not to exceed amount of \$9,081,089.60, with no change to the contract term of June 16, 2025 through June 15, 2030. (Presenter: Andrew Goldfrach, ARMC Chief Executive Officer, 580-6150)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Improve County Government Operations.**

**Operate in a Fiscally-Responsible and Business-Like Manner.**

**FINANCIAL IMPACT**

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The cost of \$99,500 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 have been included in the Arrowhead Regional Medical Center (ARMC) 2025-26 budget and will be included in future recommended budgets.

**BACKGROUND INFORMATION**

Amendment No. 3 (Amendment) to Contract No. 25-354 (Contract) will provide ARMC with ongoing project hours to obtain additional support from Optimum Healthcare IT, LLC (Optimum) for the ServiceNow Software Platform (ServiceNow), with a focus on assessing the current state of use. Optimum will provide approximately 440 hours to review the current platform configuration, management processes, ARMC's identified "pain" points, and ongoing initiatives.

Optimum will interview application and process stakeholders to understand perception of the value added by the platform within the stated scope and associated pain points and provide the assessment of the platform modules, including:

- Core platform - automation engine and process automation designer.

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- Healthcare life sciences/IT Service Management - incident management, major incident management, change management, problem management, service catalog/request management, knowledge management.
- Strategic portfolio management - idea/innovation management, demand management, project and portfolio management, resource management, time management, and collaborative work management.
- IT operations management for CMDB and Discovery, IT asset management and clinical device management.

On June 10, 2025 (Item No. 22), as the result of formal solicitation No. ARMC125-ARMC-5708, the Board of Supervisors (Board) approved the Contract with Optimum, to provide ServiceNow 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 with Optimum 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.

On March 10, 2026, pursuant to the delegated authority, the ARMC Chief Executive Officer approved Amendment No. 2 to Contract with Optimum for 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.

ARMC recommends approval of the Amendment to provide for the ongoing progression of enhanced organizational workflows within ServiceNow to boost operational efficiency, maintaining compliance, and facilitating informed strategic decisions at ARMC.

**PROCUREMENT**

Not applicable.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on March 27, 2026; Purchasing (Veronica Pedace, Buyer III, 387-2464) on February 4, 2026; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on February 10, 2026; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on February 13, 2026; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on February 17, 2026.

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April 7, 2026**

Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

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

Lynna Monell, CLERK OF THE BOARD

BY  \_\_\_\_\_  
DATED: April 7, 2026



cc: ARMC - Goldfrach w/agree  
Contractor - c/o ARMC w/agree  
File - w/agree  
CCM 04/8/2026