

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

March 14, 2023

FROM

WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center

SUBJECT

Amendment to Agreement with MoreDirect, Inc. dba Connection for Purchase of Support Services and Subscription Licenses from ServiceNow

RECOMMENDATION(S)

Approve **Amendment No. 3 to Service Agreement No. 20-460** with MoreDirect, Inc. dba Connection, to update the Statement of Work with additional service hours in support of the ServiceNow Managed Services project, increasing the contract amount by \$95,000, from \$1,076,936 to \$1,171,936, with no change to the total contract period of July 1, 2020 through June 30, 2025.

(Presenter: William L. Gilbert, Director, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

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

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 cost of \$95,000 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 have been included in the Arrowhead Regional Medical Center (ARMC) 2022-23 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

The amendment to Service Agreement No. 20-460 (Agreement) with MoreDirect, Inc. dba Connection (Connection) will enable ARMC to provide additional development and technical configuration support of the ServiceNow, Inc. (ServiceNow) platform as needed to build additional functionality and enhancements to ARMC Help Desk and Epic interfaces. The ServiceNow platform is an integral part of ARMC's information management infrastructure, providing necessary tools including web-based self-reporting, self-scheduling, and dashboard management for Help Desk and Change Management that is used by the entire hospital and integrates with platforms and services provided by the County Innovation and Technology Department.

On June 23, 2020 (Item No. 12), the Board of Supervisors (Board) approved the Agreement with Connection for the purchase of license and implementation of the ServiceNow platform, in the amount of \$938,736 for the period July 1, 2020 through June 30, 2025.

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ServiceNow
March 14, 2023**

On December 14, 2021 (Item No. 8), the Board approved Amendment No. 1 to the Agreement with Connection to obtain additional support to begin enhancement of the ServiceNow platform in the amount of \$95,000 for the period of December 15, 2021 through December 14, 2022. On the same item, the Board approved Amendment No. 2 to the Agreement with Connection to update the Statement of Work to include additional services in support of the ServiceNow Epic Integration and implementation project in the amount of \$43,200 for the period of February 12, 22 through March, 26, 2022

ARMC recommends approval of the amendment to the Agreement with Connection for the safety, health and social services needs of County residents through optimized technology systems at ARMC.

PROCUREMENT

This is a competitive procurement through Vizient Inc (Vizient), a group purchasing organization. Group purchasing organizations (GPO) allow for public entities to leverage contracts that have been competitively bid by a lead agency, in this case Vizient. Vizient secured this contract through a competitive request for proposals and evaluation process. The Purchasing Department supports this competitive procurement based on Vizient's competitive solicitation process.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on February 7, 2023; Purchasing (Ariel Gill, Buyer III, 777-0722) on February 14, 2023; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on February 21, 2023; Finance (Jenny Yang, Administrative Analyst, 387-4884) on February 24, 2023; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on February 24, 2023.

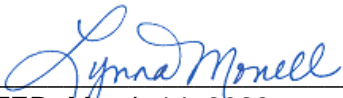
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Record of Action of the Board of Supervisors
San Bernardino County

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: March 14, 2023



cc: ARMC - Gilbert w/agree
Contractor - C/O ARMC w/agree
File - w/agree
CCM 03/16/2023