

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

**August 5, 2025**

**FROM**

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

**SUBJECT**

Amendment to Agreement with ANCILE Solutions, Inc. for Additional Features for the uPerform Cloud Subscription for Training and Support Services

**RECOMMENDATION(S)**

Approve **Amendment No. 2 to Agreement No. 24-461** with ANCILE Solutions, Inc. for training and support services, adding additional features to the uPerform cloud subscription, and increasing the contract amount by \$150,389.17, from \$1,325,191.48 to a total not-to-exceed amount of \$1,475,580.65, with no change to the term of June 30, 2023 through June 29, 2028. (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 cost of \$1,475,580.65, including the increase of \$150,389.17, 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. 2 to Agreement No. 24-461 (Agreement) with ANCILE Solutions, Inc. (ANCILE) will expand the uPerform Just-in-Time training and support platform (uPerform) to include new features, specifically Microsoft Copilot, which will enable the delivery of real time, role-based notifications and training directly within the electronic health record (EHR) system Epic, used by ARMC clinical staff. uPerform has proven to be an essential tool in on-boarding new staff, delivering timely education during system updates, and supporting compliance with evolving workflows.

ARMC identified a need to expand the platform with Microsoft Copilot functionality. This enhancement will allow the communication of real-time updates, urgent alerts, and instructional messages directly within the EHR system to improve user awareness and responsiveness during system changes and to help to reduce reliance on external communication channels.

**Amendment to Agreement with ANCILE Solutions, Inc. for Additional Features for the uPerform Cloud Subscription for Training and Support Services  
August 5, 2025**

On June 28, 2023, as the result of a non-competitive procurement, the Purchasing Department executed Master Subscription Agreement No. 4400023140 (now known as the Agreement) with ANCILE, with an initial term of five years, for the uPerform implementation services, cloud subscription and support services in the amount of \$198,875 for the first year of service of June 30, 2023 through June 29, 2028.

On June 11, 2024 (Item No. 17), the Board of Supervisors (Board) approved Amendment No. 1 to the Agreement with ANCILE, for uPerform implementation services, cloud subscription and support services, increasing the contract amount by \$1,126,317, to cover the costs for the remaining four years of the Agreement, from \$198,875 to a total not-to-exceed amount of \$1,325,192, with no change to the term of June 30, 2023 through June 29, 2028.

ARMC recommends the approval of Amendment No. 2 to provide for the safety, health and social services needs of county residents by delivering training opportunities to clinical staff directly within Epic.

**PROCUREMENT**

Not applicable.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on June 26, 2025; Purchasing (Veronica Pedace, Buyer III, 387-2464) on June 26, 2025; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on July 1, 2025; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on July 11, 2025; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on July 17, 2025.

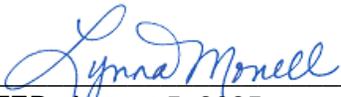
**Amendment to Agreement with ANCILE Solutions, Inc. for Additional Features for the uPerform Cloud Subscription for Training and Support Services**  
**August 5, 2025**

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: August 5, 2025



cc: ARMC - Goldfrach w/agree  
Contractor - c/o ARMC w/agree  
File - w/agree  
CCM 08/11/2025