



**Contract Number**

25-354 A-3

**SAP Number**

**Arrowhead Regional Medical Center**

<b>Department Contract Representative</b>	<u>Andrew Goldfrach</u>
<b>Telephone Number</b>	<u>(909) 580-6150</u>
<b>Contractor</b>	<u>Optimum Healthcare IT, LLC</u>
<b>Contractor Representative</b>	<u>Andrew Saylor</u>
<b>Telephone Number</b>	<u>(904) 373-0831</u>
<b>Contract Term</b>	<u>June 16, 2025 - June 15, 2030</u>
<b>Original Contract Amount</b>	<u>\$8,981,589.60</u>
<b>Amendment Amount</b>	<u>\$99,500</u>
<b>Total Contract Amount</b>	<u>\$9,081,089.60</u>
<b>Cost Center</b>	<u>8480</u>

**IT IS HEREBY AGREED AS FOLLOWS:**

**AMENDMENT NO. 3**

This Amendment No. 3 (Amendment) dated February 24, 2026 is made by and between Optimum Healthcare IT, LLC (Contractor), and San Bernardino County (County) and modifies the terms to agreement executed between the parties as of June 16, 2025 (Contract).

1. Incorporate Exhibit B-5, as attached hereto, into the Contract as though fully set forth therein.
2. Delete Section D.1 in its entirety and replace with the following:

The maximum amount of payment under this Contract shall not exceed \$9,081,089.60, of which \$9,081,089.60 may be federally funded, and shall be subject to availability of other funds to the County. The Consideration to be paid to Contractor, as provided herein, shall be in full payment for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.

3. **Levine Act - Campaign Contribution Disclosure (formerly referred to as Senate Bill 1439).** Contractor has disclosed to the County using Attachment C – Levine Act - Campaign Contribution Disclosure (formerly referred to as Senate Bill 1439), whether it has made any campaign contributions of more than \$500 to any member of the Board of Supervisors or other County elected officer [Sheriff, Assessor-Recorder-Clerk, Auditor-Controller/Treasurer/Tax Collector and the District Attorney] within the earlier of: (1) the date of the submission of Contractor's proposal to the County, or (2) 12 months before the date this Contract was

approved by the Board of Supervisors. Contractor acknowledges that under Government Code section 84308, Contractor is prohibited from making campaign contributions of more than \$500 to any member of the Board of Supervisors or other County elected officer for 12 months after the County's consideration of the Contract. In the event of a further proposed amendment to this Contract, the Contractor will provide the County a written statement disclosing any campaign contribution(s) of more than \$500 to any member of the Board of Supervisors or other County elected officer within the preceding 12 months of the date of the proposed amendment. Campaign contributions include those made by any agent/person/entity on behalf of the Contractor or by a parent, subsidiary or otherwise related business entity of Contractor.

- 4. **Full Force and Effect.** The Contract, as amended by this Amendment, remains in full force and effect.
- 5. **Capitalized Terms.** Any capitalized term used but not defined in this Amendment shall have the meaning given to it in the Contract or the Amendment, as applicable.
- 6. **Counterparts.** This Amendment may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Amendment. The parties shall be entitled to sign and transmit an electronic signature of this Amendment (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Amendment upon request.

SAN BERNARDINO COUNTY

Optimum Healthcare IT, LLC  
*(Print or type name of corporation, company, contractor, etc.)*

►  
 \_\_\_\_\_  
 Dawn Rowe, Chair, Board of Supervisors

By ► \_\_\_\_\_  
*(Authorized signature - sign in blue ink)*

Dated: \_\_\_\_\_  
 SIGNED AND CERTIFIED THAT A COPY OF THIS  
 DOCUMENT HAS BEEN DELIVERED TO THE  
 CHAIRMAN OF THE BOARD

Name Brian Symonds  
*(Print or type name of person signing contract)*

Lynna Monell  
 Clerk of the Board of Supervisors  
 San Bernardino County

Title President  
*(Print or Type)*

By \_\_\_\_\_  
 Deputy

Dated: \_\_\_\_\_

Address \_\_\_\_\_  
 \_\_\_\_\_

**FOR COUNTY USE ONLY**

Approved as to Legal Form  
 ►  
 Bonnie Uphold, Supervising Deputy County  
 Counsel  
 Date \_\_\_\_\_

Reviewed for Contract Compliance  
 ►  
 \_\_\_\_\_  
 Date \_\_\_\_\_

Reviewed/Approved by Department  
 ►  
 Andrew Goldfrach, ARMC Chief Executive Officer  
 Date \_\_\_\_\_



## **ATTACHMENT A**

### **Levine Act –**

### **Campaign Contribution Disclosure**

**(formerly referred to as Senate Bill 1439)**

The following is a list of items that are not covered by the Levine Act. A Campaign Contribution Disclosure Form will not be required for the following:

- Contracts that are competitively bid and awarded as required by law or County policy
- Contracts with labor unions regarding employee salaries and benefits
- Personal employment contracts
- Contracts under \$50,000
- Contracts where no party receives financial compensation
- Contracts between two or more public agencies
- The review or renewal of development agreements unless there is a material modification or amendment to the agreement
- The review or renewal of competitively bid contracts unless there is a material modification or amendment to the agreement that is worth more than 10% of the value of the contract or \$50,000, whichever is less
- Any modification or amendment to a matter listed above, except for competitively bid contracts.

#### **DEFINITIONS**

Actively supporting or opposing the matter: (a) Communicate directly with a member of the Board of Supervisors or other County elected officer [Sheriff, Assessor-Recorder-Clerk, District Attorney, Auditor-Controller/Treasurer/Tax Collector] for the purpose of influencing the decision on the matter; or (b) testifies or makes an oral statement before the County in a proceeding on the matter for the purpose of influencing the County's decision on the matter; or (c) communicates with County employees, for the purpose of influencing the County's decision on the matter; or (d) when the person/company's agent lobbies in person, testifies in person or otherwise communicates with the Board or County employees for purposes of influencing the County's decision in a matter.

Agent: A third-party individual or firm who, for compensation, is representing a party or a participant in the matter submitted to the Board of Supervisors. If an agent is an employee or member of a third-party law, architectural, engineering or consulting firm, or a similar entity, both the entity and the individual are considered agents.

Otherwise related entity: An otherwise related entity is any for-profit organization/company which does not have a parent-subsidary relationship but meets one of the following criteria:

- (1) One business entity has a controlling ownership interest in the other business entity;
- (2) there is shared management and control between the entities; or
- (3) a controlling owner (50% or greater interest as a shareholder or as a general partner) in one entity also is a controlling owner in the other entity.

For purposes of (2), "shared management and control" can be found when the same person or substantially the same persons own and manage the two entities; there are common or commingled funds or assets; the business entities share the use of the same offices or employees, or otherwise share activities, resources or personnel on a regular basis; or there is otherwise a regular and close working relationship between the entities.



8. Name of any known individuals/companies who are not listed in Questions 1-7, but who may (1) actively support or oppose the matter submitted to the Board and (2) have a financial interest in the outcome of the decision:

Company Name	Individual(s) Name
N/A	N/A
N/A	N/A

9. Was a campaign contribution, of more than \$500, made to any member of the San Bernardino County Board of Supervisors or other County elected officer within the prior 12 months, by any of the individuals or entities listed in Question Nos. 1-8?

No  If no, please skip Question No. 10.

Yes  If yes, please continue to complete this form.

10. Name of Board of Supervisor Member or other County elected officer N/A

Name of Contributor: N/A

Date(s) of Contribution(s): N/A

Amount(s): N/A

Please add an additional sheet(s) to identify additional Board Members or other County elected officers to whom anyone listed made campaign contributions.

By signing the Amendment, Contractor certifies that the statements made herein are true and correct. Contractor understands that the individuals and entities listed in Question Nos. 1-8 are prohibited from making campaign contributions of more than \$500 to any member of the Board of Supervisors or other County elected officer while award of this Amendment is being considered and for 12 months after a final decision by the County.



# San Bernardino County

## Arrowhead Regional Medical Center SERVICENOW ASSESSMENT - STATEMENT OF WORK

September 11th, 2025

**Andrew Saylor**

Client Services Director -  
ServiceNow

503.705.7132

ASaylor@optimumhit.com



## **STATEMENT OF WORK**

### **Arrowhead Regional Medical Center - ServiceNow Assessment**

This Statement of Work ("SOW") is effective upon the date of execution by and between Optimum Healthcare IT, LLC ("Contractor") and San Bernardino County "County").

## **EXECUTIVE SUMMARY**

County is looking to leverage the investment they have made in the ServiceNow, Inc. ("ServiceNow") software platform ("Platform") more effectively. In support of this effort, County would like to understand the health of the current program and Platform technically, as they support the facilitated processes, and as aligned with departmental and organizational objectives. Contractor will provide County with an assessment and analysis of the current implementation of the Platform and hosted applications within the Platform and the effectiveness of these applications in supporting the business processes.

### **I. SCOPE AND OBJECTIVES**

The objective of this engagement is to provide County with an assessment and analysis of the current implementation of Platform and the hosted applications within the Platform, along with the effectiveness of the applications in supporting business processes. Contractor will provide recommendations for extensive realization of value from investment in the Platform, optimization of the implementation in pursuit of departmental objectives, and a roadmap for more effectively leveraging the Platform and the licensed applications to achieve success against objectives. The focus of the assessment will be to address current configuration, processes, and roadmap relative to better and best practices as well as Contractor's experience with other organizations in the industry.

Strategic and roadmap advisory will be guided by Contractor's in-depth familiarity with the capabilities of the Platform in supporting the unique needs of provider organizations. Contractor maintains an active role in the ServiceNow healthcare community and will consider unique capabilities in advising County on program direction.

### **II. ENGAGEMENT APPROACH**

The Contractor team will leverage a senior ServiceNow Architect as the lead Principal Consultant to work closely with County, County staff, and other key departmental users to ensure high-quality service throughout this engagement. Additional Subject Matter Experts will be leveraged as needed during the engagement.

Our approach for the engagement will include a current state assessment that will capture platform configuration, effectiveness in supporting associated processes, and user perception. With an understanding of existing configuration, support for key processes, and organizational perception of the implementation, Contractor will recommend and document guidance on the optimization of the applications, remediation of issues uncovered during the assessment, and the roadmap to realizing further value toward County's objectives by leveraging the Platform.

Activities required in support of this effort will include:

- Workshops and 1-on-1 interviews with key stakeholders
- Review of documentation
- Review of Platform configuration and data

Interviews will be conducted using Microsoft Teams or a collaboration solution made available by County. The presentation of the final deliverable can be done in person or as a video conferencing session(s) as directed by County. The steps for each phase of the project are:

### **Current State Assessment**

Contractor will work with the AMC team to review the current Platform configuration, management processes, identified "pain" points, and on-going initiatives. Our team will interview application and process stakeholders to understand perception of the value added by the Platform within the stated scope and associated pain points. Based on our findings, we will compile and present the deliverables documented in this SOW. The following is an outline of the approach:

### ***Project Planning and Initial Data Collection***

- Provide County with a data request for Platform, application, and process documentation.
- Define virtual interview and walkthrough schedule and confirm resource availability.
- Conduct initial project planning with County management.

### ***Assessment***

Specific areas that will be addressed in this assessment include the following:

- Core Platform
  - Automation Engine
- HCLS / ITSM
  - Incident Management
  - Major Incident Management
  - Change Management
  - Problem Management
  - Service Catalog / Request Management

- Knowledge Management
- Strategic Portfolio Management
  - Idea / Innovation Management
  - Demand Management
  - Project & Portfolio Management
  - Resource Management
  - Time Management
- IT Operations Management
  - CMDB
  - Discovery
- IT Asset Management
  - Hardware Asset Management
- Clinical Device Management
  - Field Service Management
  - Enterprise Asset Management

Within these areas, technical review will include but not be limited to the following:

- Flows & Workflows
- Fulfiller Workspaces
- Use of Codes & Scripts
- Development Teams & Processes
- Data Architecture
- Existing Integrations
- Instance Scan Review & Findings
- Technical & Architecture Best Practices
- Licensing Entitlements Review

### ***Recommendations and Roadmap***

Contractor will work with CountyC core team and key management personnel to review the findings from the assessment. Following the review, Contractor will document recommendations and guidance to present to the County stakeholder team. The roadmap guidance will include both short-term (within 3 months) wins and an 18-24-month roadmap for growth and expansion of value.

### ***Technical Remediation & Quick Wins***

Contractor will deliver technical remediation of quick wins identified throughout the assessment, limited to forty (40) development hours. Contractor will work with County to identify and prioritize these remediations.

## **III. CONTRACTOR DELIVERY ROLES**

Role	Responsibility
Engagement Manager	Contractor's experienced Engagement Manager (EM) will lead planning, coordination of work and resources, manage issues and risks, and ensure delivery quality for the term of the engagement. The EM is the primary point of contact for the delivery team and County to ensure alignment and execution of project goals.
Business Process Consultant	Contractor believes that a strong technical solution must underpin a solid business process. Our Business Process Consultant (BPC) brings experience in the healthcare industry to support County with process best practices that are enabled by the Platform.
ServiceNow Developers	Contractor provides seasoned ServiceNow Developers who bring technical and best practice knowledge to bear in developing solutions against business requirements, including but not limited to Platform configuration, customization using code, integrations, and data migration.
ServiceNow Architect	Contractor's ServiceNow Architects bring deep technical and process knowledge. They design complex technical solutions, serve as an escalation point for complex challenges, and provide guidance on governance, resourcing, and other program needs.
Principal Domain Expert (Enterprise Architect)	Contractor's Principal Domain Experts provide strategic oversight, domain expertise, and thought leadership. They also ensure solution designs align with business goals, supports stakeholder engagement, risk mitigation, and project quality.

#### IV. DELIVERABLES

Contractor will produce the following deliverables at the completion of the engagement:

- Project Charter
- Assessment Documentation
- Executive Summary
- Project Status Reports

#### V. REPORTING

Contractor will meet on a weekly cadence with County to provide status updates on work and discuss opportunities for near-term development against quick wins. At County's request, Contractor will provide a report of activities and work completed to County no more than twice a

month and will present an update on the contents during one of the scheduled checkpoints with the County team. Upon completion of the assessment, a retrospective will be conducted to identify areas of strength within the engagement and opportunities for better engagement with County going forward.

## **VI. ASSUMPTIONS**

The success of this engagement depends upon key assumptions:

- All services will be delivered remotely with the option to perform the project kick-off and deliverables presentation on site with County if agreed upon in writing by Contractor and County.
- County will provide secure remote access and direct contact to IT support.
- Contractor is given access to the production ServiceNow environment or a sub-production environment reflecting a recent clone of the production environment without substantive clone exclusions limiting visibility into current state.
- If Contractor is not granted production access, an export of the current state of subscription availability and use is provided by County to Contractor.
- Contractor is given timely access to stakeholders to perform interviews and workshops.
- County provides Contractor a list of the subscribed product SKUs and quantities included in the current subscription order with the remaining term, excluding pricing.
- Contractor will provide engagement management to coordinate Contractor resources, delivery, and to serve as a liaison to Arrowhead Regional Medical Center. Arrowhead Regional Medical Center will provide an internal resource to provide project management support required by County and to coordinate County resources in support of the engagement.
- Arrowhead Regional Medical Center will provide documentation from recent assessments as an input into the analysis and recommendations performed under this SOW.

## **VII. TERM OF SOW; SCHEDULE FOR COMPLETION OF SERVICES**

Contractor will begin work under this SOW within six (6) weeks of signature with 100% of the services delivered remotely with the option to perform kick-off and final deliverable presentation on site. If County requests changes to the scope of this engagement or if circumstances beyond our control necessitate changes to the scope, Contractor will discuss this matter with County and agree in writing to any changes prior to any changes in fees.



Brian Symonds

Name (please print)

President

Title

Dawn Rowe

Name (please print)

Chair, Board of Supervisors

Title