

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

November 18, 2025

FROM

**SHANNON D. DICUS, Sheriff/Coroner/Public Administrator
TRACY REECE, Chief Probation Officer, Probation Department**

SUBJECT

Amendment to Contract with NaphCare, Inc. for TechCare Electronic Health Records Services

RECOMMENDATION(S)

1. Approve **Amendment No. 4 to Contract No. 15-886** with NaphCare, Inc., for use of TechCare Electronic Health Records services in detention facilities operated by the Probation Department and the Sheriff/Coroner/Public Administrator, increasing the contract amount by \$1,444,507, from \$6,421,580, to a new total amount not to exceed \$7,866,087, and extending the contract term by two years, for a new total contract period of December 16, 2015 through December 15, 2027, with the option to extend that term by one additional three-year period.
2. Authorize the Sheriff/Coroner/Public Administrator or Undersheriff and the Chief Probation Officer or Assistant Chief Probation Officer of the Probation Department to execute change orders to the Contract, as needed, subject to review by County Counsel, so long as the total aggregate amount does not exceed \$150,000 or amend the contract term.
3. Direct the Sheriff/Coroner/Public Administrator, Undersheriff, Chief Probation Officer, or Assistant Chief Probation Officer to transmit all contract change orders to the Clerk of the Board of Supervisors within 30 days of execution.

(Presenter: Carolina Mendoza, Deputy Chief Director, 387-0640)

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 additional Discretionary General Funding (Net County Cost). The increased contract amount of \$1,444,507 for NaphCare, Inc. (NaphCare), TechCare Electronic Health Records (EHR) system's maintenance and hosting services for the two-year extension will be funded as described below.

The annual costs for the Sheriff/Coroner/Public Administrator's (Sheriff) portion of the cost will be funded by Public Safety Realignment Revenue, established by Assembly Bill 109 in 2011, in the amount of \$300,000 (4424301000), and the remaining \$695,625 from the Sheriff's existing budget allocation (4420001000).

Sheriff		
Product/Service	2026	2027

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Sheriff		
Product/Service	2026	2027
TechCare EHR Contract Renewal – Adult Facilities Only, Unlimited License	\$422,500	\$446,125
TechCare Hosted Infrastructure – Adult Facilities Only, Unlimited License, Dedicated Connection	\$50,000	\$50,000
150 Additional Billable Hours @ \$180/hour	\$27,000	----
Total	\$499,500	\$496,125

The annual costs for the Probation Department (Probation) EHR maintenance and hosting services, during the two-year extension will be funded by Proposition 172 Revenue (4810061000).

Probation		
Product/Service	2026	2027
TechCare EHR Contract Renewal – Juvenile Facilities Only, Unlimited License	\$160,427	\$171,375
TechCare Hosted Infrastructure – Juvenile Facilities Only, Unlimited License, Dedicated Connection	\$42,500	\$42,500
SureScripts Medication Reconciliation: Annual Maintenance Fee	\$9,000	\$9,000
eRX & EPCS: 4 Provider Access License	\$7,040	\$7,040
Total	\$218,967	\$229,915

Sufficient appropriation is included in Sheriff’s and Probation’s 2025-26 budgets and will be included in future recommended budgets.

BACKGROUND INFORMATION

After relying on a paper-based medical records system, Sheriff and Probation implemented a corrections-based EHR system in 2015; the EHR facilitates and improves information sharing by automating the process of collecting and maintaining records for medical, mental, dental, vision, and wellness services for inmates at County detention facilities. The EHR also provides improved continuity of care during and after incarceration, including services from other County programs upon release, thereby promoting healthier communities and reducing recidivism.

On December 15, 2015 (Item No. 74), as a result of a non-competitive procurement, the Board of Supervisors (Board) approved Contract No. 15-886 with NaphCare to implement an EHR system for use by Sheriff and Probation for adult and juvenile detention facilities, respectively, for the period of December 16, 2015 through December 15, 2020, with the option to extend the contract by one three-year extension, followed by two one-year extensions.

On March 24, 2020 (Item No. 52), the Board approved Amendment No. 1 to Contract No. 15-886 with NaphCare to provide an additional 900 hours of proprietary software development for the EHR, increasing the contract amount by \$135,000, for a new total amount of not to exceed \$3,135,000, with no change to the contract term of December 16, 2015 through December 15, 2020.

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On December 8, 2020 (Item No. 43), the Board approved Amendment No. 2 to Contract No. 15-886 with NaphCare to add the NaphPro Hosting platform to the EHR services, increasing the contract amount by \$1,879,500, for a new total amount of not to exceed \$5,014,500, and exercising the first option to extend the contract by three years, for a new total contract term of December 16, 2015 through December 16, 2023.

On December 5, 2023 (Item No. 38), the Board approved Amendment No. 3 to Contract 15-886 with NaphCare, increasing the total contract amount by \$1,407,080, from a total amount of not to exceed \$5,014,500, for a new total amount of not to exceed \$6,421,580, and exercising an option to extend the contract by two years, for a new total contract term of December 16, 2015 through December 16, 2025.

On January 28, 2025 (Item No. 61), the Board approved Contract No. 25-84 with NaphCare for additional licensing, software upgrades, and customization of its EHR system, to version 5, in the amount of \$793,000, for a period of January 28, 2025 through January 27, 2028.

Approval of this item will allow for the continuation of EHR services utilizing the NaphPro hosting infrastructure, and the upgraded version and functionalities of TechCare, at Sheriff and Probation detention centers, amending the contract term to extend the contract term by two years, for a new contract period of December 16, 2015 through December 15, 2027, and adding an option to extend that term for one additional three-year period.

PROCUREMENT

TechCare and NaphPro are existing systems used by Sheriff and Probation, as developed by NaphCare, that are proprietary in nature, which precludes any other vendor from providing the required system maintenance, upgrades, and system support. The Purchasing Department concurs that a non-competitive justification is warranted due to NaphCare's proprietary rights to the TechCare system. The Contract may be terminated by either party upon a 30 days' advance written notice of termination for all, or part, of the services described therein.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Grace B. Parsons and Maria Insixiengmay, Deputy County Counsels, 387-5455) on October 21, 2025, Probation (Thomas Kamara, Director of Probation Administration, 387-9631) on October 20, 2025, Purchasing Department (Jason Cloninger, Lead Buyer, 387-2065) on October 15, 2025, and County Finance and Administration (Erika Rodarte, 387-4919, and Iliana Rodriguez, 387-4205, Administrative Analysts) on October 31, 2025

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: November 18, 2025



cc: Sheriff - Mendoza w/ agree
Contractor c/o Sheriff w/ agree
File w/ agree
JLL 11/25/2025