

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

January 27, 2026

FROM

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

SUBJECT

Amendment to Contract with ANCILE Solutions, Inc. to Provide Additional Services for the Epic Community Connect Project

RECOMMENDATION(S)

Approve **Amendment No. 3 to Contract No. 24-461** with ANCILE Solutions, Inc., for training and support services, to add software service to the uPerform cloud subscription, and to increase the contract amount by \$12,589.05, from \$1,475,580.65 to a total not-to-exceed amount of \$1,488,169.70, 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 \$12,589.05 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. 24-461 with ANCILE Solutions, Inc. (ANCILE) allows ARMC to continue leveraging the uPerform Cloud Subscription (uPerform) to support training and workflow efficiency for the Epic Community Connect Project (Epic). The uPerform platform provides real-time, role-based education and updates within Epic, supporting clinical operations and compliance during system changes. The additional cost covers prorated software service fees for Epic to add additional users through the end of the contract term. The Amendment supports ARMC's mission to enhance staff performance, improve patient safety, and maintain efficient healthcare delivery through reliable technology-based training systems.

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

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On June 11, 2024 (Item No. 17), the Board of Supervisors (Board) approved Amendment No. 1 to the Master Subscription Agreement No. 4400023140, which was subsequently renamed Contract No. 24-461, 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.

On August 5, 2025 (Item No. 24), the Board approved Amendment No. 2 to Contract No. 24-461 with ANCILE 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.

ARMC recommends the approval of the Amendment to ensure continued support for Epic, enhancing patient care coordination and clinical workflow efficiency.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on January 15, 2026; Purchasing (Veronica Pedace, Buyer III, 387-2464) on November 20, 2025; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on December 1, 2025; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on January 2, 2026; and County Finance and Administration (Jenny Yang, Administrative Analyst, 387-4884) on January 6, 2026.

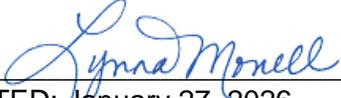
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Record of Action of the Board of Supervisors
San Bernardino County

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: January 27, 2026



cc: ARMC - Goldfrach w/agree
 Contractor - c/o ARMC w/agree
 File - w/agree
MBA 01/29/2026