

**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 Optimum Healthcare IT, LLC for the Provision of ServiceNow Software Products

RECOMMENDATION(S)

Approve **Amendment No. 1 to Contract No. 25-354** with Optimum Healthcare IT, LLC for a time and materials engagement for services to deploy enhancements and provide ongoing support for the ServiceNow platform, increasing the contract amount by \$495,700.00, from \$8,485,889.60 to a total not to exceed amount of \$8,981,589.60, with no change to the contract term of June 16, 2025 through June 15, 2030.

(Presenter: Andrew Goldfrach, ARMC Chief Executive Officer, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

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 \$495,700 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) 2024-25 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

Amendment No. 1 (Amendment) to Contract No. 25-354 (Contract) will provide ARMC with ongoing project hours to obtain additional support from Optimum Healthcare IT, LLC (Optimum) for the ServiceNow Software Platform (ServiceNow), focusing on enhancements and new capabilities aligned with a developed roadmap. Optimum will provide approximately 2,098 hours to build necessary tools and provide support to deliver various functionalities including:

- Core platform - automation engine and process automation designer.
- Healthcare life sciences/IT Service Management - incident management, major incident management, change management, problem management, service catalog/request management, knowledge management.
- Strategic portfolio management - idea/innovation management, demand management, project and portfolio management, resource management, time management, and collaborative work management.

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- IT operations management for CMDB and Discovery, IT asset management and clinical device management.

On June 10, 2025 (Item No. 22), as the result of formal solicitation No. ARMC125-ARMC-5708, the Board of Supervisors approved the Contract with Optimum, to provide ServiceNow subscription services, training, and support in the amount of \$8,485,890, for the period of June 16, 2025 through June 15, 2030.

ARMC recommends approval of the Amendment to provide for the health and safety of ARMC patients by continuing to enhance organizational workflows within ServiceNow to boost operational efficiency by driving and delivering efficient clinical and patient care, maintaining compliance, enhancing control and transparency of information technology and patient care devices and facilitating informed strategic decisions at ARMC.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on December 17, 2025; Purchasing (Veronica Pedace, Buyer III, 387-2464) on December 17, 2025; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on December 19, 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