

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

**May 23, 2023**

**FROM**

**WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center**

**SUBJECT**

Agreement with Tegria Services Group – US, Inc. for Meditech Cloud Services

**RECOMMENDATION(S)**

Approve **Agreement No. 23-341** with Tegria Services Group – US, Inc., for Meditech Cloud server and storage management of the hardware and applications support services for the legacy electronic health records system, in the not-to-exceed Agreement amount of \$1,600,000, for the five-year period from the date of full execution by all parties.

(Presenter: William L. Gilbert, Director, 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) as the cost of \$1,600,000 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) 2022-23 budget and will be included in future recommended budgets.

**BACKGROUND INFORMATION**

The recommended Agreement will allow ARMC to outsource the server and cloud storage environment for the Meditech legacy electronic health record system to Tegria Services Group – US, Inc. (Tegria), to manage the hardware and Meditech applications support. Tegria has provided full-service Meditech hosting for more than 20 years and serves dozens of hospitals ranging from small critical access hospitals to large, 600+ bed facilities. This experience has allowed Tegria to develop a secure hosting solution with Health Information Portability and Accountability Act of 1996 (HIPAA)-compliant, resilient, and redundant United States-based data centers.

The current Meditech hardware is at the end of life, and it is no longer cost-effective to keep the Meditech electronic health record system onsite at ARMC as it is being replaced by an Epic Corporation electronic health records system. The Meditech electronic health system will eventually only be used to access legacy files when needed.

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The outsourced server/storage and application software support from Tegria will provide requisite servers, storage, and backups for all patient records stored in the Meditech environment prior to 2019, in compliance with HIPAA regulations for security/privacy issues.

This Agreement with Tegria will provide for the safety, health and social services needs of county residents by continuing support services for the Meditech environment, allowing ARMC to have continual access and storage of patient records to meet regulatory mandates for medical record retention and patient access to health records. This Agreement will also provide for a seamless transition from the current vendor. A companion item with Park Place, International, LLC dba CloudWave (CloudWave) is being presented to the Board for this meeting. The agreement with CloudWave will be in place for the transition period to the Tegria services.

ARMC recommends approval of this Agreement for continued support services, including hardware environment support, until the regulatory timeframe of 10 years for document retention of patient medical records held in this environment has been met.

**PROCUREMENT**

Request for Proposal (RFP) No. ARMC122-ARMC-4660 for Meditech Cloud Services was released through the County's Electronic Procurement (ePro) network on July 5, 2022. The intent of the RFP was to seek proposals from qualified vendors to provide cloud-based hosting services for retention of historical Meditech patient and financial data. The following two proposals were received in response to the RFP:

<b>Agency</b>	<b>Location</b>
Tegria Services Group – US, Inc.	Madison, WI
Park Place International dba CloudWave	Marlborough, MA

Evaluation of the proposals was completed by a committee comprised of representatives from ARMC's Information Technology and Clinical Informatics Departments. All proposals were evaluated based on qualifications and experience, finance review, cost, references, and technical review. The evaluation committee determined, based on the depth of knowledge and familiarity with the proposal requirements, that Tegria best met the needs of ARMC and was recommended for a contract. On April 14, 2023, a tentative award letter was sent to Tegria. No protests were received.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on April 19, 2023; Purchasing (Ariel Gill, Buyer, 777-0722) on April 19, 2023; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on April 20, 2023; Finance (Jenny Yang, Administrative Analyst, 387-4884) on April 21, 2023; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on April 21, 2023.

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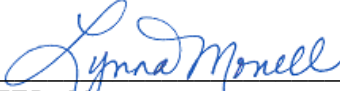
Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

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

Lynna Monell, CLERK OF THE BOARD

BY



DATED: May 23, 2023



cc: ARMC - Gilbert w/agree  
Contractor - C/O ARMC w/agree  
File - w/agree  
CCM 05/24/2023