

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

September 14, 2021

FROM

WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center

SUBJECT

Amendment to Contract with Gartner, Inc. for Consultation Services

RECOMMENDATION(S)

Approve **Amendment No. 2** to **Contract No. 18-644** with Gartner, Inc., effective September 14, 2021, to increase the contract amount by \$540,000, from \$1,535,522 to \$2,075,522, to expand the scope of work to include Countywide Information Technology Strategy and Governance Framework, with no change to the contract period of August 21, 2018, through August 20, 2022. (Presenter: William L. Gilbert, Director, 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.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

FINANCIAL IMPACT

Approval of the recommendation will not result in the use of additional Discretionary Funding (Net County Cost), as the additional cost of \$540,000 is split evenly between participating departments involved in the Countywide Information Technology Strategy and Governance Framework. Arrowhead Regional Medical Center (ARMC), San Bernardino County Department of Behavioral Health (DBH) and San Bernardino County Department of Public Health (DPH) are 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. The Innovation and Technology Department (ITD) has sufficient appropriation included in the Computer Operations 2021-22 adopted budget.

DEPARTMENT	AMOUNT
Arrowhead Regional Medical Center	\$135,000
Department of Behavioral Health	\$135,000
Department of Public Health	\$135,000
Innovation and Technology Department	\$135,000
TOTAL	\$540,000

BACKGROUND INFORMATION

Approval of the recommendation will allow Gartner, Inc. (Gartner) to provide San Bernardino County (County) with the knowledge and expertise necessary to develop an iterative, transparent approach to Information Technology (IT) to allow for agility in responding to feedback from key stakeholders and ultimately drive buy-in through a series of collaborative workshops and a comprehensive evaluation. Beginning with the County healthcare departments, including ARMC, DBH, DPH, and ITD, Gartner will work to establish an IT Governance framework. By implementing Enterprise Governance for technology investment decisions, the County will optimize the use of scarce resources and can expect to realize cost savings, efficiency improvements and faster time to value.

Gartner is an industry leader in offering comprehensive technology research and advisory services, including government-specific analysis, and are the leader in providing evidence-based best practices and proven research data. Gartner has succeeded in establishing their expertise in County healthcare services and systems including their consulting services for a new Electronic Health Record System for ARMC. Gartner will review current processes and deliver an Enterprise Governance Strategic Plan that will clearly communicate the need for people, processes, and technology required to meet governance objectives. In conjunction with the leadership of ARMC, DBH, DPH and ITD, Gartner will produce a logically sequenced roadmap to help the County transition to an Enterprise Focused Information Technology Governance approach, that will allow departments with common needs to work together to achieve better outcomes to benefit the residents of the County.

All contracted rates have been negotiated through the California County Information Services Directors Association (CCISDA) who solicited bids for industry research firms to obtain better volume pricing through consolidating government demand for services. It was determined that it would be in the best interest of the County to continue to work with Gartner as they have the specialized credentials and expertise necessary to complete all tasks.

On August 21, 2018 (Item No. 4), the Board of Supervisors (Board) approved Agreement No. 18-644 with Gartner to provide consulting services for a new Electronic Health Record System in the amount of \$630,500, for the period of August 21, 2018, through August 20, 2020.

On August 20, 2019 (Item No. 9), the Board approved Amendment No. 1 to Agreement No. 18-644 to extend the total contract period by two years and to increase the contract amount by \$905,022 for an expansion on the scope of work to include Enterprise Resource Planning Detailed Requirements Gathering and Electronic Health Records Implementation Support.

PROCUREMENT

Purchasing concurs with the continued non-competitive justification of specialized credentials for the Department's agreement with Gartner due to their success in working with ARMC on their consulting services for a new Electronic Health Record System.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Deputy County Counsel, 387-5455) on September 7, 2021; Purchasing Department (Ariel Gill, Buyer, 777-0722) on September 7, 2021; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on June 16, 2021; Finance (Yael Verduzco, Administrative Analyst, 387-5285) on June 28, 2021; and County Finance and Administration (Matthew Erickson, County Chief Financial Officer, 387-5423) on June 28, 2021.

**Amendment to Contract with Gartner, Inc. for Consultation Services
September 14, 2021**

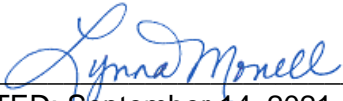
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Dawn Rowe

Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: September 14, 2021



cc: ARMC- Gilbert w/agree
Contractor- C/O ARMC w/agree
File-w/agree
LA 09/20/2021