



# San Bernardino County

## Legislation Text

---

**File #: 4510, Agenda Item #: 15**

---

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

**July 13, 2021**

#### **FROM**

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

#### **SUBJECT**

Subscription Agreement with Interact Intranet, Inc. for Cross-Enterprise Digital Workflows

#### **RECOMMENDATION(S)**

Approve agreement with Interact Intranet, Inc. for an intranet subscription to deliver ServiceNow compatible, cross-enterprise digital workflows, in the amount of \$427,520, for a total of thirty-six months from the date of execution.

(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). The cost of \$427,520 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) 2021-22 budget and will be included in future recommended budgets.

#### **BACKGROUND INFORMATION**

This agreement will allow ARMC to purchase a new Intranet subscription service to connect employees to work-relevant information. Interact Intranet, Inc. (Interact) provides a Software as a Service solution that integrates with ARMC's ServiceNow automated platform. This platform enables ARMC to improve operational efficiencies by streamlining and automating routine tasks. Furthermore, it provides workflows that connect people, functions and organizational systems. This functional specification is critical for ARMC's continued use of the ServiceNow platform while integrating Interact's features.

The Interact service includes a short message service (SMS) emergency crisis alert notification tool called "Broadcasts" that sends alerts to personal mobile devices. Organizations use Broadcasts to notify employees when urgent communication is required and to keep them informed as events unfold. This subscription allows for messages to be composed within the intranet itself. From there, specific broadcast channels can be selected for distribution, including the use of SMS for rapid notification.

The Interact service also includes a Pulse Surveys feature, which streamlines and automates the collection of data from employees for optimization of human resources, business, and employee processes thus allowing ARMC to gain actionable insights on its workforce practices.

ARMC recommends approval of this agreement as the Interact solution will enable ARMC to connect business communications tools and applications in one place for ARMC staff and improve patient care and safety by providing quicker access to hospital forms and applications.

**PROCUREMENT**

This agreement is non-competitive based on its functional specifications. Interact Intranet, Inc. is the only supplier that provides integration with ARMC's existing ServiceNow platform.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Bonnie Uphold, Deputy County Counsel, 387-5455) on June 16, 2021; Purchasing Department (Ariel Gill, Buyer III, 387-2070) on June 18, 2021; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on June 16, 2021; Finance (Amanda Trussell, Administrative Analyst, 387-4773) on June 28, 2021; and County Finance and Administration (Matthew Erickson, County Chief Financial Officer, 387-5423) on June 28, 2021.