SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

FROM: Riverside County Regional Medical Center/Ambulatory Care

SUBMITTAL DATE:
July 15, 2014

SUBJECT: Approve Amendment #22 with a six year term to the RCRMC Siemens Master Service Agreement (MSA). Districts-All, [$5,003,459] Ambulatory Care department budget and Federal funds.

RECOMMENDED MOTION: That the Board of Supervisors:
1. Approve and execute the attached amendment between RCRMC and Siemens; MSA dated September 28, 2004 to include expansion of the NextGen Electronic Health Record (EHR) licensing for the ten FQHC look-alike community-based clinic providers, purchase the NextGen Electronic Practice Management (EPM) module, and procure the project professional services needed for implementation throughout RCHS Ambulatory Care clinics.
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise renewal options for software maintenance for up to five additional years, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the agreement, including amendments to the compensation provision that do not exceed the annual CPI adjustments;
3. Authorize and Direct the Auditor-Controller to establish fund 21790; and
4. Authorize and Direct the Auditor-Controller to make the budget adjustment to the FY 14/15 budget as specified on the attached Schedule A

FISCAL PROCEDURES APPROVED

PAUL ANGULO, CPA, AUDITOR-CONTROLLER
BY: _Susana Garcia-Bocanegra_ 6/30/14
Susana Garcia-Bocanegra

Lowell Johnson
Interim CEO

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	$ 2,178,826	$ 1,023,871	$ 5,003,459	$	Consent ☐ Policy ☒
NET COUNTY COST	$	$	$	$	

SOURCE OF FUNDS Ambulatory Care department budget and Federal funds	Budget Adjustment: YES
	For Fiscal Year: 14/15 – 19/20

C.E.O. RECOMMENDATION: APPROVE

BY: _Debra Cournoyer_
Debra Cournoyer

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

Prev. Agn. Ref.: 3.60 3/17/09 3.27 5/6/14 | **District: All** | **Agenda Number:** 3-52

BACKGROUND:

Summary

Riverside County operates a health care system, known as the Riverside County Health System (RCHS), which consists of Riverside County Regional Medical Center (RCRMC), a 439-bed general acute care public teaching hospital, and ten federally qualified health centers (FQHC) look-alike community health centers.

RCHS addresses strategic, operational, and financial issues related to healthcare in collaboration with the County Executive Office and the County departments of Mental Health, Public Health, Public Social Services, Office on Aging, and Human Resources. Together, these County departments staff a Health Care Governance Committee (HCGC) which addresses strategic, operational, and financial issues impacting the RCHS.

RCHS seeks to implement an integrated Certification Commission for Health Information Technology (CCHIT) certified Ambulatory Care Electronic Practice Management (EPM) and Electronic Health Record (EHR) throughout the ten FQHC community clinics, the RCRMC campus-based Ambulatory Care clinics and specialty services. This project will achieve improved information management, improved access to clinical data for clinicians, and enhanced integration of information between sites, services and affiliated entities.

In the original Siemens Master Service Agreement, the Board of Supervisors approved the purchase of the NextGen EHR system for all RCRMC campus-based Ambulatory Care clinics. The NextGen EHR has since been deployed in several RCRMC Ambulatory Care campus clinics with deployment continuing to the remaining Ambulatory Care locations on campus. With the expansion of the RCHS Ambulatory Care to include the ten FQHC look-alike community clinics, RCHS seeks to leverage the existing software, which has proven effective for RCRMC, to ensure continuity of business practices throughout the entire Ambulatory Care environment. The expansion will also allow for the consistent application of policies, procedures and standards of care. Since the original contract was executed with Siemens, the amendment proposed today for expanded services comes through the same vendor.

To achieve an integrated Ambulatory Care EPM/EHR environment, this project is dependent upon the successful selection, purchase and implementation of a suitable computing platform. RCIT has completed an assessment of industry options and has determined that an internal cloud environment will provide the County with a flexible, secure solution that delivers infrastructure services (IaaS), provides enhanced security, provides a foundation for disaster recovery, and will ultimately reduce the overall County computing costs. The internal cloud system will allow the County to consolidate underutilized and over provisioned IT resources into an efficient and cost effective platform based on industry leading cloud infrastructure. The Board of Supervisors, under a separate Form 11, will be asked to consider approval of the infrastructure necessary to ensure successful implementation requested in this Form 11.

RCHS Ambulatory Care EPM/EHR Project Cost Estimate (6 year projection) – See attachment

Description	Siemens Amendment Costs	Other Project Costs (Separate Form 11)
System licensing/implementation costs	$2,882,843	
Infrastructure Hardware (separate Form 11)		$2,245,120
Desktop Hardware upgrades/replacements		$675,000
RCIT Resource costs		$2,100,000
BCA Maintenance and Support Savings		($600,000)
System Maintenance and Support	$2,120,616	
Sub-Total Project Costs	**$5,003,459**	**$4,420,120**
TOTAL PROJECT COSTS	**$9,423,579**	

Source of Funds for total project costs

Requested Budget Adjustment	$5,057,083
ARRA Provider EHR Incentives	$2,486,250
Increased patient revenue	$1,880,246
NET COUNTY COST/GENERAL FUND	**$0**

Impact on Residents and Businesses

Implementation of the NextGen EPM and EHR will enhance patient care at both the ten community health centers and hospital-based clinics.

SUPPLEMENTAL:
Additional Fiscal Information

The Affordable Care Act offers provider incentives to adopt, implement, upgrade, or demonstrate meaningful use of certified EHR technology. The ten FQHC look-alike community-based clinics have 39 eligible providers and will qualify for the Medicaid EHR Incentive Program for a total of $63,750 in incentive payments per provider. Over a six year period, the providers will qualify for a total incentive reimbursement of **$2,486,250** which will offset the costs of this project.

The Board of Supervisors approved the Department of Public Health's request for the use of one-time funding on May 6, 2014 item 3.27. The funds were received for services provided related to Delivery System Reform Incentive Payment (DSRIP) activities. Funds in the amount of **$5,057,083** will be used for the implementation of an EHR within the Ambulatory Care environment. The funds were not included in the FY 14/15 budget and the department is requesting a budget adjustment at this time.

In addition, hardware infrastructure costs will be coming as a separate Form 11 request for $2,245,120 and a Form 11 for desktop/hardware replacements for approximately $675,000. Other costs have already been included in department budgets.

We are expecting to spend $2,178,826 FY 14/15 for licensing and implementation professional services, $1,023,871 FY 15/16 for implementation professional services and maintenance and support, and $1,800,762 for maintenance and support for the remaining years of the amendment term.

There is no impact on the general fund. RCHS anticipates that sufficient revenue will be generated through patient's fees to cover the remaining costs.

Contract History and Price Reasonableness

The amendment was reviewed by a negotiation team consisting of personnel from RCRMC, RCHS, Purchasing, County Counsel and Information Technology. The team reviewed the amendment and existing Siemens Master Service Agreement to ensure that the terms and conditions were consistent with Riverside County policy and that the best possible terms were reached on behalf of the County.

Form 11 Attachments
1. Schedule A
2. Amendment originals (two copies)
3. Exhibit 1 – Project cost 6 year projection
4. H-11

Form 11
RCRMC Siemens Master Service Agreement
Amendment

SCHEDULE   A

Budget Adjustment
Fiscal Year 2014/15

INCREASE IN APPROPRIATION:

| 40050-4300100000-551000 | Operating Transfer -out | 5,057,083 |

USE OF FUND BALANCE

| 40050-4300100000-380100 | Unrestricted Net Assets | 5,057,083 |

INCREASE IN APPROPRIATION:

| 21790- 4200700000- 525440 | Professional Services | 5,057,083 |

INCREASE IN ESTIMATED REVENUE:

| 21790- 4200700000- 790500 | Operating Transfer -in | 5,057,083 |

Exhibit 1
Riverside County Health System | RCHS
Ambulatory Care – EPM/EHR Project #620

Project Cost Projection (Estimate Only)
Riverside County IT (RCIT)

TOTAL PROJECT COSTS (ESTIMATES ONLY)

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	GRAND TOTAL PROJECT COSTS
System/Vendor Project Costs (1)	$2,178,826	$704,017					
Initial Hardware Costs (2)	$2,000,000	$675,000					
RCHS Resource Implementation Costs* (3)	$750,000	$450,000	$225,000	$225,000	$225,000	$225,000	
EPM/EHR Maintenance and Support (4)							
RCIT Hosting Fee (annualized) (5)	$45,020	$40,020	$40,020	$40,020	$40,020	$40,020	
Monthly Support Fee (annualized)		$256,814	$328,842	$403,320	$403,320	$403,320	
Annual Support Fee		$65,000	$65,000	$65,000	$65,000	$65,000	
BCA Maintenance and Support Savings (6)		($120,000)	($120,000)	($120,000)	($120,000)	($120,000)	
Cost Sub-Total	$4,973,846	$2,070,851	$538,862	$613,340	$613,340	$613,340	$9,423,579

TOTAL MEDI-CAL INCENTIVE PAYMENTS

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	GRAND TOTAL INCENTIVES
Medi-Cal Incentives per EP** (7)	$21,250	$8,500	$8,500	$8,500	$8,500	$8,500	
Total Estimated EP** (8)	39	39	39	39	39	39	
Total Incentives	$828,750	$331,500	$331,500	$331,500	$331,500	$331,500	$2,486,250

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	GRAND TOTAL EST COSTS
Final Estimated Costs	$4,145,096	$1,739,351	$207,362	$281,840	$281,840	$281,840	$6,937,329

*Resource estimates are subject to a +-30% variance. A more in-depth assessment will have to made with input from the vendor.

**EP = Eligible Providers. This number could change based on the number of eligible providers qualifying for MU for any given period

Prepared by Angela Hines, PMP
Date Prepared: 06/26/2014

FINAL VERSION

Riverside County Health System | RCHS

Ambulatory Care – EPM/EHR Project #620

Estimate Assumptions

(1) System/Vendor Project Costs

a. Based on quote provided by Siemens on 1/20/2014. Quote/pricing valid until 3/7/2014

b. Assumes that if contract payment schedule establishes a milestone payment plan, 70% of project costs will be due the first year of the project and 30% will be due the second year of the project. Actual payment schedule will be finalized during the contracting process

(2) Initial Hardware Costs

a. Initial Siemens' quote dated 2/11/14 for hardware to support the solution is $881,006. An additional $881,006 has been added to accommodate a second, redundant server location within Riverside County in case of primary location hardware failure.

b. Siemens implementation fee for hardware set-up is $52,896

c. $500,000 estimated for exam room equipment (e.g., desktops, roll carts, wall mounts, etc.) that will be required to deploy the solution at the 10 FQHC community clinics.

d. $175,000 estimated for printer and desktop upgrades of existing equipment at FQHC clinic sites

e. 20% refresh rate added to year 6

f. Assessment at RCRMC campus clinics has not been included with this estimate

(3) RCHS Resource Implementation Costs

a. This estimate is based for year 1 and year 2 on 10,000 man-hours at $75 per hour for wages and benefits in year 1 and 6,000 man-hours for year 2. The estimate for the following years is for recurring internal support of the system estimated at 3000 man-hours at $75 per hour for wages and benefits.

b. This estimate does not include the resource costs already dedicated to the NextGen EHR project that exists today at RCRMC, but is supplemental to those existing resources.

c. This estimate assumes additional project implementation support from the vendor to supplement the RCHS project team

(4) EPM/EHR Maintenance and Support

a. The main increase from the original quote from Siemens is in this cost category. The addition of the EPM licenses for the RCRMC campus providers significantly increased the monthly support fee associated with the project.

(5) RCIT Hosting Fee

a. Per RCIT, there is one-time start up cost of $5,000 and a monthly support fee of $3,335. The tentative plan would be to host a redundant system at RC3 and the main hardware on the RCRMC campus.

(6) BCA Maintenance and Support

a. Once the EPM module in NextGen has been implemented at the 10 FQHC community based clinics there is the opportunity to discontinue the support and maintenance of the BCA CMS system.

Prepared by Angela Hines, PMP
Date Prepared: 06/26/2014

FINAL VERSION

RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

REQUESTED PURCHASE:	NEXTGEN EPM/EHR EXPANISION TO FQHC COMMUNITY CLINICS
DEPARTMENT/AGENCY:	RCHS AMBULATORY CARE
CONTACT NAME/PHONE:	ANGELA HINES 8-7284 / HELEN ORONA 8-3358

PURCHASE REQUEST:	☒ NEW EQUIPMENT/SERVICES	☐ UPGRADE	☐ REPLACEMENT	
PURCHASE TYPE:	☒ PROFESSIONAL SERVICES	☒ SOFTWARE	☐ HARDWARE	☐ RENEWAL

DESCRIBE REQUESTED PURCHASE	Expansion of the NextGen Electronic Health Record (EHR) licensing for the ten FQHC look-alike community-based clinic providers, purchase the NextGen Electronic Practice Management (EPM) module, and procure the project professional services needed for implementation throughout RCHS Ambulatory Care clinics.
BUSINESS NEEDS ADDRESSED	RCHS addresses strategic, operational, and financial issues related to healthcare in collaboration with the County Executive Office and the County departments of Mental Health, Public Health, Public Social Services, Office on Aging, and Human Resources. Together, these County departments staff a Health Care Governance Committee (HCGC) which addresses strategic, operational, and financial issues impacting the RCHS. RCHS seeks to implement an integrated Certification Commission for Health Information Technology (CCHIT) certified Ambulatory Care Electronic Practice Management (EPM) and Electronic Health Record (EHR) throughout the ten FQHC community clinics, the RCRMC campus-based Ambulatory Care clinics and specialty services. This project will achieve improved information management, improved access to clinical data for clinicians, and enhanced integration of information between sites, services and affiliated entities.

ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?	☒ NO ☐ YES ☐ UNKNOWN

BUSINESS CRITICALITY	BUSINESS IMPACT (SELECT ALL THAT APPLY)
☒ Run the business ☒ Grow the business ☒ Transform the business	☐ Support current operations ☐ Reduce Expenses ☒ Improve Customer Service ☒ Improve Operational Efficiencies

BUSINESS RISKS	
ALTERNATIVE SOLUTIONS	

TRANSACTION	☒ Cash Purchase	☐ Lease Purchase Lease Years: _____

County of Riverside

RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

PURCHASE COSTS	COST BENEFIT ANALYSIS		
Hardware: $		CURRENT COSTS	NEW COSTS
Software: $	Implementation		
	One-time (i.e., upgrades)		
Labor: $	Ongoing (i.e., maintenance)		
	Other		
Total Cost: $ 5,003,459			

ACCOUNTING STRING – Completed by transitioned Departments only
Used for pass thru purchases processed by RCIT

% Billed	Account (6 digits)	Fund (5 digits)	Dept. ID (6 – 10 digits)	Program (5 digits)	Class (5 digits)	Grant (9 digits)	Customer Project Code (10 digits)
100		10000	4200700000		6572		

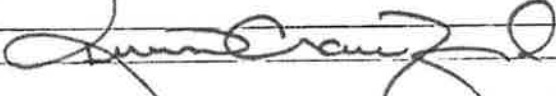| Departmental Fiscal Review (*Optional*):	Date:
Department Head Signature: (or authorized designee) David O'Marle for Carley, Linn	Date: 6/26/14

RCIT RECOMMENDATION – for purchases and renewals under $100,000

Recommended: ☒ Yes ☐ No (Purchases that are not recommended will be reviewed by TSOC upon request)

By: *Jim Watkins*	Date: 6-27-2014
Chief Information Officer Signature:	Date: 27 Jun 14

RCIT explanation for purchases that are not recommended:

ISO RECOMMENDATION: Security review for all purchases

Recommended: ☒ Yes ☐ No (In no, provide explanation below)

CISO Signature:	Date: 2 Jul 14

County of Riverside, Version 5A, 06/04/2013

TSOC RECOMMENDATION: for purchases and renewals over $100,000 and RCIT non-recommended purchases or renewals

Recommended: ☒ Yes   ☐ No (In no, provide explanation below)

TSOC Chair Signature: _____   Date: 2 Jul 14

TSOC explanation for denied requests:

AMENDMENT # 22 - NEXTGEN

This Amendment is made as of the _____ day of _____, 2014 ("Amendment Effective Date") between SIEMENS MEDICAL SOLUTIONS USA, INC., 51 Valley Stream Parkway, Malvern, Pennsylvania 19355 ("Siemens") and RIVERSIDE COUNTY ON BEHALF OF RIVERSIDE REGIONAL MEDICAL CENTER, located at 26520 Cactus Avenue, Moreno Valley, CA 92555 ("Customer").

Customer and Siemens are parties to an Agreement dated as of September 28, 2004, as amended ("Agreement"). The prior amendments to the Agreement consist of the following, together with purchases added to the Agreement from time to time through Professional Services Requests (PSRs): Amendment #1 - March 8, 2005, Amendment #2 - September 26, 2007, Amendment #3 - September 30, 2008, Amendment #4 - October 6, 2008, Amendment #5 - December 22, 2008, Amendment #6 - February 9, 2009, Amendment #7 - December 22, 2009, Amendment #8 - January 11, 2011, Amendment #9 - March 24, 2011, Amendment #10 - March 24, 2011, Amendment #11 - December 21, 2011, Amendment #12 - March 28, 2012, Amendment #13 - April 16, 2012, Amendment #14 - May 15, 2012, Amendment #15- October 18, 2012, Amendment #16 - January 22, 2013, Amendment #17 - March 20, 2013, Amendment #18 - September 30, 2013, Amendment #19 - October 24, 2013, Amendment #20 - February 11, 2014, and Amendment #21 – March 26, 2014.

1. DEFINITIONS. For the purposes of this Amendment, the following terms shall have the meanings listed below:

"Acceptance" shall be as described in this paragraph: Customer shall, within the time frames specified in the mutually agreed Implementation Workplan, compare each Application and item Custom Programming to respective Documentation or Specification and complete such other software or services tests as Customer considers necessary for Acceptance. Siemens will correct any failure of an Application or item Custom Programming to function substantially in accordance with the respective Documentation or Specification for which Customer gives Siemens detailed written notice during this test period. Upon receipt by Siemens of such notice, the test period shall be suspended until such time as Siemens notifies Customer that the failure has been corrected, at which time the balance of the test period shall continue, but in no event shall Customer have less than five (5) days for Acceptance testing the corrections of the identified errors. An Application or item of Custom Programming will be deemed Accepted by Customer at the earlier of the end of the initial test period if no notice of errors is received by then, or the end of the correction test period for which no notice of errors in the corrections is received, and in any event, on First Productive Use of the Application or item of Custom Programming.

"Applications" means all of the computer software (exclusive of Adaptations, Modifications and Custom Programming, if any) listed as Applications in an amendment, including model interfaces between Siemens Applications.

"Delivery" or "Delivery Date" mean, with respect to (a) an Application or an item of Custom Programming, the date on which that item is available to Customer for testing or Adaptation; (b) Equipment and Third Party Software installed by a manufacturer, the date on which that manufacturer certifies to Customer that such Equipment or Third Party Software is installed and operational according to manufacturer's procedures in effect on the date of installation; and (c) all other Equipment and Third Party Software, Customer-installable Applications and Documentation, the date on which that item is physically delivered to Customer.

"First Productive Use" of an Application or service means the date on which live data is first processed through that Application or service and used in Customer's business operations.

"Licensed Content" means information or templates Siemens has embedded into the Applications, or that Siemens licenses or resells to its customers in electronic media for use in or with an Application, such as order entry starter sets, workflows, nursing assessment pathways, bill form templates, or CPT codes.

"Mid-Level Provider" means, a person who does not fall under the definition of Provider but who renders health care services directly to a patient where such person's services are billed for, namely and without limitation; physical therapists, nurse practitioners or physician assistants who do not prescribe, nurse midwifes, occupational therapists, dental hygienists, dieticians, and nutritionists.

"Provider" means a person who renders health care services directly to patients, makes clinical decisions regarding patient care and can prescribe medications, namely and without limitation, MDs, DOs, DDSs, DPMs, ODs, nurse practitioners and physician assistants.

2. GRANT OF LICENSE. Siemens hereby grants Customer a non-exclusive, non-transferable perpetual license to the Applications listed in the table below, subject to the terms and conditions of the Agreement and a non-exclusive, non-transferable license to the Licensed Content listed in the table below.

Applications	Perpetual License Fee	Monthly Support Fee
Phase 1:		
NextGen EPM + EHR Provider Licenses	$286,000	$5,500
40 Full-Time Providers		
4 Mid-Level Providers		
NextGen EPM+EHR Practice Licenses (2)	$48,000	$855
Phase 2:		
NextGen EPM Provider Licenses	$720,500	$11,135
131 Full-Time Providers		
Phase 3:		
NextGen Patient Portal License (174 Providers)	$278,400	$10,266 (B)
NextGen EDR Provider License (EDR Access to EHR)	$10,200	$182
1 Full Time Provider		
3 Mid-Level Providers		
NextGen EDR Practice License (1)	$12,000	$214
NextGen Dashboard Provider License (174 Providers)	$104,226	$1,485
NextGen Real-Time Edits per Full Time Provider (170)		$1,615 (B)
NextGen Real-Time Edits per Mid-Level Provider (4)		$ 19 (B)
EHR Connect Monthly Fee – HITSP Pkg A		$875 (B)
CHC UDS Reporting Module (1)	$9,600	$171
NCS Mass Update Utility (1)	$3,200	$57
NCS Practice Comparison Utility (1)	$2,000	$36
NCS Master Data Copy Utility (1)	$6,000	$107
NCS Patient DE-Identifier Utility (1)	$3,200	$57
OSHPD Reports- California	$5,200	$93
CHDP PM 160 Claim Print for California	$5,200	$93
SAP Crystal Reports 2008 (1)	$498	$7
NextGen EPM & EHR Monthly Credit		($12,413) (A)

(A) Siemens shall provide ten percent (10%) of the monthly credit commencing when the monthly fees have commenced for all Phase 1 Applications and Siemens shall provide an additional fifteen percent (15%) of the monthly credit commencing when the monthly fees have commenced for all Phase 2 Applications, and Siemens shall provide an additional seventy-five percent (75%) of the monthly credit commencing when the monthly fees have commenced for all Phase 3 Applications, for a total of one hundred percent (100%) when all of these monthly fees have commenced. The monthly credit shall terminate on January 1, 2017.

(B) The fees in these designated rows cover processing and support for the corresponding Application.

NextGen Interfaces

	Perpetual License Fee	Monthly Support Fee
Immunization EXPORT: NG HL7 Format (CAIR)	$2,400	$43
PeopleSoft GL AR Interface	$8,000	$143
Quest Orders-Results Interface (1)	$2,400	$43
Lab Orders-Results Interface with CDD (1)	$2,400	$43
Lab Order-Results Interface with StarLIMS (1)	$2,400	$43
IVR- Recalls 1-way interface	$2,400	$43
ClaimRemedi Claims/ERA Interface	Included	Included
Non-preferred Claims/ERA interface for MDX	$3,832	$68
Non-preferred Claims/ERA interface for SSI	$3,832	$68
NG Defined Clearinghouse Eligibility	$796	$14
Invision Demo to/from EAS	Included	$178
Soarian Clinicals to/from NextGen – GSM	Included	Included
EAS Demo-Appts to syngo RIS	Included	$86
Syngo RIS Documents to Ambulatory EHR	Included	$71
HL7 Demographics Interface – EPM to EDR	Included	Included
HL7 Scheduling Interface – EPM to EDR	Included	Included
HL7 Charge Interface – EDR to EPM	Included	Included
EHR Connect – Pkg A -Rosetta Interop Services	$20,000	Included

NG EHR Connect – Query/Retrv eMPI:HL7 v2.5/3	Included	Included
NG EHR Connect – Demo Export: HL7 v2.5/3	Included	Included
NG EHR Connect – Demo Import: HL7 v2.5/3	Included	Included
NG EHR Connect – Audit Messaging	Included	Included
NG EHR Connect – Patient Consent using XACML	Included	Included
NG EHR Connect – Doc Gen: XDS (CCD/CCDA)	Included	Included
NG EHR Connect – Doc Exchange: XDS.b/C32 v2.5	Included	Included
NG EHR Connect – Locked Encounter Doc Export	Included	Included
NG EHR Connect – Lab Res Import HIE to EHR	Included	Included
NG EHR Connect – Rad Docs Import HIE to EHR	Included	Included
NG EHR Connect – Lab Orders Export EHR to HIE	Included	Included
NG EHR Connect – Lab Res Export EHR to HIE	Included	Included
NG EHR Connect – Rad Docs Export EHR to HIE	Included	Included
NG EHR Connect – Immuno Export EHR to HIE	Included	Included
NG EHR Connect – Syndromic Surv Exp EHR to HIE	Included	Included

Conversions
Demographics ONLY Conv (1)	$7,000	$0

3. LICENSED CONTENT. Siemens hereby grants Customer a license to the Licensed Content listed below, subject to the terms and conditions of the Agreement throughout the NextGen Support Term described in Section 4 (Term) below.

Licensed Content	**Annual Term Fee**
Healthwise Patient Education (44)	$8,580
Bundled ICD9 and CPT4 Codes Loaded (First User License Per Year)	$279
Bundled ICD9 and CPT4 Codes Loaded (Add'l Users - 173)	$6,055
First Data Drug Database with Integrated Interaction Module (44 Providers)	$6,116
RxHub Formulary Database (44 Providers)	Included
SureScripts ePrescribing (44 Providers)	Included
Medical Necessity – per Practice (2)	$4,000
EHR/EPM eLearning Licenses (340 Licenses)	$40,460

      eLearning Licenses will be released for Delivery upon written notification by Customer to Siemens. eLearning Licenses purchased herein include a 12 month subscription from the eLearning License Delivery Date. After the initial 12 months, the subscription is renewed for 12 month periods at NextGen's then-current rate unless Customer cancels the subscription in writing before such renewal.

NextGen® Knowledge Base Modules Included:	Included

      Audiology
      Behavioral Health
      Cardiology
      Cardiology EP
      Cardiology Vascular
      Correctional Health
      Dermatology
      Ear, Nose, Throat (ENT)
      Family Practice
      Gastroenterology
      General Surgery
      Internal Medicine
      Neurology
      Neurosurgery
      Nutrition Services
      OB/Gyn
      Oncology
      Ophthalmology ASC
      Ophthalmology
      Orthopedics
      Pediatrics
      Physical Therapy

Pulmonary
Retina
Rheumatology
Urology

Total $65,490

NOTE: For the Diagnosis/Procedure Database-ICD9 & CPT4 Codes Loaded Licensed Content, in accordance with AMA licensing requirements, each user requires a license. The AMA defines a "user" as an individual who: 1) accesses, uses, and/or manipulates CPT codes and/or descriptions contained in the electronic product either at the input (the point at which data in entered into the product), the output (the point at which data, reports, or the like are received from the products) or both phases of using the products; or 2) accesses, uses, and/or manipulates the electronic product to produce or enable an output that could not have been created without CPT embedded into the product even though CPT may not be visible or directly accessible; or 3) makes use of an output of the electronic product that relies on or could not have been created without the CPT embedded in the product even though CPT may not be visible or directly accessible.

4. TERM. The term of support of the Applications listed in Section 2 (Grant of License) above shall begin on the Amendment Effective Date and continue until seventy-two (72) months after First Productive Use of the first of those Applications to achieve First Productive Use ("NextGen Support Term"). The NextGen Support Term shall be renewed for twelve (12) month terms thereafter at Siemens' then-current invoiced rates unless either party gives the other written notice of nonrenewal not less than ninety (90) days prior to the end of the then-current NextGen Support Term. Siemens will use its best efforts to notify Customer of the impending deadline for giving notice of nonrenewal at least sixty (60) days prior that deadline.

5. SUPPORT. Siemens shall provide support for the Applications identified in Section 2 (Grant of License) in accordance with the Siemens Support Program under the Agreement (specifically Exhibit B to the Agreement) throughout the NextGen Support Term described in Section 4 (Term) above.

6. EQUIPMENT AND THIRD PARTY SOFTWARE. Schedule 1 attached to this Amendment includes the sizing and capacity assumptions and the Equipment and software configuration for the Facility. Customer shall procure all Equipment and such items of Third Party Software which are designated in Schedule 1 as being required for Customer to obtain, either from its existing resources, from Siemens and/or from a third party.

7. FEES. Customer shall pay the fees and other amounts described in this Amendment in accordance with the terms of this Amendment and the other provisions of the Agreement.

> **7.1. Support Fees.**
> **Phase 1:** Customer shall pay the Monthly Support Fees listed herein for the Phase 1 Applications commencing upon the earlier of First Productive Use of the corresponding Phase 1 Applications or fifteen (15) months from the Amendment Effective Date, except that Siemens shall extend this fifteen (15) month timeframe to the extent of any Siemens-caused delay in such First Productive Use.
> **Phase 2:** Customer shall pay the Monthly Support Fees listed herein for the Phase 2 Applications commencing upon the earlier of First Productive Use of the corresponding Phase 2 Applications or twenty-one (21) months from the Amendment Effective Date, except that Siemens shall extend this twenty-one (21) month timeframe to the extent of any Siemens-caused delay in such First Productive Use.
> **Phase 3:** Customer shall pay the Monthly Support/Interface Fees listed herein for the Phase 3 Applications/Interfaces commencing upon the earlier of First Productive Use of the corresponding Phase 3 Applications/ Interfaces or twenty-one (21) months from the Amendment Effective Date, except that Siemens shall extend this twenty-one (21) month timeframe to the extent of any Siemens-caused delay in such First Productive Use.

> **7.2. License Fees.** The License Fee for the perpetual-licensed Applications/Interfaces shall be due and payable as follows:

>> 7.2.1   Five percent (5%) of the total License Fees sixty (60) days from the Amendment Effective Date; and

>> 7.2.2   Ten percent (10%) upon the date Siemens delivers a mutually agreed upon Project Workplan; and

>> 7.2.3   Twenty-five percent (25%) upon the earlier of the Delivery Date of the corresponding Application/Interface or ten (10) months from the Amendment Effective Date, except that

Siemens shall extend this ten (10) month timeframe to the extent of any Siemens-caused delay in Delivery; and

7.2.4   Thirty-five percent (35%) upon the earlier of Acceptance of the corresponding Application/ Interface or ten (10) months from the Amendment Effective Date, except that Siemens shall extend this ten (10) month timeframe to the extent of any Siemens-caused delay in Acceptance; and

7.2.5   Twenty-five percent (25%) upon the date the corresponding Application/ Interface achieves First Productive Use, but in any event all of the license fees will be paid no later than twenty-one (21) months from the Amendment Effective Date, except that Siemens shall extend this twenty-one (21) month timeframe to the extent of any Siemens-caused delay in such First Productive Use.

7.3. Licensed Content Fees. Customer shall commence paying the Licensed Content Annual Fees upon Delivery of the Licensed Content. Thereafter, Customer shall pay the Licensed Content Annual Fee each year on the anniversary of the Delivery Date.

8. PROFESSIONAL SERVICES FEES. Customer engages Siemens to perform the services described in the Statement of Work attached to this Amendment as Attachment 1. The professional service fees summarized below reflect a discount off Siemens' current professional services rates. That discount is only valid if Siemens is performing all of the services described in that Statement of Work. The discount is valid for the entire project, as further described in the Statement of Work, *provided that* Customer permits Siemens to begin the engagement within twelve (12) months of the date of this Amendment; otherwise, Siemens then-current professional service rates will apply. The professional services fees summarized below are net of all discounts and no other discounts apply.

8.1. Time and Materials Implementation Services. Siemens shall bill and Customer shall pay monthly as incurred the professional service fees for the time and materials implementation services identified in the Statement of Work referenced above. Such fees shall be based on the actual hours of services performed. The estimated professional services fees for those services are summarized in the table below.

Services	Estimated Hours	Estimated Fee	
Professional Services	4,345	$764,785	
Supplemental Services	2,400	$501,600	
Total	**6,745**	**$1,266,385**	

8.2. Fixed Fee Implementation Services. Siemens shall perform the fixed fee implementation services identified in the Statement of Work referenced above. The fixed fee for those services is $66,744, and this fixed fee will be invoiced and paid in equal monthly installments commencing on project commencement of the fixed fee activities and continuing for a period of three (3) consecutive months. The fixed fee is based on the Statement of Work and is conditioned on the realization of any assumptions stated in the Statement of Work; for work performed in addition to or outside the scope of the Statement of Work, Siemens' then-current rates will apply, or as otherwise agreed to in writing.

Services	Fixed Fee	Recurring Fee
Professional Services	$66,774	$0

8.3. NextGen Education Classes. Siemens provides Customer with an initial set of NextGen education classes. Customer may obtain additional education classes directly from NextGen. Customer shall pay NextGen for additional education class fees and travel and living expenses provided by NextGen.

9. SPECIAL TERMS. The Applications may contain embedded Third Party Software. Some suppliers of Third Party Software require that their terms and conditions may be subject to change over the course of the Agreement, in which event Siemens will post such changes to the customer-only web site, include them in Documentation or otherwise provide notice of such changes. Said changes will become effective on the date of such posting, inclusion or notification. With the sole exception (relating to Open Source Software or OSS) provided below, Customer may use Third Party Software solely as part of the Application with which it was delivered and for no other purpose. Customer's right to use OSS delivered with the Applications is governed by the terms of the licenses accompanying such software which are included as part of the Documentation. The OSS is licensed to Customer royalty free;

however, Siemens may charge fees for reimbursement of costs in connection with complying with the OSS license terms. In the event of a conflict between the terms of an Open Source Software license and the Agreement, the relevant terms of the OSS license shall govern, but solely for the OSS components to which they relate. If delivery of such a copy is required by the relevant OSS, Customer may obtain a copy of the source code for such OSS accessing HS Customer World, Product Information under the Open Source software link or by addressing a letter of request identifying the source code requested to the Office of Associate General Counsel, Siemens Medical Solutions USA, Inc., Mail Code T06, 51 Valley Stream Parkway, Malvern PA USA 19355 (Insert Application Name). Siemens may from time to time change the list and number of OSS components. Siemens will in each case include the relevant contract terms and conditions as part of the Documentation for Updates, Releases or Versions.

Customer acknowledges that some Siemens suppliers of Third Party Software require that basic Customer information be provided to the supplier at the time of Siemens royalty reporting. Additionally, with respect to all Applications and all associated third party products, Siemens and its suppliers shall have no liability with respect to patient outcomes.

Listed below are special terms that relate specifically to certain items of Third Party Software that are included in this Amendment.

9.1. NextGen. Siemens shall forward to Customer, or if the NextGen is to be operated remotely by Siemens, shall install, a "License Key" for the NextGen software. The "License Key" is an encrypted alphanumeric code that is provided by Siemens or its supplier to activate those features of the NextGen software licensed to Customer hereunder. For purposes of NextGen licensing, a "Provider" means a person who renders health care services directly to patients, makes clinical decisions regarding patient care and can prescribe medications, namely and without limitation, MDs, DOs, DDSs, DPMs, ODs, nurse practitioners and physician assistants. A "Mid-Level Provider" means, a person who does not fall under the definition of Provider but who renders health care services directly to a patient where such person's services are billed for, namely and without limitation; physical therapists, nurse practitioners or physician assistants who do not prescribe, nurse midwifes, occupational therapists, dental hygienists, dieticians, and nutritionists. A "Provider License" means a license for a Provider or up to two (2) Part Time Providers, to use a specific NextGen product, (except that for Diagnostic Imaging Centers, a Provider License means a license for a Provider or up to three (3) Part Time Providers, to use a specific NextGen product.) A "Part Time Provider" means, a Provider that works less than 19 hours per week rendering, at any location, services that are tracked by the Software. For licensing purposes, a resident or medical student is considered a Part Time Provider. All other Provider supporting staff will be included under the Provider License. A "Practice License" is the license for certain NextGen products required for each individual, partnership or corporation with its own taxpayer identification number or which maintains its own separate clinical or financial patient records. In addition to the purchase of one or more Practice Licenses, the appropriate number of Provider Licenses must be purchased. A "Workstation" means a device (including but not limited to a desktop computer, laptop or thin client device) which is able to access NextGen products or read data from a NextGen product's database. For each Provider License purchased, Customer may have up to 5 active Workstations logged into the Application, except for Diagnostic Imaging Centers, in which event, the ratio shall be five workstations for each Provider and Part-time Provider.

9.1.1. Use of the RTS Server for eligibility and claims processing transactions *is not* included in this Amendment or the remainder of the Agreement; if Customer desired to use the RTS Server in that way, Customer would need to separately contract directly with NextGen and pay certain per transaction fees to NextGen.

9.1.2. Customer may not export or re-export the NextGen software without the appropriate United States and foreign government licenses. Neither the NextGen software, nor any technical data contained therein, nor any portion thereof may be exported or re-exported (i) into (or to a national or resident of) Cuba, Iran, Iraq, Libya, North Korea, Sudan, Syria, or any other country to which the United States has embargoed goods; or (ii) to anyone on the United States Treasury Department's list of Specially Designated Nationals or the U.S. Commerce Department's Table of Deny Orders. Customer hereby represents and warrants that Customer is not located in, under the control of, or a national or resident of any such country or on any such list. Customer acknowledges and agrees that Siemens is solely responsible to Customer for all obligations, warranties and remedies regarding the NextGen software licensed from Siemens and that NextGen Healthcare Information Systems, Inc. ("NextGen") has no such responsibility to Customer. Customer acknowledges that it may bring no claim or lawsuit against NextGen for any breach or violation of any term or condition of the Agreement or for any damages under the Agreement.

9.2. **NextGen Real Time Edits.** NextGen assumes no liability for transactions that may be rejected or found to be incomplete by any insurance carrier.

10. GENERAL.

10.1. Customer must fully and accurately report prices paid under this Amendment, net of all discounts (including rebates) as required by applicable law and contract, including without limitation 42 CFR 1001.952(h), on applicable Medicare, Medicaid and state agency cost reports. Customer shall retain a copy of this Amendment and all communications regarding this Amendment, together with the invoices for purchases, and permit agents of the U.S. Department of Health and Human Services or any state agency access to such records upon request.

10.2. This Amendment supersedes any contrary or inconsistent provisions of the Agreement and any prior amendments. No provisions of any Customer purchase order shall apply. As amended, the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, and intending to be legally bound, Siemens and Customer have executed this Amendment as of the day and year first above written.

SIEMENS MEDICAL SOLUTIONS USA, INC.

By: _____

Name: **Sean Friel**
_____
(Type or Print) **Vice President**
IT National Sales

Title: _____
(Type or Print)

By: _____

Name: **Michael Stern**
_____ **Sr. Director, Controller** _____
(Type or Print)

Title: _____
(Type or Print)

**COUNTY OF RIVERSIDE ON BEHALF OF ITS
RIVERSIDE COUNTY REGIONAL MEDICAL CENTER**

By: _____

Name: _____
(Type or Print)

Title: _____
(Type or Print)

By: _____

Name: _____
(Type or Print)

Title: _____
(Type or Print)

FORM APPROVED COUNTY COUNSEL
BY: _____ 6/30/14
NEAL R. KIPNIS   DATE

Attachment 1

Statement of Work for Riverside Regional Medical Center

Introduction

This Statement of Work (SOW) describes the project objectives for the Riverside County Health System Ambulatory Care Electronic Practice Management and Electronic Health Record project and specifies all tasks and activities for both installation and support. Detailed functional and technical requirements are not directly addressed in this SOW.

Scope of Work

The primary scope of this project is the successful implementation of the NextGen Enterprise Practice Management (EPM) and NextGen Electronic Health Records (EHR) throughout the Riverside County Health System (RCHS) Ambulatory Care Department. The RCHS Ambulatory Care Department consists of ten (10) FQHC look-alike community-based clinics including the dental clinic services, EIP/HIV services and primary care service provided at our mental health facility, five (5) primary care RCRMC campus-based clinics and the RCRMC specialty clinics.

There is currently an active NextGen EHR project at the Riverside County Regional Medical Center (RCRMC) that has been on-going for the RCRMC campus-based clinics and RCRMC specialty clinics. Several primary care clinics have gone live on the existing NextGen EHR system but future roll-outs to the remaining campus-based clinics are delayed due to an upcoming system upgrade and impending infrastructure upgrades needed to address system performance issues.

This statement of work will address all project activities needed to deploy a single instance of NextGen EPM and NextGen EHR, including the tasks remaining in the original Siemens Agreement (also referred to as the Master Service Agreement or MSA) and statement of work for the existing RCRMC NextGen EHR project, as well as the new tasks identified with creating an integrated Ambulatory Care EPM/EHR environment for all Ambulatory Care locations and services.

Vendor software and services include:
NextGen Enterprise Patient Management (EPM)
NextGen Electronic Health Record (EHR)
NextGen Electronic Dental Record (EDR)
Document Management
Patient Portal
Dashboard
E.H.R. Connect
All other necessary Vendor software required to properly run and operate all software identified above

County locations/facilities impacted by the scope of this project:
Riverside County Regional Medical Center – All Ambulatory locations
Riverside Neighborhood Health Center (Including the DOPH EIP/HIV department)
Jurupa Family Care Center
Corona Family Care Center
Lake Elsinore Family Care Center
Banning Family Care Center
Perris Family Care Center
Hemet Family Care Center
Indio Family Care Center
Palm Springs Family Care Center
Rubidoux Family Care Center (Including Dental Services)
Blaine Street Mental Health (Primary Care Services Only)
FQHC Centralized Scheduling Center
FQHC Ambulatory Care Administrative Office (Including Clinical Billing)
DOPH Laboratory

Riverside County Information Technology (RCIT)

Project Prerequisites

The County recognizes that there are critical activities and projects that must be completed in order to begin the design and build phase of the NextGen EPM and NextGen EHR systems for the RCHS Ambulatory Care environment.

Project prerequisites include:

Task #	Task	Deliverable	Responsible
1	Infrastructure-as-a-service cloud system at RC3 data center with warm/hot redundancy.	County Infrastructure Upgrade	• Riverside County Information Technology (RCIT)
2	Migration of the existing NextGen EHR from the RCRMC campus to the RCIT RC3 data center and on new hardware platform.	RCRMC NextGen EHR System Migration	• Riverside County Information Technology • Siemens NextGen Application Delivery Consultant
3	Upgrade the existing RCRMC NextGen EHR system to Version 5.8 and Knowledge Based Module (KBM) to Version 8.3.	RCRMC NextGen EHR System Upgrade	• Riverside County Information Technology

The Vendor shall supply upgrade support for the existing RCRMC EHR upgrade prerequisite #3 listed above. The upgrade services shall include the following:
- Project Management – Vendor will work with County on upgrade project plan and scheduling up to ninety-six (96) hours
- Technical Consultant to provide pre-conversion analysis/upgrade analysis and support of interfaces and customizations up to one hundred (100) hours
- Vendor Implementation Specialist (Trainer) – Remote or Onsite up to eighty (80) hours
- Vendor Go Live Support – Remote or Onsite up to eighty (80) hours

Once these perquisite tasks are complete, the Vendor shall deliver all project software to the County within ten (10) business days and assist the assigned County technical resources to install the base software in one (1) In-house Computing Option (ICO) Production, Test, Demo and Development environment.

Project Management

The Vendor and the County agree to utilize accepted project management strategies as defined by the Project Management Institute's PMBOK guide and standards. This will include project management deliverables for each project phase as mutually agreed to by the Vendor Project Manager and the County Project Manager. The project phases will include Planning and Design, Execution, Monitoring/Controlling and Closing.

The Vendor and the County will complete the Project Management activities using the following activities and deliverables. These deliverables are dynamic and will be maintained throughout the duration of the project.

Task #	Task	Deliverable	Responsible
1	The Vendor and the County will each assign a Project Manager	Project Manager Assignment	• Siemens/NextGen • County Project

Task #	Task	Deliverable	Responsible
	within ten (10) days of the Effective Date of the Amendment.		Steering Committee
2	The Vendor will develop an initial project plan with contribution from the County within thirty (30) days of the Effective Date of the Amendment. This artifact will be maintained throughout the duration of the project.	Project Plan • Project Milestones • Critical Path • Tasks • Task Duration • Resource Assignments	• Siemens NextGen Project Manager • County Project Manager
3	The Vendor and County Project Managers will coordinate a project kick-off meeting within thirty (30) days of the Effective Date of the Amendment.	Project Kick-Off Meeting	• Siemens NextGen Project Manager • County Project Manager
4	The County, with input from the Vendor, will develop a Risk Management Strategy within thirty (30) days of the Effective Date of the Amendment. This artifact will be maintained throughout the duration of the project.	Risk Management Assessment and Strategy	• County Project Manager
5	The County, with input from the Vendor, will develop a Communication Plan/Matrix within thirty (30) days of the Effective Date of the Amendment. This artifact will be maintained throughout the duration of the project.	Communication Plan/Matrix	• County Project Manager
6	The County, with input from the Vendor, will develop a Change Management Plan and Procedure within thirty (30) days of the Effective Date of the Amendment.	Change Management Plan and Procedure	• County Project Manager
7	The Vendor and County Project Managers will produce a project weekly status report.	Weekly Status Reporting	• Siemens NextGen Project Manager • County Project Manager
8	The County Project Manager will produce a monthly Steering Committee report, with input from the Vendor Project Manager.	Monthly Steering Committee Report	• County Project Manager

No phase or deliverable of the project will be deemed as accepted until County has provided written approval that each of the deliverables of the phase has been delivered and is acceptable to County. Such acceptance will not be unreasonably withheld and typically the County Project Manager will respond within five (5) business days to each submittal. If County Project Manager feels it will take longer than seven (7) business days, Vendor and County will mutually agree on an acceptable due date.

Planning and Design

The Planning and Design phase of the project will begin the week following the project kick-off meeting. The planning and design sessions and deliverables will be defined and guided by the Vendor Project Manager based on Vendor best practices for collecting necessary system design information.

The County will assign dedicated human resources to this project responsible for the management of assigned tasks and deliverables for the duration of the project and will make up the County Project Management Workgroup (PMW). These human resources will include, but are not limited, to the following:

FQHC PMW Resources/Roles	RCRMC PMW Resources/Roles
Project Manager	
FQHC Project Manager	RCRMC Project Manager
Scheduling Lead	Scheduling Lead
Registration Lead	Registration Lead
CMA/LVN Lead	CMA/LVN Lead
Physician Champion	Physician Champion
QA/QM and Reporting Lead	

County Staffing Requirements

County will be responsible for providing the appropriate resources to complete the engagement as recommended in the Customer Staffing table attached below. County agrees that its assigned personnel shall have the appropriate time commitment to the project, knowledge of the Facility, subject matter expertise, software training, and the appropriate skill sets as outlined in the NextGen EHR and Practice Management Client Profile documents in order to complete the implementation within the stated duration. Additionally, County personnel are responsible to communicate business needs, complete analysis, design, configuration and testing and shall develop training materials, conduct user training and provide maintenance and ongoing system support starting with Application delivery.

See workplan for details.

The Vendor and the County will complete the Planning and Design activities using the following tasks and deliverables in accordance with a mutually agreed to workplan:

Task #	Task Deliverable	Deliverable	Responsible
1	The County, with input from the Vendor, will produce Current State workflows, identifying existing concerns and problems with established processes.	Workflow Documentation and Analysis • Scheduling • Registration • Patient Rooming and Vitals • Clinical documentation • Billing • Referral Management • Order/Results • Messaging/Tasking • Other relevant workflows as identified	• County PMW
2	Vendor will conduct a detailed guided discovery process.	NextGen Assisted build documentation	• Siemens NextGen Consultant • County Revenue Cycle Lead

Task #	Task Deliverable	Deliverable	Responsible
			• County Clinical Lead
3	The County, with assistance from the Vendor, will produce a System Integration plan. This plan will identify all systems impacted by the implementation of this project and how related project activities will be handled.	System Integration Plan	• County PMW
4	The County, with input from the Vendor, will produce Future State workflows. These workflows must be finalized and approved by the County Steering Committee before beginning final system design and build.	Future State Workflow Design	• County PMW
5	The Vendor, with input from the County, will produce a document detailing the system and database design.	System and Database Design Document	• Siemens NextGen Consultant
6	County, with input from the Vendor, will create a Performance Management Plan with defined objectives, criteria and measures.	Define project and system measurable performance metrics	• County PMW

Execution

Once the Planning and Design activities are complete and approved by the County Steering Committee, the Execution phase of the project will begin. The County Project Management Workgroup (PMW) and the Vendor project resources will coordinate to complete all of the tasks and deliverables for this stage of the project.

The following tasks apply to all areas of RCHS Ambulatory Care to include the 10 FQHC look-alike community-based clinics, the RCRMC Ambulatory Care clinics and the Ambulatory Care specialty care clinics.

EPM Execution Activities

Task #	Task	Deliverable	Responsible
1	Vendor to perform initial set-up training for the County PMW.	EPM Set-Up Training	• Siemens NextGen Consultant
2	Vendor to perform Configuration Training for up to ten (10) resources at County location, presenting a basic application and system overview including file maintenance, table set up, User security access rights and preferences completed; three day training class.	EPM Configuration Training	• Siemens NextGen Consultant

Task #	Task	Deliverable	Responsible
3	Vendor to perform Core Group Training for up to ten (10) resources at County location on everyday use of the system including registration, scheduling, encounter information, patient data sheets, statements, claim processing and daily reporting; three day training class.	EPM Core Group Training	• Siemens NextGen Consultant
4	Vendor to perform Advanced Training for up to ten (10) resources at County location on billing and collections including third party and patient payments, adjustments refunds, General Accounts Receivable monthly and system reporting, work logs and tasking completed; three day training class.	Advanced Training	• Siemens NextGen Consultant
5	Vendor to perform Billing and claims Knowledge transfer to County including training and how to execute testing.	Billing and claims Knowledge Training	• Siemens NextGen Consultant
6	Vendor to perform Assisted build (EPM FQHC Practice)	• Build required database tables completed. • Build documentation	• Siemens NextGen Consultant
7	Vendor to perform Assisted build (EPM RCRMC Practice)	• Build required database tables completed. • Build documentation	• Siemens NextGen Consultant
8	Siemens NextGen and County review of how system decisions will impact the County database build reviewed and validated with County.	• System Decision Impact Document	• Siemens NextGen Consultant
9	Quality Assurance testing of Assisted Build - Iterative (EPM FQHC Practice)	• Testing Plan • Use Cases • Issue Tracking	• County PMW
10	User Acceptance Testing (EPM FQHC Practice)	• UAT Testing Plan • Use Cases • Issue Tracking • UAT Sign Off	• County PMW • County End Users
11	Quality Assurance testing of Assisted Build - Iterative (EPM RCRMC Practice)	• Testing Plan • Use Cases • Issue Tracking	• County PMW
12	User Acceptance Testing (EPM RCRMC Practice)	• UAT Testing Plan • Use Cases • Issue Tracking • UAT Sign Off	• County PMW • County End Users
13	County to perform End User	• Training Plan	• County PMW

Task #	Task	Deliverable	Responsible
	Training (EPM FQHC Practice)	• Training Manuals	
14	County to perform End User Training (EPM RCRMC Practice)	• Training Plan • Training Manuals	• County PMW
15	County to perform, with Vendor input, EPM FQHC Go-Live Planning (Single Phase Roll-Out)	• Go-Live Plan • Go/No Go Process	• County PMW
16	Vendor to provide EPM FQHC Go-Live Support.	• Up to ninety-six (96) hours	• Siemens NextGen Consultant
17	County to perform, with Vendor input, EPM RCRMC Go-Live Planning (Single Phase Roll-Out)	• Go-Live Plan • Go/No Go Process	• County PMW
18	Vendor to provide EPM RCRMC Go-Live Support.	• Up to ninety-six (96) hours	• Siemens NextGen Consultant

EHR Project Execution Activities

Task #	Task	Deliverable	Responsible
1	EHR Configuration Training for up to ten (10) resources at County location presenting a basic application and system overview including patient selection, modules, file structure and maintenance, workflows, preferences and universal preferences completed; three day training class.	EHR Configuration Training	• Siemens NextGen Consultant
2	Core Group Training for up to ten (10) resources at County location including clinical workflow focus for entire patient encounter, visit and encounter types and reporting completed; three day training class.	EHR Core Group Training	• Siemens NextGen Consultant
3	EHR Template Editor and Document Builder training for up to four (4) resources at the NextGen training center on how to make basic modifications to delivered templates completed. Five (5) day training class.	EHR Template Editor and Document Builder Training	• Siemens NextGen Consultant
4	Review model templates that will gather clinical content for electronic health record. Review will include steps to make minor modifications to model documents such as header/footer	Document Change Documentation	• Siemens NextGen Consultant • County PMW

Task #	Task	Deliverable	Responsible
	changes provided.		
5	Data entry of file maintenance table to verify required information is present. This could include review of specific tables such as Pharmacy to verify County has entered DEA numbers for prescriptions, as well as local area pharmacy information reviewed.	EHR Build Documentation Approval	• Siemens NextGen Consultant • County PMW
6	Vendor to provide completed County database build to validate County understands impacts of system decisions in a production environment reviewed.	EHR Build Documentation Approval	• Siemens NextGen Consultant
7	Quality Assurance testing of Assisted Build - Iterative (EHR FQHC Practice)	• Testing Plan • Use Cases • Issue Tracking	• County PMW
8	User Acceptance Testing (EHR FQHC Practice)	• UAT Testing Plan • Use Cases • Issue Tracking • UAT Sign Off	• County PMW • County End Users
9	End User Training (EHR FQHC Practice)	• Training Plan • Training Manuals	• Consultant • County PMW
10	Up to one hundred forty-four (144) hours of provider to provider Physician training where NextGen physicians will work directly with County physician according to County need, to guide physician in effective system use during patient examinations provided.	Provider-to-Provider Training	• Siemens NextGen Consultant
11	Vendor to provide training services provided via WebEx for NextGen Document Management (8 hours), Patient Portal (8 hours) and Dashboard (2 hours).	NextGen Document Management, Patient Portal and Dashboard Training	• Siemens NextGen Consultant
12	County to perform, with input from the Vendor, EHR FQHC Go-Live Planning (Single Phase Rollout)	• Go-Live Plan • Go/No Go Process	• County PMW
13	Vendor to provide EHR FQHC Go-Live Support.	• Up to three hundred eighty-four (384) hours	• Siemens NextGen Consultant
14	County to perform Quality Assurance testing of Assisted Build - Iterative (EHR RCRMC Practice)	• Testing Plan • Use Cases • Issue Tracking	• County PMW

Task #	Task	Deliverable	Responsible
15	County to perform User Acceptance Testing (EHR RCRMC Practice)	• UAT Testing Plan • Use Cases • Issue Tracking • UAT Sign Off	• County PMW • County End Users
16	County to perform End User Training (EHR RCRMC Practice)	• Training Plan • Training Manuals	• County PMW
17	County to perform, with input from the vendor, EHR RCRMC Go-Live Planning (Multi Phase Roll-Out)	• Go-Live Plan • Go/No Go Process •	• County PMW
18	Vendor to provide EHR RCRMC Go-Live Support.	• Up to two hundred eighty-eight (288) hours	• Siemens NextGen Consultant •

The EHR roll-out the 10 FQHC look-alike community-based clinics, Dental Clinic, EIP/HIV clinic, primary care services at Blaine Street Mental Health, and the RCRMC Ambulatory Care and specialty clinics will happen using a phased approach. The Execution tasks identified for a successful deployment of the EHR will be repetitive for each phase.

Monitoring and Controlling

Monitoring and Controlling of the project are project activities that will occur throughout the duration of the project to ensure that the project and deliverable objectives are being met.

Task #	Task	Deliverable	Responsible
1	Vendor will provide support during the Term of the Support Agreement. Vendor will conduct a Post Go Live Audit four (4) to six (6) weeks after the Go Live event.	One (1) EPM FQHC Post Go Live Support and Audit	• Siemens NextGen Consultant • Siemens NextGen County Support
2	The County, with input from the Vendor, will create an IT Operational Support procedure and transition daily operational support from the County project team to RCIT within ninety (90) days after go-live.	EPM FQHC Operational Support Transition	• County PMW
3	The County with input from Vendor will complete performance metrics ninety (90) days after each go-live	EPM FQHC Quality Metrics	• County PMW
4	Vendor will provide support during the Term of the Support Agreement. Vendor will conduct a Post Go Live Audit four (4) to six (6) weeks after the Go Live event.	One (1) EPM RCRMC Post Go Live Support and Audit	• Siemens NextGen Consultant • Siemens NextGen County Support
5	The County, with input from the Vendor, will create an IT	EPM RCRMC Operational Support	• County PMW

Task #	Task	Deliverable	Responsible
	Operational Support procedure and transition daily operational support from the County project team to RCIT within ninety (90) days after go-live.	Transition	
6	The County with input from Vendor will complete quality metrics ninety (90) days after each go-live event.	EPM RCRMC Quality Metrics	• County PMW
7	Vendor will provide support during the Term of the Support Agreement. Vendor will conduct a Post Go Live Audit four (4) to six (6) weeks after the Go Live event.	One (1) EHR FQHC Post Go Live Support and Audit	• Siemens NextGen Consultant • Siemens NextGen County Support
8	The County, with input from the Vendor, will create an IT Operational Support procedure and transition daily operational support from the County project team to RCIT within ninety (90) days after go-live.	EHR FQHC Operational Support Transition	• County PMW
9	The County with input from Vendor will complete quality metrics ninety (90) days after each go-live event.	EHR FQHC Quality Metrics	• County PMW
10	Vendor will provide support during the Term of the Support Agreement. Vendor will conduct a Post Go Live Audit four (4) to six (6) weeks after the Go Live event.	One (1) EHR RCRMC Post Go Live Support and Audit	• Siemens NextGen Consultant • Siemens NextGen County Support
11	The County, with input from the Vendor, will create an IT Operational Support procedure and transition daily operational support from the County project team to RCIT within ninety (90) days after each go-live event.	EHR RCRMC Operational Support Transition	• County PMW
12	The County with input from Vendor will complete quality metrics ninety (90) days after each go-live event.	EHR RCRMC Quality Metrics	• County PMW
13	Contingency/Recovery Plan, developed by the County, with input from the Vendor	Disaster Recovery Plan and Downtime Procedures	• County PMW

Interfaces

Siemens NextGen is pleased to provide the following interface services. Siemens NextGen acknowledges that County may have additional Third Party integration outside of the interfaces included in the scope below. Siemens NextGen assumes that County will work with the appropriate Third Party Software vendors to enable such integration in a timeframe that does not negatively impact the timeline of the project.

Task #	Task	Deliverable	Responsible
1	Provide installation, implementation and training services for EHR Connect interfaces listed below.	EHR Connect Point-to-Point Interfaces Complete	• Siemens NextGen Consultant

Siemens NextGen will complete the OPENLink, Application programming and consulting work to enable the following interfaces:

1. CCD Lab Orders/Results with NextGen
2. Immunizations Export - California (CAIR)
3. StarLIMS Lab Orders-Results Interface with NextGen
4. PeopleSoft GL AR Interface
5. Quest Orders-Results Interface
6. IVR - Recalls One-way Interface
7. INVISION Demographics and MRN assignment bi-directional with NextGen
8. Charge import to NG EPM from StarLIMS – Need to add back in to quote
9. NextGen EAS Demographics Outbound to INVISION - RTIF
10. NextGen Electronic Health Records Context Sharing with Soarian Clinicals
11. NextGen EAS Demographics-Appointment Outbound to syngo Workflow
12. syngo RIS Documents to Ambulatory EHR

Siemens NextGen will utilize Point to Point Protocol (PPP) to enable direct data flow between the following systems:
- MDX Non-preferred Claims/ERA Interface
- SSI Non-preferred Claims/ERA Interface
- ClaimRemedi Claims/ERA Interface
- NextGen Defined Clearinghouse Eligibility

Siemens NextGen will utilize Point to Point Protocol (PPP) Services using the Rosetta Interface engine for EHR Connect -
- Siemens NextGen will utilize PPP to enable direct data flow for the following interfaces:
- Siemens NextGen will utilize NextGen Rosetta EHR Connect to access Inland Empire HIE to enable direct data flow for the following interfaces: Some or all of the interfaces listed may be utilized – this depends on the discovery/scoping exercise.
  - NG EHR Connect - Query/Retrv eMPI: HL7 v2.5/3
  - NG EHR Connect - Demo Export: HL7 v2.5/3
  - NG EHR Connect - Demo Import: HL7 v2.5
  - NG EHR Connect - Audit Messaging
  - NG EHR Connect - Patient Consent using XACML
  - NG EHR Connect - Doc Gen: XDS (CCD/CCDA)
  - NG EHR Connect - Doc Exchange: XDS.b/C32 v2.5
  - NG EHR Connect - Locked Encounter Doc Export
  - NG EHR Connect - Lab Results Import HIE to EHR
  - NG EHR Connect - Rad Docs Import HIE to EHR
  - NG EHR Connect - Lab Orders Export EHR to HIE
  - NG EHR Connect - Lab Results Export EHR to HIE for internal results only
  - NG EHR Connect - Rad Docs Export EHR to HIE
  - NG EHR Connect - Immuno Export EHR to HIE
  - EHR Connect - Rosetta Interop Services
  - NG EHR Connect - Syndromic Surv Export EHR to HIE

Each interface will include the following deliverables created by the County, with input from the Vendor:
1. Interface specification document
2. Testing plan and use cases
3. User Acceptance testing and sign off

Data Conversions

Conversion events will include one (1) test and one (1) live event unless otherwise agreed to by both Siemens NextGen and County during project definition. County will be responsible for testing and validating converted data. In the event changes need to be made after the first test conversion, Siemens NextGen and County will repeat the test conversion and testing with a subset of patients prior to the Go Live conversion.

Siemens NextGen will perform the following additional conversions at County's request.

Standard Record Conversions - County will extract required data from its current system(s) and manipulate into Siemens NextGen defined format. Siemens NextGen will review manipulated data to confirm it meets Siemens NextGen standards up to three (3) times before additional professional services hours are required via the Change Order process. Siemens NextGen work effort assumes base mapping only. Custom Programming and complex conditional logic are not included.

- Third Party Practice Management System Demographics Conversion to NextGen Enterprise Practice Management

Match Merge

Siemens NextGen will:
1. Complete an initial evaluation of NextGen to INVISION for verification of synchronization
2. Complete an overlap evaluation of new clinic file to INVISION
3. Review anomalies, duplication and overlap rules with County
4. Qualify if any net new persons to INVSION and add to PIDX via OLIE (assumes less than 100,000 to be added)
5. Repeat new clinic to INVISION evaluation
6. Add remaining persons to INVISION
7. Get current extract to NextGen file to obtain NextGen Person_number
8. Create extract of INVISION for Medical Record Number (MRN) with demographics to person add to NextGen
9. Match Merge covers all FQHC and RCRMC clinics including the Dental Clinic.

Project and General Assumptions

The following General Assumptions frame the scope and work associated with the implementation. These assumptions are not intended to be a definitive list of tasks or responsibilities, but rather include key obligations required to support the mutually agreed upon scope.

- County will provide an environment that supports the project team's work through completion of the project. This may include, but is not limited to, dedicated team conference room(s), separate desks for Siemens NextGen on-site consultants, telephone access, internet and network access, system access and sign-on and administrative support as appropriate.
- Siemens NextGen and County will mutually agree to the timing and scheduling of required Siemens NextGen education to support the implementation process.
- County will use current Third Party Software vendors unless being replaced by a Siemens NextGen system included in this agreement.
- Siemens NextGen will review County provided information related to major business initiatives, such as facility or infrastructure expansion or renovation, additional technology investments, in-house re-

engineering efforts, or other consulting engagements, that may affect the implementation during the planning phase when County has contracted with Siemens NextGen for full implementation services.

- County agrees that an enterprise approach will be used if appropriate for the software setup for the implementation. This will consist of standard policy, practices and data structures across the enterprise, including off-site locations.
- County will translate their clinical and/or business requirements into system related decisions and settings. Siemens NextGen will provide guidance configuring software when appropriate for the level of contracted services.
- County will develop unit and integrated testing scenarios, as well as manage and execute System testing with Siemens NextGen collaborating with County on resolution of functional design issues.
- County will develop core trainer and end user training materials for contracted software in this agreement.
- Siemens NextGen will conduct a Pre Go Live audit to review current open issues and defects with County. Siemens NextGen and County will mutually agree on a Go or No Go Live decision based on current open issues and defects.
- Siemens NextGen will provide on-site Go Live support as defined in this Statement of Work. Siemens NextGen will provide up to one hundred ninety-two (192) hours of on-site Go Live Support for EPM which County can allocate as needed for EPM at FQHC and RCRMC. Siemens NextGen will provide up to six hundred seventy-two (672) hours of on-site Go Live Support for EHR which County can allocate as needed for EHR at FQHC and RCRMC.
- Siemens NextGen County Support will provide ongoing support during the live event and post live during the Term of Support for License Applications.
- Siemens NextGen base services include support for the Application live event as specified in the Project Workplan or this Statement of Work. This also includes routing issues through the appropriate event tracking system and transitioning County to support.
- Siemens NextGen will conduct a Post Go Live audit four (4) to six (6) weeks after each Go Live event as defined in this Statement of Work. Post Go Live audits include up to two (2) EPM Post Go Live Audits and up to four (4) EHR Post Go Live Audits.

Change Order Process

This engagement will be performed in accordance with either a Project Workplan or a Statement of Work that will describe the specific tasks to be performed by each party, task dependencies, delivery dates and timelines. Siemens NextGen obligations and commitments, and in particular any timetables or prices, are contingent on County's performance of its obligations and the accuracy of any assumptions stated in the applicable Statement of Work, Project Workplan, or other applicable terms of this Agreement or an amendment thereto. Changes or decisions which affect the scope of the work effort or which delay scheduled delivery or completion of the project must be made in writing and signed by County's designated project manager and Siemens NextGen designated project manager (these changes constitute "Change Orders" and will detail the nature of the change and any additional professional service fees for said change). Siemens NextGen then-current rates will apply unless otherwise agreed in writing. Any requests to cancel or reschedule on-site services must be made at least seventy-two (72) hours before the scheduled on-site service. County is responsible for all non-refundable travel and living expenses incurred by Siemens NextGen in relation to a cancelled on-site service regardless of when the request is made. Siemens NextGen is not obligated to perform work beyond the scope of the work effort without a Change Order.

NextGen Siemens – Riverside Project	Hrs	FTE (Rounded)	Begin Project Work	End Project Work	Peak Months
Project Oversight	**6437**	3.36			
Practice Management Core Team Duties: Weekly Internal Meetings, Weekly Meetings with NG, all NG related trainings, providing design decisions and data for Assisted Build, eLearning, Leading End User Training, Go Live Support, Testing	1530	0.8	Month #6	Month #14	Months 11,12
Ambulatory EHR Core Team Duties: Weekly Internal Meetings, Weekly Meetings with NG, all NG related trainings, providing design decisions and data for Assisted Build, eLearning, Leading End User Training, Go Live Support, Testing, Workflow	1787	0.93	Month #6	Month #23	Months 15-22
Customer Project Manager Duties: Weekly Internal Meetings, Weekly Meetings with NG, all NG related trainings, testing, leading all internal Riverside task execution, stakeholder communications, internal reporting, budget, 40 hrs/wk for 78 weeks	3120	1.63	Month #1	Month #23	Months 11,14

NextGen/Siemens - Riverside Project	Hrs	FTE (Rounded)	Begin Project Work	End Project Work	Peak Months
Ambulatory EHR Training and Go Live	**5896**	**3.07**			
Super Users Duties: Internal Meetings, all NG End User related trainings for EHR (Nurse/Provider), assisting with End User Training, Go Live Support for 2 weeks per location (80 hrs)	1120	0.58	Month #6	Month #23	Months 15-22
Chart Abstraction # of Charts = 8800, # of Locations = 10, Time per Chart = ~22.5 minutes (ave between 15 and 30 minutes per chart), Total Time = 198,000 min/3300 hrs, 330 hours per location, 2.06 resources per location for one month prior to go live (4 weeks/160 hours)	3300	1.72	Month #14	Month #20	Months 14, 16, 18. 20
End User Training Duties: Training for staff by job role. 3 primary categories: EHR Non-clinical, EHR Nurse/MA, EHR Provider. Respectively they get 8, 16, and 16 hours of training each. Sessions are limited to 10 users for EHR Non-clinical and EHR Nurse/MA and 6 users for the providers. End User Training amounts were calculated by EHR Wave for the locations defined.	504	0.26	Month #15	Month #21	Months 15, 17, 19, 21
Location Go Live Support Duties: Go Live support of 4 hours one-on-one per provider. Plus 2 resources for 2 weeks. Some EHR waves have 3 resources due to their larger size.	972	0.51	Month #16	Month #22	Months 16, 18, 20, 22
Practice Management Training and Go Live	**1472**	**0.76**			
Super Users Duties: Internal Meetings, all NG End User related trainings for EPM (Front Desk/Biller), assisting with End User Training, Go Live Support for 2 weeks per location (80 hrs)	1040	0.54	Month #6	Month #21	Months 11, 12, 20, 21
End User Training Duties: Training for staff by job role. 2 primary categories: EPM Front Desk, EPM Biller. Respectively they get 8, and 16 hours of training each. Sessions are limited to 10 users per class. End User Training amounts were calculated by for FQHC staff and RCRMC staff.	272	0.14	Month #11	Month #20	Months 11, 20
Location Go Live Support Duties: 2 weeks of support for FQHC and 2 weeks of support for RCRMC.	160	0.08	Month #12	Month #21	Months 12, 21

NextGen/Siemens - Riverside Project	Hrs	FTE (Rounded)	Begin Project Work	End Project Work	Peak Months
Technology	**1772**	**0.92**			
System Administrator Duties: Internal meetings, set up of servers, environment maintenance, shadowing NG installation, ancillary installs, training room set up, device support	372	0.19	Month #6	Month #23	Months 6, 7
Location Prep and Readiness Duties: Location review and check for system readiness, devices, printers, scanners, connectivity, wireless access. Technical go live support for each location.	1400	0.73	Month #6	Month #23	Months 11,15
Interfaces, Conversions, Reports	**955**	**0.5**			
HL7 Interfaces and EHR Connect Duties: Configuration and testing of all HL7 interfaces.	862	0.45	Month #6	Month #17	Months 11,15
Conversions and Reports Duties: Configuration and testing of demographics conversion and CA State specific reports.	93	0.05	Month #6	Month #14	Months 11,12
Total	**16532**	**8.6**	**12 Mo. FTE**		
		5.7	**18 Mo. FTE**		
This is an estimate to allow the initial planning. Total hours p/resource and specific allocation should be obtained from the detailed work plan as part of the Project Initiation process. (1) Hours are variable dependent on number of end users and training approach					

Siemens Implementation Pricing Information Summary

Professional Services

Siemens will provide the following Time and Materials services listed below.

Time and Materials Services	Estimated Hours	Estimated Fee	Recurring Fee
Professional Services	4345	$764,785	
Total	**4345**	**$764,785**	**$0**

Siemens will provide the following Fixed Fee services listed below.

Fixed Fee Services	Fixed Fee	Recurring Fee
NextGen Release Upgrade	$53,782	
HL7 Integration Set Up	$12,992	
Total	**$66,774**	**$0**

Supplemental Services

Siemens or NextGen will provide supplemental on site resources for two (2) FTEs for up to twelve (12) months for up to twenty-four (24) hours. Said fees shall be invoiced and paid based on the actual hours of services performed.

Services	Estimated Hours	Estimated Fee	Recurring Fee
Supplemental Consulting Services	2400	$501,600	
Total	2400	$501,600	$0

Summary

Professional Services Summary	Fee	Recurring Fee
Time and Materials Professional Services	$764,785	$0
Fixed Fee Professional Services	$66,774	$0
Supplemental Services	$501,600	$0
TOTAL - All Services	$1,333,159	$0

Schedule 1

Customer: Riverside County Regional Medical Center
Date: February 11, 2014

__Applications__	__Release__
NextGen	v5.8

Tracking Code: 140211FS1415S

Customer Statistics

Total number of Providers. A provider is defined as anyone administering healthcare or initiating the billing for the same. For example a physician, physician assistant or nurse practitioner.	**174**
Maximum number of Concurrent Users. Concurrent Users refers to the number of people and/or devices utilizing the system at the busiest time of day, which is calculated at a ratio of 5 Users/Provider.	875
Number of one-way Inbound Interfaces (bi-directional counted as two).	< 18
Will the Customer deploy the NextGen EHR?	Yes
Will the Customer deploy the NextGen Mobile EHR?	No
Will the Customer deploy the NextGen EPM?	Yes
Will the Customer deploy the ExpressRx (eRx)?	No
Will the Customer deploy the NextGen Electronic Dental Record (EDR)?	Yes
Will the Customer deploy the NextGen Image Control System application?	Yes
Will the Customer deploy the Real-time Insurance Eligibility Verification Capabilities?	Yes
Will the Customer deploy the NextGen Dashboard?	Yes
Will the Customer deploy the NextGen Fax Manager Capabilities?	Yes
Will the Customer deploy the NextGen Patient Portal Capabilities?	Yes
Will the Customer deploy the NextGen hosted Healthcare Quality Measures Reporting Service?	Yes
Will the Customer deploy the Health Information Exchange (HIE)?	No
Will the Customer deploy SureScripts / RxHub?	Yes
Will the customer deploy a full copy of the Prod DB in each of the Test, Dev & Training environments (Enhanced)?	Yes
Will the Test, Dev & Training environments be backed up with the Production environment?	No
Does the Customer expect Soarian Clinical Access Interoperability?	Yes

Minimum Equipment and Third Party Software Requirements:

NextGen Database Management Server
The Database Management Server requirements are based on the number of Providers and assumes a five (5) Concurrent User per (1) Provider ratio with an average storage capacity of not less than 60months.
Required Equipment:
Two Servers with the following (Active/Passive Cluster):
- Intel Server
- (4) Eight Core Xeon Processors
- (1) 256GB of RAM
- (3) 72GB 15,000 RPM SAS Hard Drives (OS RAID 1)
- (2) 4Gb Fibre Channel Host Bus Adapter

- (1) DVD ROM Drive
- (2) 10/100/1000 Mb Network Interface Card
- (1) SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- (1) SVGA Monitor
- Keyboard and Mouse

Total Useable Fibre Channel Data Storage:
- SQL Data - 2630GB RAID 10
- SQL Indexes - 2630GB RAID 10
- SQL TempDB - 615GB RAID 1
- SQL Logs - 615GB RAID 1
- Backup Dump Space - 5876GB RAID 5

- Automated LTO Tape Library Backup Solution

Required 3rd Party Software:
- Microsoft Windows 2012 Server Edition (64 bit)
- Microsoft SQL Server 2012 Enterprise Edition (64 bit)
- QUEST LiteSpeed Enterprise V6.0 for SQL Server - active node
- QUEST LiteSpeed Enterprise V6.0 for SQL Server - passive node
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen QSI Dental Database Management Server
Required Equipment:
Two Servers with the following (Active/Passive Cluster):
- Intel Server
- (2) Quad Core Xeon Processors
- (1) 24GB of RAM
- (3) 72GB 15,000 RPM SAS Hard Drives (OS RAID 1)
- (2) 4Gb Fibre Channel Host Bus Adapter
- (1) DVD ROM Drive
- (2) 10/100/1000 Mb Network Interface Card
- (1) SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- (1) SVGA Monitor
- Keyboard and Mouse

Total Useable Fibre Channel Data Storage:
- SQL Data - 66GB RAID 10
- SQL Indexes - 66GB RAID 10
- SQL TempDB - 16GB RAID 1
- SQL Logs - 16GB RAID 1
- Backup Dump Space - 147GB RAID 5

- Automated LTO Tape Library Backup Solution

Required 3rd Party Software:
- Microsoft Windows 2012 Server Edition (64 bit)
- Microsoft SQL Server 2012 Standard Edition (64 bit)
- QUEST LiteSpeed Enterprise V6.0 for SQL Server - active node
- QUEST LiteSpeed Enterprise V6.0 for SQL Server - passive node
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen Image Control System Server
Required Equipment:
- Intel Server
- (2) Quad Core Xeon Processors
- (1) 24GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (OS RAID 1)

- (2) 4Gb Fibre Channel Host Bus Adapter
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Useable Fibre Channel Data Storage: 5252GB RAID 5
LTO Tape Backup Solution

Note:
- Additional disk space may be required. The customer must determine their actual disk space requirements based on:
- Number and file size of black & white pages scanned
- Number and file size of color pages scanned
- Number and file size of X-rays scanned

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen Report Management Server
Required Equipment:
- Intel Server
- (2) Six Core Xeon Processors
- (1) 64GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (OS RAID 1)
- (2) 4Gb Fibre Channel Host Bus Adapter
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Useable Fibre Channel Data Storage: 7792GB RAID 5

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Microsoft SQL Server 2012 Standard Edition (64 bit)
- QUEST LiteSpeed Enterprise V6.0 for SQL Server
- Crystal Reports Professional v11
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen Test / Development /Train Server (Full Copy of Prod in each environment)
Required Equipment:
- Intel Server
- (2) Six Core Xeon Processors
- (1) 64GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (OS RAID 1)
- (2) 4Gb Fibre Channel Host Bus Adapter
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Useable Fibre Channel Data Storage: 15584GB RAID 5

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Microsoft SQL Server 2012 Standard Edition (64 bit)
- QUEST LiteSpeed Enterprise V6.0 for SQL Server
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen Dashboard Server
Required Equipment:
- Intel Server
- (1) Six Core Xeon Processors
- (1) 12GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (OS RAID 1)
- (2) 4Gb Fibre Channel Host Bus Adapter
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Useable Fibre Channel Data Storage: Equal to Report Server RAID 5

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Microsoft SQL Server 2008 Edition (64 bit)
- QUEST LiteSpeed Enterprise V6.0 for SQL Server
- Tomcat web server and iDashboard application
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen Interface Server
Required Equipment:
- Intel Server
- (1) Dual Core Xeon Processors
- (1) 4GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (RAID 1)
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Symantec Express Endpoint Protection
- Veritas Backup Executive

Note:
A separate Date Exchange Server is required for the Test, Development and Training environment.

NextGen Real-Time Transaction Server
Required Equipment:
- Intel Server
- (1) Dual Core Xeon Processors
- (1) 4GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (RAID 1)
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor

- Keyboard and Mouse

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen Fax Management Server
Required Equipment:
- Intel Server
- (1) Dual Core Xeon Processors
- (1) 4GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (RAID 1)
- (1) Rapidport/4® Dual Unit - 8-Modem RJ-11
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Symantec Express Endpoint Protection
- Veritas Backup Executive

Note: The above configuration will support approximately 200 faxed documents per day.

NextGen Patient Portal Communications Server
Required Equipment:
- Intel Server
- (1) Dual Core Xeon Processors
- (1) 4GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (RAID 1)
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Symantec Express Endpoint Protection
- Veritas Backup Executive

NextGen OpenLink/GSM Server
Required Equipment:
- Intel Xeon Server
- (1) Dual Core Xeon Processors
- (1) 4GB of RAM
- 1.44 MB 3.5" Diskette Drive
- CD-ROM drive
- (2) 10/100/1000Mb network interface cards supported by the network
- (2) 72GB 10K RPM U320 SCSI HDD
- 20/40GB DAT Tape Drive

Required 3rd Party Software:
- Microsoft Windows 2003 Server or Windows 2008 Server
- Microsoft Access 2000, 2003, 2007, or 2010
- Microsoft Internet Explorer 6.0, 7.0, or 8.0
- WinZip Professional Version 12.0 with Command Line Tool

- Symantec pcAnywhere Version 12.1
- Symantec Express Endpoint Protection

Note:
- If an ICO OpenLink is already deployed, GSM will be placed on the same. The impact on utilization of the existing OpenLink server is minimal. For example:

Active GSM Users = Avg CPU Utilization / Max CPU Utilization / Memory Required
- 100 = 0.02% / 0.05% / 15 megabytes
- 200 = 0.06% / 0.08% / 20 megabytes
- 300 = 0.10% / 0.25% / 25 megabytes
- 500 = 0.25% / 0.45% / 30 megabytes
- 1000 = 0.50% / 1.2% / 40 megabytes

NextGen Soarian Clinical Access Interoperability Environments
Required Equipment:

Terminal Services Server
- Intel Server
- (2) Quad Core Xeon Processors
- (1) 24GB of RAM
- (2) 72GB 15,000 RPM SAS Hard Drives (RAID 1)
- DVD ROM Drive
- 10/100/1000 Mb Network Interface Card
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor
- Keyboard and Mouse

Note:
- One QC Xeon Processor for every 40 concurrent users, assuming that each user has a single application launched (i.e EHR, EPM, ICS)
- Estimated Memory Recommendations by application:
  -200MB RAM per Concurrent Application for EPM
  -250MB RAM per Concurrent Application for EHR
  -100MB RAM per Concurrent Application for ICS

Required 3rd Party Software:
- Microsoft Windows 2012 Server (64 bit)
- Windows 2012 Terminal Device Server CALS for Each User
- Citrix Presentation Server V4.5 License with HRP2 and above for each Concurrent User
- Symantec Express Endpoint Protection
- Veritas Backup Executive

Note:
Siemens strongly recommends that all NextGen and Soarian Clinicals components associated with interoperability are to be contained on the customer premise Local Area Network (LAN). However, if the customer chooses to separate these components by use of a Wide Area Network (WAN) a network assessment should be conducted to ensure sufficient capacity. If the customer foregoes a network assessment they are at risk for potential degradation in performance.

NextGen Workstation
Required Equipment:
- (1) 2.13 GHz Intel Core 2 Duo Processor
- (1) 4GB RAM
- (1) 80GB 7.2K SATA HDD
- CD-ROM Drive
- 1GB Free Disk Space (non-scanning workstation)
- 250GB Free Disk Space (scanning workstation)
- 10/100/1000Mb network interface card supported by the network
- SVGA Local Bus video adapter or Windows accelerated SVGA graphics adapter
- SVGA Monitor

- Keyboard and Mouse

Required 3rd Party Software:
- Microsoft Windows XP Pro SP3 or Windows Vista Business 32/64-bit or Windows 7 Pro 32/64-bit Or Windows 8 Pro
- Microsoft Internet Explorer 6.0 or higher
- Microsoft Word 2007 or Higher
- Crystal Reports Designer Version 9 or 11 (optional for desktops that create custom Crystal Reports)

NextGen Tablet PC
Required Equipment:
- (1) 2.13 GHz Intel Core 2 Duo Processor
- (1) 4GB RAM
- (1) 80GB 7.2K SATA HDD
- CD-ROM Drive
- 1GB Free Disk Space (non-scanning workstation)
- 10/100/1000 Mb network interface card supported by the network

Required 3rd Party Software:
- Microsoft Windows XP Tablet Edition or Windows 7 Professional 32/64-bit with 4GB RAM
- Microsoft Windows Terminal Services
- Microsoft Internet Explorer 6.0 or higher
- Microsoft Word 2007 or higher
- Crystal Reports Designer Version 9 or 11 (optional for desktops that create custom Crystal Reports)

NextGen Wireless Access Points
Recommended Equipment:
- Cisco Aironet 802.11a/g dual radio Access Point
- Minimum of 1 Access Point for each 50 foot radius of operation

NextGen Scanners
Required Equipment:
- Scanners must be TWAIN Compliant
- Thin-Client Environments require 3rd Party scanning licensing available directly from Remote-Scan.com

NextGen Printers
Required Equipment:
- Printers must be valid for use in a Windows XP environment and LPD compliant.

NextGen Support Access
- A minimum 256k connection is required for Siemens Support access for each of the NextGen servers. The connectivity can be either frame relay or business-to-business Internet VPN.
- Remote IP capable KVM switch