

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

136



FROM: Riverside County Regional Medical Center

SUBMITTAL DATE:
July 11, 2014

SUBJECT: Amendment to the Professional Service Agreement with Forward Advantage [All District; \$231,460; Enterprise Funds]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and authorize the Chairman to execute the attached Third Amendment to the Professional Service Agreement with Forward Advantage, effective February 1, 2014 through February 28, 2017 for an aggregate amount not to exceed \$231,460;
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise automatic renewals, and to sign amendments that do not change the substantive terms of the agreement, and authorize the Purchasing Agent to increase the compensation amount not more than ten percent of the annual amount.

BACKGROUND:

Summary

Riverside County's Information Technology (IT) security policies include password length, strength and

Lowell Johnson
Lowell Johnson
Interim Hospital CEO

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 59,040	\$ 67,620	\$ 231,460	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

SOURCE OF FUNDS: Hospital Enterprise Fund 100%
Budget Adjustment: No
For Fiscal Year: 14/15

C.E.O. RECOMMENDATION:

APPROVE

BY: *Debra Cournoyer*
Debra Cournoyer

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

FORM APPROVED COUNTY COUNSEL
BY: *Neal R. Kinnis*
DATE: 7/11/14
NEAL R. KINNIS

Departmental Concurrence

Purchasing: *Mark Seiler*
Mark Seiler, Assistant Director

Positions Added
 Change Order

A-30
 4/5 Vote

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Amendment to the Professional Service Agreement with Forward Advantage [All District; \$231,460; Enterprise Funds]

DATE: July 11, 2014

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BACKGROUND:

Summary (continued)

and frequency of required changes. While the requirement for an effective IT security strategy is clear, making it easy for the user community to support our IT security policies is critical. With the implementation of the hospital HIS project, the Imprivita system was necessary to allow clinicians "single sign-on" capability to expediently access applications for patient care.

Currently, a majority of the hospital's computers are running Microsoft Windows XP which is slated end of life effective April, 2014. In order to migrate to a supported version of Windows, it is required that the hospital upgrade to Imprivata 4.8 as the current version is incompatible with versions of Windows beyond Windows XP. The system will allow doctors and nurses the ability to move freely from one VDI workstation to the other while providing secure access to the working environment. This upgrade will transition the hospital from our existing Imprivata Single Sign-On 4.1, and upgrade to Imprivata Single Sign-On 4.8. This software features a wide range of support for several devices which are critical to the hospital EMR clinical system.

Additionally, this system requires annual maintenance and as the hospital continues to provide on-the-job training and education to medical staff, additional licenses will be required. The administrative overhead for not having this product would be at a greater cost than paying for the license. These licenses are required to maintain use functionality and increase the speed at which the users can perform their tasks quickly to assist the next patient. Replacing Imprivata SSO with a competitor's product would be a tremendous expense to the hospital and would be extremely disruptive to patient care.

Impact on Citizens and Businesses

This service impacts the patients residing in Riverside County receiving care from Riverside County Regional Medical Center. The functions of this system can attribute to patient life and safety issues.

Contract History and Price Reasonableness

On February 9, 2010, Agenda Item #3.49, the Board approved the Professional Services Agreement for Forward Advantage to provide RCRMC with single sign-on licenses for all enrolled users. Since the implementation of this project and as new residents, students and clinical staff are added, additional licenses were acquired.

This amendment allows the ability to perform the upgrade and migration from the old system to a new system, secure annual maintenance for the next three years to ensure continuity of service, and the rates will remain in sync with the County of San Mateo pricing structure. By leveraging the Volume Purchasing Agreement (VPA) from County of San Mateo, the rates provided will not change until the contract with San Mateo expires in 2017.

LJ:ns

Date: July 11, 2014
From: Lowell Johnson, Interim CEO Department/Agency: RCRMC
To: Board of Supervisors/Purchasing Agent Via: Purchasing Agent
Subject: Sole Source Procurement; Request for Forward Advantage

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

1. **Supply/Service being requested:** Imprivata Single Sign-On (SSO) software, licensing and support.
2. **Supplier being requested:** Forward Advantage
3. **Alternative suppliers that can or might be able to provide supply/service:** None available to continue the work Forward Advantage has already put in place. By changing the vendor to continue the service will cost the County more money replacing on the fundamentals of the system.
4. **Extent of market search conducted:** Consultation with County of San Mateo also currently utilizing the Forward Advantage for Imprivata Single Sign-On (SSO) software, licensing and support.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** Imprivata Single Sign-On features a wide range of support for several devices which are critical to the hospital's EMR clinical system. During research, it became apparent other products do not support critical clinical devices such as Vasco Tokens (remote VMware VDI access) or zero clients (future thin clients to support the hospital's EMR environment). In addition, the hospital has invested over \$620,000 for last five years and thousands of man hours implementing the current Imprivata Single Sign-On software environment. Replacing Imprivata SSO with a competitor's product would be a tremendous expense to the hospital and to the County which would be extremely disruptive to patient care.
6. **Reasons why my department requires these unique features and what benefit will accrue to the county:** Imprivata SSO plays a key role in the hospital EMR clinical system. The hospital leverages SSO by having it learn clinical user's passwords for several key EMR systems such as Soarian, Simens Dashboard, Siemens Enterprise Document Management (EDM) and Novius—just to name a few. This allows clinical staff in the hospital accelerated access to clinical applications as they do not have to enter in their user name and password each time they access a different system in which they would have the ability to provide quality routine care for our patients by expediting medical staff performance. Imprivata SSO also reduces security risks to the hospital and improves clinical staff productivity because clinical staff does not have to remember several passwords, call IT help desk to reset passwords or write down their account information on pieces of paper that may potentially get lost.
7. **Price Reasonableness including purchase price and any ongoing maintenance or ancillary costs from the supplier:** The fee for licenses has dropped from \$11.35 to \$11.00 per user. Maintenance will encompass OneSign annual through February 28, 2017. Total cost of project for three years shall not exceed \$231,460 (rounded \$231,500).

8. Does moving forward on this product or service further obligate the county to future similar contractual arrangements or any ongoing costs affiliated with this sole source? (Maintenance, support, or upgrades, if so, please explain). Renewal amounts assume no change unless the quantity of users increases.

9. Period of Performance: February 1, 2014 through February 28, 2017.

[Signature] 16 July 2014
Department Head Signature Date

Purchasing Department Comments:

Approve Approve with Condition/s Disapprove
Not to exceed: \$ 08,000 One time Annual Amount through 6-30-2017

[Signature] 7-17-14 15-097
Purchasing Agent Date Approval Number
(Reference on Purchasing Documents)

THIRD AMENDMENT TO THE AGREEMENT

WITH

FORWARD ADVANTAGE, INC.
(Imprivata Single Sign-On Solution)

That certain Agreement between County of Riverside ("COUNTY") and **Forward Advantage, Inc.**, ("CONTRACTOR"), first approved by the Board of Supervisors February 9, 2010, Agenda Item #3.49, first amendment approved May 10, 2011, Agenda Item #3.26, second amendment approved November 20, 2012, Agenda Item #3.43, is hereby amended as follows:

1. Amend Section 4. Term and Termination of the agreement, to read as follows:

"This amendment extends the term of the Agreement effective February 1, 2014 through June 30, 2017, unless terminated as otherwise provided herein."
2. Amend **Exhibit B Pricing Proposal and Payment Terms** in the contract agreement to include **Exhibit B.3**, consisting of 1 page, attached hereto and incorporated herein by reference.
2. All other terms and conditions of the Agreement are to remain unchanged.

IN WITNESS WHEREOF, the parties have executed this Amendment.

CONTRACTOR
Forward Advantage, Inc.

By: 

Mike Knebel
Type or Print Name

Vice President of Sales
Type or Print Title

Date: July 14, 2014

COUNTY OF RIVERSIDE

By: _____

Type or Print Name

Chairman
Type or Print Title

Date: _____

FORM APPROVED COUNTY COUNSEL
BY: 
NEAL R. KIPNIS DATE

Exhibit B.3



7255 N. First Street, Suite 106
 Fresno, CA 93720
 Phone: 877.636.7927
 Fax: 559.436.4217

Proposal **FAI-RCRMC-20140714-VDA_MSR**

Proposed Date: July 14, 2014

Provided For: Riverside County Regional Medical Center
 Attn: Joseph Coda
 Information Services
 26520 Cactus Avenue
 Moreno Valley, CA 92555

Representative: Mike Kriebel, Vice President, Sales
 877.636.7927 ext. 1283
 mike.kriebel@forwardadvantage.com

Quantity	Product	License Fees	Price	Total
2600	VDA	OneSign Virtual Desktop Access	\$ 11.00	\$ 28,600.00
1	SUPG30	Maintenance OneSign Annual Premium Maintenance - 2500 Add-on VDA Licenses *	\$ 8,580.00	\$ 8,580.00
1	SUPG30	OneSign Annual Premium Maintenance - Reinstatement for current licensing Term: 3/1/14 - 2/28/15	\$ 95,040.00	\$ 95,040.00
1	SUPG30	OneSign Annual Premium Maintenance - Renewal (See NOTE below) Term: 3/1/15 - 2/28/16	\$ 67,520.00	\$ 67,520.00
1	SUPG30	OneSign Annual Premium Maintenance - Renewal (See NOTE below) Term: 3/1/16 - 2/28/17	\$ 67,520.00	\$ 67,520.00
TOTAL Licenses Fees			\$	\$ 202,660.00
TOTAL Licenses Fees			\$	\$ 202,660.00
SUBTOTAL QUOTE			\$	\$ 231,460.00
Sales Tax			\$	\$
Shipping			\$	\$
TOTAL QUOTE			\$	\$ 231,460.00

Comments:
 (1) This proposal is provided for budgetary purposes and is based on certain assumptions regarding the number of users, devices and hardware configuration. Final pricing will vary based on the actual deployment.

Prices are in U.S. Dollars and are valid for 30 days from quote date.
 Sales tax (if applicable) and freight to be added.
 F.O.B.: Origin Payment Terms: Net 30 Days.

* Maintenance must be purchased at time of sale

Customer Accepted and Agreed

Name: _____
 Title: _____
 Phone: _____
 Date: _____

Special Terms