

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

639



FROM: Riverside County Regional Medical Center (RCRMC)

SUBMITTAL DATE:
July 15, 2015

SUBJECT: Amend an existing contract between Planet Technologies and RCRMC and the Department of Social Services to include a technology operability project for Riverside County Regional Medical Center. District 5; [\$1.5 million]; Hospital Enterprise Fund.

RECOMMENDED MOTIONS: That the Board of Supervisors:

1. Approve and authorize the Chairman to sign Amendment No. 1 to the agreement between the County and Planet Technologies in the amount of \$126,300 to enable a full discovery and planning for migration to Outlook, intranet, public website, and enterprise project management.
2. Delegate authority to the Purchasing Agent to sign Amendment No. 2 to the agreement in an amount not to exceed \$1,373,700 for migration to Outlook, intranet, public website, and enterprise project management following negotiation and completion of a detailed statement of work and sufficient contractual terms for inclusion in the amendment, and approval by the County Executive Office, RCIT and County Counsel.
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459 and based on the availability of fiscal funding, to sign amendments that do not increase the contract total by more than 10% or change the substantive terms of the agreement, as approved by County Counsel.
(continued on next page)

[Signature]
Zareh H. Sarrafian, Assistant
CEO/Health System

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 1.5 million	\$	\$ 1.5 million	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

SOURCE OF FUNDS: Hospital Enterprise Fund - 40050
Budget Adjustment: No
For Fiscal Year: 15/16

C.E.O. RECOMMENDATION:

APPROVE

BY: *[Signature]*
Christopher M. Hans

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

- A-30
- 4/5 Vote
- Positions Added
- Change Order

3-63

FORM APPROVED COUNTY COUNSEL
 BY: *[Signature]* 7-15-15
 DATE
 Department of Social Services
 ANITA C. WILLIS

Purchasing & Fleet Services
 Teresa Summers, Assistant Director

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BACKGROUND:

Summary

If approved, this will first contract with Planet Technologies to conduct discovery, planning and design for the Intranet, consumer-facing website, and enterprise project management (EPM) projects. Upon completion of the assessment, Planet Technologies will provide a detailed scope of work, accurate timelines and costs recommending how they would implement the foundational identity and authentication platform required for exchange online (Outlook) deployment, create a dynamic, engaging Intranet, create a consumer-facing website in conjunction with Johnson Gray Advertising, implement an EPM platform and provide training on all implemented solutions. This information will be used to create a second amendment (with input and approvals from CEO, County Counsel and RCIT) for the remaining work. An estimated completion timeframe for all projects is between April and June, 2016. The cost of all work is not to exceed \$1,500,000.

Riverside County Regional Medical Center, a part of Riverside University Health System (RUHS) desires to leverage the existing contract that Planet Technologies has entered into with the Department of Social Services. Doing so will offer the Health System efficiencies, financial savings and – importantly – state-of-the-art technology that supports the functions and conveniences that end users expect in today's digital marketplace.

The successful implementation of an integrated healthcare network requires that the Health System's information technologies – an external consumer-facing website, intranet for employees, and email, etc. – be developed as one interoperable unit that will seamlessly link the Health System's four entities. Currently, each entity – the Medical Center, Community-Based Clinics, Behavioral Health and Public Health – operate within technology silos. There is no connectivity between agencies. It is well documented in today's marketplace that interoperability is essential to communications and business integration. The consumer-facing website and intranet that serve the Medical Center and the community-based clinics are several generations behind private-sector and most governmental counterparts. They are stagnant with little traffic, and little-to-no functionality for either internal or external users.

Currently, the Medical Center has engaged the consultant Johnson Gray Advertising to design the look/feel of a new consumer-facing website that will eventually support all four Health System agencies. Design of the new website is well under way. However, the back-end of the consumer-facing website needs to be built on a platform that is interoperable with the intranet, email system, etc. so that all share the same platform and function together as a fully integrated and secure unit. Planet Technologies is poised to conduct an assessment of the Health System's needs and then implement a project that would result in a seamless, shared platform that drives efficiency and user satisfaction among all stakeholders, externally and internally.

Fully interoperable internal and external communications will best position the Health System to meet regulatory requirements and Meaningful Use benchmarks outlined in the Affordable Care Act. Increasingly, healthcare reimbursement will be linked to patient satisfaction and the patient experience within a Health System. Part of that experience will include a patient's ability to access his/her personal electronic medical record, manage their appointments online, pay bills and communicate in a timely manner with doctors, nurses and other providers. The consumer-facing website will serve as a repository and platform to provide health information to the public and patients. Riverside County has approved a \$53 million investment to launch the electronic healthcare record, Epic, as part of a developing clinically integrated network. Project and portfolio management is critical for the success of the Epic project. Within the intranet, Planet Technologies would develop infrastructure that creates secure access points for these functions across the Health System. The Office 365 Project will be fully compliant with the Health Information Privacy Portability Act (HIPAA). It will

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provide real-time insight into projects and teams, create visual dashboards for executives and expose data trends for analysis. An example of this function would be staffing metrics from nursing reports.

The need to move forward on this project is urgent as RUHS prepares to introduce its new brand into the healthcare marketplace. In today's environment, it is critical that RUHS have a state-of-the-art, attractive and user-friendly digital presence, as this is the "face" or "brand" we show to the world. Externally, this is our consumer-facing website; internally, this is our intranet for all employees. RUHS needs to keep up with technological advances as access to the digital world is invaluable to our patients, potential patients, physicians and employees. A successful website is critical to maintaining a sustainable business model. A recent Google Think Insights survey demonstrated that 85 percent of prospective patients said that it was important that the brand they're considering offer the latest technology. Importantly, a digital presence also allows for many points of contact and communication with patients and prospective patients and users of the health system.

According to a recent Pew Research Study, 72 percent of internet users said they looked online for health information with the past year. Similarly, a Google Hospital study found that 77 percent of patients use search engines, 76 percent of patients use hospital sites, and 52 percent of patients use health information sites. The existing website for RUHS is several generations behind. It offers no points of direct access to patients and is largely used solely by employees wanting to access their internal emails. Based on recent analytics from RUHS's existing website, our webmaster indicated that employees visited our site more often than patients/consumers – most likely to access the Intranet link. RUHS had just over 300,000 total number of visits in 2014; by comparison, UC San Diego Health System's website had more than 2.3 million

The existing RUHS intranet is an absolutely crucial communication channel to effectively reaching employees. In a study conducted by Avid Design on hospital intranets, the Mayo Clinic reported that its intranet is viewed approximately 3.6 million times a year. The study also found out the following regarding Palomar Health's (in San Diego) award-winning intranet.

- 70 percent of users check their email daily via the intranet.
- 60 percent of users get their work-related news and via the intranet
- 71 percent of users accessed the intranet to learn more about insurance options, open enrollment, free flu shots, health screenings and other work-related benefits and offerings
- 70 percent use the intranet to enhance their job training and education
- 58 percent use the intranet to interact with Human Resources

Sparrow Health System in Michigan found that by keeping hospital manuals and policies/procedures online, significant savings were achieved in printing costs; additionally, documentation required by The Joint Commission was satisfied by publishing policies and procedures on the intranet.

Overall, the study found that a hospital intranet was highly effective in keeping employees connected. Employees are the health system's number one "brand ambassadors." They share information about RUHS to family, friends and the community. They need to be informed through a secure, centralized repository where physicians and employees can access the most current RUHS information, such as Epic and ICD-10 updates, policies and procedures, emergency alerts and information.

Our current intranet is built on an outdated version of DNN4 CMS – DNN8 is the current version. The system is so old that something as simple as a "countdown counter" cannot be added to show the number of days until ICD-10 goes live October 1. Our employees don't "trust" that the hospital Intranet has the most current copy of our policies/procedures, so they keep notebooks in various departments and have to search for them

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whenever questions about policies come up. Employee education is done through an entirely different, outdated system called Moodle, which is currently public-facing and should not be.

Smart Phones and Mobile Devices – Responsive Web Design (RWD) for Website AND Intranet

Additionally, all of our digital sites – website AND intranet – need to be accessible by a cell/smartphone or mobile device. Smartphones are widely used for navigating numerous important life activities, from researching a health condition to accessing educational resources. Americans with relatively low income and educational attainment levels, younger adults, and non-whites (much of RUHS's target audience) are especially likely to be "smartphone-dependent."

Currently, the U.S. has a population of more than 300 million people. According to the Pew Research center, 91% of the population owns a cell phone, while 42% owns a tablet computer. Additionally, 60% of cell phone owners use the Internet on their phone; 56% of Americans own a smartphone and 93% of them use the Internet on their smartphones. In 2013, 86% of clinicians used smartphones in their daily office activities – an increase of 8% from the previous year. Additionally, 53% of clinicians used tablets at work in 2013, up from 34% in 2012.

According to a recent report, Next Generation Healthcare Marketing, RWD on our website and Intranet will:

1. Increase Visibility

With only one URL to follow, Google can crawl, index and organize content more quickly and efficiently than sites designed to fit individual devices with different URLs. Users are also more likely to share, engage and link to content from one site, which increases visibility, as opposed to sharing from separate sites.

2. Increase Reach

Developing one website that adjusts to the screen size of all devices will provide a greater opportunity to reach more of your target audience. It's impossible to know which device a visitor will use to access your site. As such, a responsive design reduces the need to worry about this since the content will automatically fit various screen sizes.

3. Enhance User Experience

Predicting every device and screen size your visitors will use to access your website is unrealistic. Creating a site that functions well despite these variables will deliver a positive and more reliable user experience across many devices and screen sizes.

4. Increase Sales

More than 67% of Internet users are more likely to purchase a product or service from a mobile-friendly website. That said, healthcare organizations that offer an efficient, easy to use website with relevant content ensures visitors will have a positive experience – resulting in increased traffic, referrals and conversion rates.

5. Save Time and Money

Building a single website that supports a variety of devices and screen sizes is easier to maintain and promote, decreases website development expenditures and saves time. Site updates, content management and optimization for one website is less time-consuming than focusing on multiple device-focused websites.

Scope of Work

The first step to accomplish the projects listed above, would be to pass Amendment #1 authorizing Planet Technologies to spend \$126,300 to conduct discovery, planning and design for the Intranet, consumer-facing website, and enterprise project management (EPM) projects.

Upon completion of the assessment, Planet Technologies would be able to provide a detailed scope of work, accurate timelines and detailed costs describing how they would implement the foundational identity

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and authentication platform required for all associated projects to work properly, including the exchange online (Outlook) deployment, create a dynamic, engaging Intranet, create a consumer-facing website in conjunction with Johnson Gray Advertising, implement an EPM platform and provide training on all implemented solutions.

This information would be the basis of Amendment #2. This amendment would authorize Planet Technology to do the work outlined below following negotiation and completion of a detailed statement of work and sufficient contractual terms for inclusion in the amendment, as well as approval by the County Executive Office, RCIT and County Counsel. An estimated completion timeframe for all projects is between April and June, 2016. Amendment #2, not to exceed \$1,373,700, would include a detailed breakdown of costs. Appropriate payment terms will be negotiated with Planet Technology to ensure success of the project. Work accomplished must coincide with timelines established during the discovery phase so the projects stay on track and deliverables are met.

Intranet

- a) Provide Requirements Analysis for Intranet
- b) Create an Implementation Plan
- c) Develop Project Plan
 - i. Project Kickoff Meeting
 - ii. Develop communication plan
 - iii. Project Plan
 - iv. Solution Design
- d) Create the New SharePoint Online based Intranet
- e) SharePoint on-premises data migration to SharePoint Online
- f) Develop and Implement Custom Look and Feel for Intranet
- g) Provide Administrator and End User Training
- h) Provide Project Management of CONTRACTOR Resources/Tasks
- i) Deploy to Production and Go Live

Consumer-Facing Website

- a) Provide Requirements Analysis for Public Website
- b) Create Infrastructure Build Out Plan
- c) Coordinate directly with the external design firm (Johnson and Gray)
- d) Create an Implementation Plan
- e) Develop Project Plan
 - i. Project Kickoff Meeting
 - ii. Develop communication plan
 - iii. Project Plan
 - iv. Solution Design
- f) Coordinate Azure Environment Enrollment and Provisioning
- g) Provide SharePoint Environment Build Out
- h) Develop SharePoint Branding Assets from Johnson and Gray design
- i) Implement Customizations into the Azure hosted SharePoint 2013 environment
- j) Provide Project Management of CONTRACTOR Resources/Tasks
- k) Deploy to Production and Go Live

Project Management

- a) Provide Requirements Analysis for Intranet

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- b) Create an Implementation Plan
- c) Develop Project Plan
 - i. Project Kickoff Meeting
 - ii. Develop communication plan
 - iii. Project Planning
 - iv. Solution Design
- d) Coordinate Microsoft Project Online Enrollment and Provisioning
- e) Provide Project Management of CONTRACTOR Resources/Tasks
- f) Deploy to Production and Go Live

Impact on Citizens and Businesses

The impact on residents and businesses in the Inland region will be significant and beneficial in terms of population health management, education and healthcare access. Riverside University Health System is expanding its services and access points throughout a regional Clinically Integrated Network that will serve at least one quarter of the region's population – a population which often seeks medical care in neighboring counties due to a lack of access to services. A contemporary interoperable communications system will create a pathway for the Health System to better communicate its messages to patients, potential patients, community stakeholders, and medical and allied health students, as well as to employees through internal communications. It will serve as a resource and a tool for individuals seeking comprehensive, fully vetted health information and the providers who can help them achieve their healthcare goals.

Contract History and Price Reasonableness

Planet Technologies has already entered into a \$450,000 contract with the County to migrate its technologies onto Office 365. Planet Technologies was the only company to answer the County proposal. The contract with Planet Technologies is for 12 months and expected to conclude in June, 2016.

Amending the contract with Planet Technologies to include a similar but larger scope of work for RUHS will allow RUHS to benefit from the company's existing contract and to advance the project with urgency in timing. The project cost to RUHS is not to exceed \$1.5 million. This includes \$126,300 for an assessment of the Health System's existing technologies. This assessment is needed in order to provide Planet Technologies the information it needs to develop a comprehensive plan to migrate RUHS onto the Office 365 system, design/build an Intranet, and program/build a consumer-facing website. The balance of the contract with RUHS is not to exceed \$1.5 million, and the funding will be used to complete the project over the next twelve month period.

The project should be seen as an investment to transform RUHS into a vibrant, state-of-the-art health system that is prepared to address the healthcare needs of all patients while sustaining a robust medical education program that trains several hundred doctors, nurses and allied health professionals annually.

**COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE AGREEMENT WITH
PLANET TECHNOLOGIES, INC.**

Original Contract Term:	June 16, 2015 through June 30, 2016
Effective Date of Amendment:	July 21, 2015
Additional Authorized Amount:	\$126,300.00

The Agreement between the County of Riverside ("COUNTY") and Planet Technologies, Inc. ("CONTRACTOR") is amended as follows:

1. Exhibit A (Scope of Services), Section E (Services for RCRMC) shall be amended as follows: Following Section (E)(6), the new Sections (7) and (8) as stated on the attached Exhibit A-1 shall be added.
2. Exhibit B (Payment Provisions) shall be amended as follows: Following Section B.1 (Payment Schedule), the supplemental Section B.2 (Supplemental Payment Schedule) as stated on the attached Exhibit B-1 shall be added for the additional scope described in this amendment.
3. CONTRACTOR shall provide detailed scope of work, accurate timelines and detailed costs for completion of migration to Outlook, intranet, public website and enterprise project management, as mutually agreed upon by COUNTY and CONTRACTOR.
4. All other terms and conditions of the Agreement are to remain unchanged.

AGREED:

County
County of Riverside
Board of Supervisors
Riverside, CA 92501

Contractor
Planet Technologies, Inc.
20400 Observation Dr., Ste 107
Germantown, MD 20876

By: _____

By: _____

Name: Marion Ashley

Name: _____

Title: Chairman of the Board of Supervisors

Title: _____

Date: _____

Date: _____

FORM APPROVED COUNTY COUNSEL

BY: _____

NEAL R. KIPNIS

DATE

EXHIBIT A-1
Additional RCRMC Scope of Services

7. CONTRACTOR shall begin full discovery and planning for the Intranet
 - a. Provide Requirements Analysis for Intranet
 - i. Meet with internal stakeholders who will “own” various sections of Intranet to learn what their needs are (for example: policies/procedures; education/training; internal communications; EPIC project management, etc.)
 - ii. Meet with current intranet site master
 - iii. Meet with MarCom ED to determine how best to brand intranet
 - b. Create an Implementation Plan
 - i. Project Plan (which will include project kickoff meeting, communication plan, project plan and solution design)
 - ii. Timeline (which will show milestone dates for when various sections of Intranet will be designed/built out and any associated deliverables, an example of which might be a fillable PDF request form; also should include training dates)
 - iii. Costs (which will include design and build time, as well as training time)
 - iv. Training (which will provide detail as to the type and amount of training that will be provided so internal stakeholders will know how to upload to Intranet)
 - v. Project Management (which will detail how CONTRACTOR will support MarCom and IT staff after deployment and go live of Intranet)

8. CONTRACTOR shall begin full discovery and planning for the Public Website
 - a. Provide Requirements Analysis for Public Website
 - i. Create infrastructure build-out plan
 - ii. Coordinate directly with the external design firm Johnson Gray Advertising who is working on just the look/feel – no programming
 - iii. Meet with MarCom ED to better understand all of the needs of our public website, such as resident recruitment, responsive web design, patient portal, etc.
 - b. Create an Implementation Plan
 - i. Project Plan(which will include project kickoff meeting, communication plan, project plan and solution design)
 - ii. Timeline(which will show milestone dates for such things as when PT will meet with JGA to discuss modifications to the new look/feel so it will be compatible with SharePoint; when CONTRACTOR will train select MarCom and IT staff on how to upload in SharePoint)
 - iii. Costs (which will include programming/build time, as well as training time)
 - iv. Training (which will provide detail as to the type and amount of training that will be provided so select MarCom and IT staff will know how to upload to public website)
 - v. Project Management (which will detail how CONTRACTOR will support MarCom and IT staff after deployment and go live of Intranet)

EXHIBIT B-1

Additional Payment - RCRMC Additional Scope of Services

Assessment Cost Breakdown

Item	Rate	Units	Cost
Microsoft Most Valuable Professional	\$205	180	\$36,900
Microsoft Architect	\$195	320	\$62,400
Project Manager	\$175	60	\$10,500
Travel	\$2,750	6	\$16,500
Total			\$126,300

Payments will be invoiced to COUNTY as stated in the Agreement after services are completed. COUNTY will pay invoices within 30 days after receipt.