

FORM APPROVED COUNTY COUNSEL
 BY: *Anita C. Willis* 10-22-15
 ANITA C. WILLIS DATE

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

667



SUBMITTAL DATE:
 October 22, 2015

FROM: Riverside County Regional Medical Center (RCRMC)

SUBJECT: Ratify and execute the 2nd Amendment to the Agreement with TEK Systems for onsite IT Help Desk support and Electronic Records System utilizing Novation/GPO pricing and increase the total contract amount for Five Years, 5th District. [\$1,575,000; Hospital Enterprise Funds]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and execute the 2nd Amendment to the Agreement with TEK Systems for onsite IT Help Desk support and Electronic Records System support services utilizing the Novation/GPO pricing, and increase the contract by \$1,575,000 from \$2,313,600 to \$3,888,600 in aggregate for five years; and,
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, 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 10% of the total contract annually, as approved by County Counsel.

BACKGROUND:

Summary

Currently, the existing Riverside County Regional Medical Center's (RCRMC) IT help desk support is supported by TEK Systems.

Jennifer Cruikshank

Jennifer Cruikshank, COO on behalf of Zareh Sarrafian, Hospital CEO

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 1,200,000	\$ 375,000	\$ 1,575,000	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

SOURCE OF FUNDS: In previously approved Epic Budget - Hospital Enterprise Fund 40050
 Budget Adjustment: no
 For Fiscal Year: 14/15-19/20

C.E.O. RECOMMENDATION:

APPROVE

BY: *Christopher M. Hans*

County Executive Office Signature Christopher M. Hans

MINUTES OF THE BOARD OF SUPERVISORS

Purchasing & Fleet Services: *Teresa Summers*
 Teresa Summers, Assistant Director

Departmental Concurrence

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

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

FORM 11: Ratify and execute the 2nd Amendment to the Agreement with TEK Systems for onsite IT Help Desk support and Electronic Records System utilizing Novation/GPO pricing and increase the total contract amount for Five Years, 5th District. [\$1,575,000; Hospital Enterprise Funds]

DATE: October 22, 2015

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BACKGROUND:

Summary (continued)

RCRMC desires to add additional resources under the existing agreement to include implementation and support services for the new electronic records system, Epic. These resources were part of the scope and budget developed by Loma Linda and RCRMC for Epic implementation. RCRMC along with Huron (the Hospital's consultant) confirmed through research and analysis that the additional implementation and support resources were needed for the new Epic system. The total cost requested in this amendment is part of the Board approved EPIC capital budget.

TEK Systems currently supports the RCRMC help desk and has extended rates under the Board approved Novation/GPO contract for the hospital. With proven ability to plan and implement IT service solutions, RCRMC has been able to build a help desk and support technician team that combines both RCRMC staff and resources offered through the current TEK systems agreement. By utilizing the competitive rates under the Novation/GPO contract, not only will RCRMC IT operations benefit from the additional resources to implement and support the new Epic system but qualify for a 1% to 3% rebate to the Medical center with the use of Novation/GPO contracts.

Impact on Residents and Businesses

Hospital and clinic patients will benefit in many ways from the addition of this electronic medical records system. Documentation of care will be clearer and more complete. Patients will have an easier time accessing their records and making appointments for care. Records will be more portable and can quickly be accessed by other doctors in an integrated network of hospitals.

Contract History and Price Reasonableness

On this agenda, RCRMC requests approval of Amendment No. 2, which will add additional resources to the Epic implementation and support team. The rates and additional resources have been extended from the Novation/GPO contract (SV0832) which was competitively bid, and TEK Systems was found to offer the best pricing, best coverage and most comprehensive value added solution. The rates ranged from \$26.00 to \$149.00 per hour/per position and were found to be reasonable when compared to the County's other IT consultant contracts. The use of the extended rates with TEK System will qualify RCRMC to obtain an accumulate rebate ranging from 1% to 3% which will be returned to the Medical Center contingent on the use of Novation/GPO contracts.

The previous contract history: on behalf of RCRMC, County Purchasing released a Request for Proposal (RFP #MCARC-231), to secure for help desk support staffing services. Solicitations were sent to twenty-five (25) prospective vendors specializing in these services and advertised on the County's Internet/Website.

Six (6) proposals were received and evaluated by three administrative staff familiar with the service component. The evaluation team reviewed and scored each proposal based on the evaluation criteria as specified in the RFP, which includes the bidder's overall responsiveness to the RFP requirements, their experience with other comparable size hospital facilities, their references as it pertains to the scope of work of the RFP, their technical capability and the overall cost to the County. The final scores ranged from 64.27 (lowest score) to 88.17 (highest score); with TEK Systems receiving the highest score of 88.17. TEK Systems met/exceeded all requirements of the Request for Proposal (RFP).

Proposed total costs were analyzed - ranging from \$26.00 per hour to \$41.25 per hour for user technical support staff. TEK Systems proposed the lowest cost at \$26.00 per hour/per technician. The evaluation team highly recommended TEK Systems proposal best met the needs of RCRMC and Riverside County Information Technology (RCIT) department and had determined TEK Systems as the most responsible/responsive bid.

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

FORM 11: Ratify and execute the 2nd Amendment to the Agreement with TEK Systems for onsite IT Help Desk support and Electronic Records System utilizing Novation/GPO pricing and increase the total contract amount for Five Years, 5th District. [\$1,575,000; Hospital Enterprise Funds]

DATE: October 22, 2015

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TEK Systems has agreed to supply one (1) Project Manager and one (1) Systems Administrator at a cost of \$65.00 per hour/per position. This rate is reasonable compared to the County's other IT consultant contracts ranging from \$95.00 per hour to \$175.00 per hour. Amendment #1 reflects the additional resources and cost.

COUNTY OF RIVERSIDE
 AMENDMENT NO. 2 TO THE AGREEMENT
 WITH
 TEK SYSTEMS, INC

CONTRACTOR: TEK Systems, Inc.
 Contract Term: July 1, 2015 through June 30, 2020
 Effective Date of Amendment: October 1, 2015
 Annual Maximum Contract Amount: \$ 1,662,720 (2015-16 only)
 Contract ID: MCARC-91829-006-09/15

The Agreement between Riverside County, herein referred to as COUNTY and TEK Systems, Inc., herein referred to as CONTRACTOR, is amended as follows:

1. Section 3 (“Compensation”): Other than as modified by Amendment No. 1, Section 3 shall remain the same as in the original Agreement except that the first sentence of Section 3.1 shall be deleted in its entirety and replaced with the following:

“The COUNTY agrees to pay CONTRACTOR for services performed annually in the not to exceed the dollar amounts stated in the following table including all expenses and based on the availability of fiscal funding.

YEAR	DATES	ANNUAL AMOUNT
1	07/01/2015 through 06/30/2016	\$1,662,720
2	07/01/2016 through 06/30/2017	\$837,720
3	07/01/2017 through 06/30/2018	\$462,720
4	07/01/2018 through 06/30/2019	\$462,720
5	07/01/2019 through 06/30/2020	\$462,720
TOTAL AGGREGATE AMOUNT (Years 1-5)		\$3,888,600

2. Add the following as new Section 23 and Section 24:

“23. Restrictive Covenant Conversion / Right to Hire

23.1 TEKsystems is not an employment agency. Its services are provided at great expense to TEKsystems. In consideration thereof, during the term of this Agreement and for the six (6) month period immediately following the period for which a Contract Employee last performed services for the COUNTY under this Agreement, COUNTY shall not, directly or indirectly, for itself, or on behalf of any other person, firm, corporation or other entity, whether as principal, agent, employee, stockholder, partner, member, officer, director, sole proprietor, or otherwise, solicit, participate in or promote the solicitation of such Contract Employee to leave the employ of TEKsystems, or hire or engage such Contract Employee. Notwithstanding the above paragraph in this Section 23.1, if at any time the COUNTY wishes to hire any Contract Employee provided by TEKsystems, COUNTY may

request that TEKsystems release the Contract Employee from his/her employment contract with TEKsystems to allow COUNTY to employ or engage the services of Contract Employee, either directly or indirectly. COUNTY acknowledges and agrees that TEKsystems, in its sole and absolute discretion, has the right to accept or refuse COUNTY's request to employ or engage the services of Contract Employee supplied by TEKsystems to COUNTY. If TEKsystems has accepted COUNTY's request to employ Contract Employee, either directly or indirectly, and the Contract Employee has not completed a minimum of six (6) months of continuous employment at COUNTY for TEKsystems, the COUNTY will pay TEKsystems, as liquidated damages, an amount equal to 20% of the Contract Employees first year salary with COUNTY. If Contract Employee has completed a minimum of six (6) months of continuous employment at COUNTY for TEKsystems, and authorization has been obtained by COUNTY from TEKsystems, then COUNTY may employ or engage the services of Contract Employee, either directly or indirectly, without any financial compensation or liquidated damages payment owed to TEKsystems from COUNTY.

23.2 In addition to the provisions of Section 23.1, during the term of this Agreement and for a period of six (6) months immediately following the termination of this Agreement, COUNTY agrees that it shall not, directly or indirectly, for itself, or on behalf of any other person, firm, corporation or other entity, whether as principal, agent, employee, stockholder, partner, member, officer, director, sole proprietor, or otherwise, solicit, participate in or promote the solicitation of any Technical Professional or Consulting Practice Manager under any circumstances. In the event that COUNTY shall violate this subsection (b), COUNTY agrees to pay to TEKsystems an amount equal to such Technical Professional's or Consulting Practice Manager's annualized first year salary.

23.3.1 Submittals-Right To Hire

Resumes submitted to COUNTY are confidential and for COUNTY use only. COUNTY agrees that TEKsystems is the representative of all candidates for which resumes are submitted to COUNTY by TEKsystems in response to COUNTY requests. Accordingly, COUNTY agrees that if any candidate submitted to COUNTY by TEKsystems is hired either directly or indirectly by COUNTY within six (6) months of receipt of the resume, COUNTY agrees to pay to TEKsystems as liquidated damages an amount equal to 20% of the employees annualized first year salary.

24. Miscellaneous

24.1 TEKsystems is an equal opportunity employer and refers Contract Employees, regardless of race, sex, color, religion, creed, ancestry, national origin, disability, age, marital status or other protected class status pursuant to applicable law. The COUNTY agrees and warrants that it will not reject Contract Employees, or otherwise deem Contract Employees unacceptable,

or take any other action for any reason prohibited by federal, state or local laws including, but not limited to, laws pertaining to employment discrimination or employee safety. In addition, the COUNTY agrees to require all Contract Employees to record all hours worked and will not allow "off the clock" time or other similar arrangements. California Only: The COUNTY will also ensure that Contract Employees are afforded the opportunity to take all required rest breaks and meal periods as required by law, and to properly document those rest and meal breaks.

24.2 Independent Contractor Status

With respect to the services provided by TEKsystems, TEKsystems shall be an independent contractor. TEKsystems shall be responsible for providing any salary or other benefits to such Contract Employees; will make all appropriate tax, social security, Medicare and other withholding deductions and payments; will provide worker's compensation insurance coverage for its Contract Employees; and will make all appropriate unemployment tax payments.

24.3 Contract Employee Performance

Within the first forty (40) hours worked by any Contract Employee(s), COUNTY shall review the Contract Employee(s) performance and decide whether to continue the engagement of such Contract Employee. If COUNTY is dissatisfied with the performance of the Contract Employee, and COUNTY wishes TEKsystems to terminate its engagement of such Contract Employee, COUNTY must notify TEKsystems within the initial forty (40) hour period, specifying the reasons for its dissatisfaction, and COUNTY shall not be required to pay for the hours worked by that Contract Employee during the initial forty (40) hour period, provided its reasons for termination are not unlawful and are bona fide in TEKsystems' reasonable judgment. If COUNTY becomes dissatisfied with the performance of a Contract Employee after the initial forty (40) hour period, COUNTY may request that TEKsystems terminate the engagement of that Contract Employee upon written notice to TEKsystems, but COUNTY shall pay for all hours worked by the terminated Contract Employee from the first hour of work up to and including the date of termination.

24.4 Client Property

24.4.1 Work Product: All work product of every kind performed by any Contract Employee on behalf of COUNTY shall be the sole and exclusive property of COUNTY.

24.4.2 Confidentiality: TEKsystems recognizes that while performing its duties under this Agreement, TEKsystems and its Contract Employees may be granted access to certain proprietary and confidential information regarding COUNTY's business, customers, and employees. TEKsystems agrees to keep such information confidential and the obligations of this paragraph will survive the termination of this Agreement. This paragraph

does not apply to information that was previously known or information that is available in the public domain.

24.5 Vehicle Use

Contract Employee(s) are not authorized to operate a motor vehicle without TEKsystems' express written permission. COUNTY shall not request or require TEKsystems' Contract Employee(s) to perform tasks that require driving a motor vehicle without TEKsystem's express written permission.

24.6 Right of First Refusal

COUNTY agrees to give TEKsystems a 7 day, right of first refusal, to fill any requisition for supplemental staffing personnel within its Information Technology Department (ITD). TEKsystems acknowledges and agrees that if TEKsystems is unable to submit viable candidates within the specified period who satisfactorily meet COUNTY's needs, then COUNTY may use another vendor to fill the requisition. A 7 day, right of first refusal on requisitions, shall be upheld once TEKsystems submits a qualified candidate. Once TEKsystems submits a candidate for an open requisition, COUNTY cannot send requisition to 2nd tier vendor until TEKsystems receives feedback on why its candidate did not get interviewed or hired.

24.7 Rebate

COUNTY will be eligible for a two percent rebate "Fee" on all supplemental staffing services provided by TEKsystems for its Information Technology Department (ITD). Fee will be paid by TEKsystems to Novation, COUNTY's global purchasing organization, monthly. Billing rates for Services provided by TEKsystems for the aforementioned departments shall be in conjunction with the rate card agreed upon by TEKsystems and Novation, unless COUNTY wishes to negotiate billing rates outside of the rate card between TEKsystems and Novation, in which case both parties will agree in writing to these rates.

24.8 Novation Pricing

COUNTY will also be eligible to receive the Novation pricing described in further detail in Exhibit C attached herein.

3. Exhibit B ("Payment Provision") is deleted in its entirety and replaced with the attached new Exhibit B-2
4. A new Exhibit C-2 ("Novation Pricing") to the Agreement is attached

5. All other terms and conditions of the Agreement are to remain unchanged.

AGREED:

COUNTY:

Riverside County Regional Medical Center
26520 Cactus Avenue
Moreno Valley, CA 92555

CONTRACTOR:

TEKsystems, Inc.
7437 Race Rd
Hanover MD 21076

Signature: _____

Signature: _____

Print Name: _____

Print Name: Patrick Conway

Title: _____

Title: Account Manager

Date: _____

Date: _____

FORM APPROVED COUNTY COUNSEL

BY: _____

NEAL R. KIPNIS

DATE

Exhibit B-2
Payment Provision

<u>Contract Employee Name</u>	<u>Standard Billing Rate</u>	<u>Overtime Billing Rate</u>	<u>Scheduled Start Date</u>	<u>Prevailing Wage Required</u>
Jason Sullivan (EPIC Analyst) + Expenses*	\$ 117.89 /hr	\$ 117.89 /hr	10/5/2015	N/A
Evan Wright (EPIC Analyst)	\$ 117.89 /hr	\$ 117.89 /hr	10/12/2015	N/A
Sue Corwin (Cerner Analyst) + Expenses*	\$ 141.09 /hr	\$ 141.09 /hr	10/5/2015	N/A
Steve Nielson (Data Architect)	\$ 141.09 /hr	\$ 149.09 /hr	10/12/2015	N/A
Aldo Montiel (Desktop)	\$ 26.00 /hr	\$ 26.00 /hr	6/1/2015	N/A
Maria Gordillo (Desktop)	\$ 26.00 /hr	\$ 26.00 /hr	6/1/2015	N/A
Lori Hartman (Project Manager)	\$ 65.00 /hr	\$ 65.00 /hr	6/22/2015	N/A
Elliott Johnson (Systems Admin)	\$ 75.00 /hr	\$ 75.00 /hr	6/22/2015	N/A
Vincent Valdez (Helpdesk)	\$ 26.00 /hr	\$ 26.00 /hr	5/19/2015	N/A
Ralph Rodriguez (Helpdesk)	\$ 26.00 /hr	\$ 26.00 /hr	5/19/2015	N/A
Mark Konchar (Systems Admin)	\$ 65.00 /hr	\$ 65.00 /hr	7/7/2015	N/A
Samuel Ademu-John (Helpdesk)	\$ 26.00 /hr	\$ 26.00 /hr	10/1/2014	N/A
Melvin Richards (Helpdesk)	\$ 26.00 /hr	\$ 26.00 /hr	10/1/2014	N/A
David Pinedo (Helpdesk)	\$ 26.00 /hr	\$ 26.00 /hr	10/1/2014	N/A
Peter Pai (Helpdesk)	\$ 26.00 /hr	\$ 26.00 /hr	10/14/2015	N/A
Diego Rosales (Helpdesk)	\$ 26.00 /hr	\$ 26.00 /hr	2/9/2015	N/A
Brenda Byrd (Project Manager)	\$ 65.00 /hr	\$ 65.00 /hr	8/25/2015	N/A
Helpdesk Tech	\$ 26.00 /hr	\$ 26.00 /hr	10/5/2015	N/A

*Travel Fee-Applies only to resources identified and agreed upon by both parties, pursuant to the Agreement.
-A flat \$40 per hour expense will be applied to Epic Travel resources upon approval

**Exhibit C-2
Novation Pricing**

The following pricing below are provided through the Novation contract with the County. Pricing and resources are subject to terms and conditions of the Novation's contract. Changes in availability of resources and pay range may be subject to updates through the Novation's contract agreed upon.

Job Descriptions	Pay Range
Applications Analyst - Monitors the systems for data quality, efficiency, operation, and data integrity and appropriately escalates issues/problems.	\$78.97 - 94.06
Integration Developer - Assists in design, development and support of the application and data integration managed by Information Services.	\$78.97 - 94.06
IS Electronic Health Record (HER) Trainer - Primary purpose is to provide formal and informal learning activities to ensure the EHR end users are learning the necessary knowledge and skills to efficiently use EHR.	\$78.97 - 94.06
Systems Administrator - This is a technical position in the IS systems team. Provides cross-platform server systems, systems maintenance, troubleshooting, configuration, support.	\$55.20 - \$79.80
Systems Engineer - This is a technical position in the IS systems team. Provides cross-platform server systems, systems engineering and integration oversight.	\$84.61 - 100.78
Web Developer - Develops, maintains and supports internet and intranet sites.	\$78.97 - 94.06
BI Analyst/Developer - Responsible for analyzing, developing, supporting and managing BI strategy and execution. This position participates in technical design, development and implementation of reporting requirements using custom development or reporting tools.	\$84.61 - 100.78
Reports Developer - Key development activities include report writing dashboard development and report programming through the use of custom ad-hoc development or reporting tools. Development done adhering to all development standards and protocols including the likes of Change Management, Code Review, Documentation, and Testing.	\$73.33 - 87.34

<p>Security Administrator - Responsible for the administration and support of network security technical controls, and procedures to protect information systems assets from intentional or inadvertent modification, disclosure or destruction. Develops, maintains, and enforces corporate information security standards and guidelines encompassing data and intellectual security. Proactively protects the integrity, confidentiality, and availability of data. Develops and maintains systems within an enterprise security environment. Automates, administers and monitors enterprise firewalls, intrusion detection mechanisms, logs, and other relevant reports for unauthorized and suspicious activity.</p>	<p>\$68.45 - \$80.25</p>
<p>Security Engineer - Responsible for the implementation of network security technical controls, and procedures to protect information systems assets from intentional or inadvertent modification, disclosure or destruction. Develops, maintains, and enforces corporate information security standards and guidelines encompassing data and intellectual security. Proactively protects the integrity, confidentiality, and availability of data. Develops and maintains systems within an enterprise security environment. Automates, administers and monitors enterprise firewalls, intrusion detection mechanisms, logs, and other relevant reports for unauthorized and suspicious activity.</p>	<p>\$81.79 - 97.42</p>
<p>VDI Engineer - Implement solutions relating to server, desktop, and application virtualization products such as VMware and Citrix. Responsible for developing and maintaining O&S Standard Operating Procedures for virtual environments. Diagnoses and troubleshoots problems with PCs, software, and communications devices within as well as respond to end user requests for technical support and assistance. Maintains network security and ensures compliance with security policies and procedures.</p>	<p>\$93.07 - 110.86</p>
<p>SAN Administrator - Responsible for operational support, troubleshooting, and administration of large complex storage and backup and recovery systems and their related systems.</p>	<p>\$69.55 - \$89.25</p>
<p>SAN Engineer - Responsible for the design, implementation, management and operational support of large complex storage and backup and recovery systems and their related systems.</p>	<p>\$93.07 - 110.86</p>

<p>Desktop/Help Desk Support (2-5 years' experience) - Responsible for providing customer service and technical expertise for all levels of users. Diagnoses and troubleshoots software, hardware and procedural problems and works to minimize downtime resulting from these issues. Responsible for day to day logging, tracking and resolving of customer reported problems or concerns.</p>	<p>\$38.55 - \$45.36</p>
<p>Sr. Desktop/Help Desk Support (5-10 years' experience) - Responsible for providing customer service and technical expertise for all levels of users. Diagnoses and troubleshoots software, hardware and procedural problems and works to minimize downtime resulting from these issues. Responsible for day to day logging, tracking and resolving of customer reported problems or concerns.</p>	<p>\$47.95 - 57.11</p>
<p>ETL Developer - Responsible for development, design and implementation of extract/transform/load processes using custom ETL or ETL tools. Performs ETL and database development for new applications to support business needs and enhance existing applications while adhering to all development standards and protocols including the likes of Change Management, Code Review, Documentation and Testing</p>	<p>\$87.43 - 104.14</p>
<p>DW Architect - Oversees the design of the data and technical architecture for the data warehouse environment to ensure that the designs maintain an enterprise model. Translates business needs into long-term architecture solutions. Defines, designs, and builds complex dimensional databases and evaluates reusability of current data dimensions for additional uses and analyses. Plans and oversees the technical transitions between development, testing, and production phases of data warehouse deployment</p>	<p>\$118.45 - 141.09</p>
<p>QA Tester - Develops and executes test plans, scripts, and cases based on business requirements or existing application functionality through manual test processes or through automated testing tools. Also responsible for identifying, recording, and reporting deficiencies.</p>	<p>\$67.69 - 80.63</p>
<p>Mobile Developer - Design, development, and testing of mobile application to be used on a wide range of mobile devices. Interface and communicate with Product Management, User Experience & Design, and back office development teams as needed for project End-to-end testing of the application, including any server components that the application might interface with.</p>	<p>\$84.61 - 100.78</p>

<p>Project Manager - Accomplishes project objectives by establishing scope; designing and delivering solutions as well as leading team members. Typically responsible for the overall planning, management and completion of IT projects. Other responsibilities include but are not limited to: Development of project documents and project plans, resource management, timeline management, executive reporting, and change management.</p>	<p>\$90.25 - 107.50</p>
<p>ICD10 Project Manager - Under the general guidance of the ICD-10 Sr. Project Director and Steering Committee the ICD-10 Project Manager will contribute to the successful planning, implementation and transition to effective utilization of ICD-10. The positions will create and maintain a service-oriented relationship with the project team leads and ICD-10 stakeholders. The position is responsible for applying ICD-10 project methodologies and standards as defined as well as contributing to further development of these standards and flexing to support a variety of small projects across the ICD-10 Program.</p>	<p>\$91.89 - 114.22</p>
<p>Business Analyst - Serve as a liaison between business units and IT to provide technical solutions to meet business needs. Responsible for translating business requirements into functional specifications and other documents including use cases and test plans in support of efficient and quality IT project delivery.</p>	<p>\$70.51 - 83.98</p>
<p>EHR Curriculum Developer - Develops customized lesson plans utilizing structured Instructional System Design (ISD) methodologies. May assist in the documentation of workflows.</p>	<p>\$101.53 - 120.94</p>
<p>EHR Trainer 1 - Provides formal and informal learning activities as an expert from practical work experience and deep understanding of operational workflows (clinical or financial) or from extensive go-live experience (10+ go-lives).</p>	<p>\$80.25 - \$94.50</p>
<p>EHR Trainer 2 - Provides formal and informal learning activities as an expert from practical work experience and deep understanding of operational workflows (clinical or financial) or from extensive go-live experience (10+ go-lives).</p>	<p>\$95.89 - 114.22</p>
<p>(None Certified) EPIC EHR Builder/Analyst - Documents and develops application requirements based on business stakeholders and operational requirements. Evaluates application updates and releases and coordinates planning for installations.</p>	<p>\$85.60 - \$117.89</p>

EPIC EHR Builder/Analyst - Documents and develops application requirements based on business stakeholders and operational requirements. Evaluates application updates and releases and coordinates planning for installations.	\$118.45 - 141.90
(Non- Certified) Cerner EHR Builder/Analyst - Documents and develops application requirements based on business stakeholders and operational requirements. Evaluates application updates and releases and coordinates planning for installations.	\$85.60 - \$117.89
Cerner EHR Builder/Analyst - Documents and develops application requirements based on business stakeholders and operational requirements. Evaluates application updates and releases and coordinates planning for installations.	\$118.45 - 141.09
All Other - EHR Builder/Analyst 1- Documents and develops application requirements based on business stakeholders and operational requirements. Evaluates application updates and releases and coordinates planning for installations.	\$95.89 - 114.22
All Other – EHR Builder/Analyst 2- Documents and develops application requirements based on business stakeholders and operational requirements. Evaluates application updates and releases and coordinates planning for installations.	\$118.45 - 141.09
EHR Activation Specialist 1- Responsible for the logistics and coordination of Super Users, Support Analyst, and Help Desk technicians. Assures proper execution of issue management, communication with stakeholders, and reporting and analytics.	\$84.25 - \$92.35
Sr. EHR Activation Specialist 2- Responsible for the logistics and coordination of Super Users, Support Analyst, and Help Desk technicians. Assures proper execution of issue management, communication with stakeholders, and reporting and analytics.	\$93.07 - 110.86
Go-Live Support Analyst 1- Provides 'at the elbow' support to end users on workflow and technical navigation, application optimization, ad hoc training and troubleshooting of the EHR application.	\$70.15 - \$80.55
Sr. Go-Live Support Analyst 2- Provides 'at the elbow' support to end users on workflow and technical navigation, application optimization, ad hoc training and troubleshooting of the EHR application.	\$81.79 - 110.86

Clinical Content Specialist 1 - Performs order set analysis, design, standardization, gap analysis, and content development to support physician and other clinician workflow processes and information needs.	\$84.27 - \$95.25
Sr. Clinical Content Specialist 2 - Performs order set analysis, design, standardization, gap analysis, and content development to support physician and other clinician workflow processes and information needs.	\$95.89 - 114.22



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

PR2015-03210
 Tracking Number for Internal Use Only

10/8

REQUESTED PURCHASE: TEK SYSTEMS (AMENDMENT)																					
DEPARTMENT/AGENCY: INFORMATION SERVICES - RUHS																					
CONTACT NAME/PHONE: MARYGRACE HEDGE - EXT. 64973; JENNIFER SANDOVAL - EXT. 64392																					
PURCHASE REQUEST: <input checked="" type="checkbox"/> NEW EQUIPMENT/SERVICES <input type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT																					
PURCHASE TYPE: <input checked="" type="checkbox"/> PROFESSIONAL SERVICES <input type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input type="checkbox"/> RENEWAL																					
DESCRIBE REQUESTED PURCHASE	<p>This is an urgent request for RUHS Information Services to ratify and approve the second amendment with TEK Systems for on site IT Help Desk Support to utilize Novations (GPO Pricing) and increase the total contract amount for this fiscal year in the amount of \$1.5 million dollar.</p> <p>RUHS desires to add additional resources under the existing agreement to include implementation and support service for the new electronic records system, EPIC.</p>																				
BUSINESS NEEDS ADDRESSED	<p>Presented for review to the Value Analysis team and approved by the hospital consulting firm, Huron.</p> <p>The request for proposal was released (RFP # MCARC-231) and TEK Systems was the awarded vendor.</p>																				
ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN																				
BUSINESS CRITICALITY	BUSINESS IMPACT (SELECT ALL THAT APPLY)																				
<input type="checkbox"/> Run the business <input type="checkbox"/> Grow the business <input checked="" type="checkbox"/> Transform the business	<input checked="" type="checkbox"/> Support current operations <input type="checkbox"/> Reduce Expenses <input type="checkbox"/> Improve Customer Service <input checked="" type="checkbox"/> Improve Operational Efficiencies																				
BUSINESS RISKS	Financial: Operational: Customer:																				
ALTERNATIVE SOLUTIONS	1. [Solution] 2. [Solution] 3. [Solution]																				
TRANSACTION	<input type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase Lease Years: _____																				
PURCHASE COSTS	COST BENEFIT ANALYSIS																				
Professional services: \$1.5 million to already existing contract of \$400,000.	<table border="1"> <thead> <tr> <th></th> <th>ALTERNATIVE STATUS QUO</th> <th>ALTERNATIVE</th> <th>ALTERNATIVE</th> </tr> </thead> <tbody> <tr> <td>Current Annual Cost</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Ongoing Annual Cost</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual Cost Savings</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Net Annual Savings</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE	Current Annual Cost				Ongoing Annual Cost				Annual Cost Savings				Net Annual Savings			
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RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
 To be completed for all departmental purchases of IT systems, services or renewals

Tracking Number for Internal Use Only

TOTAL COST: \$1.9 MILLION Is this Budgeted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Project Implementation Cost			
	Project Payback Period? yrs			

Department Head Signature: *[Signature]* for *[Name]* Date: *10/8/15*

RCIT RECOMMENDATION - for purchases and renewals under \$100,000

Recommended: Yes No (Non-recommended requests submit to TSOC)

By: _____ Date: _____

Chief Information Officer Signature: *[Signature]* Date: *10/21/15*

RCIT explanation for non-recommended requests:

[Empty box for RCIT explanation]

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: *[Signature]* Date: *10/21/15*

TSOC explanation for denied requests:

[Empty box for TSOC explanation]