

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



**ITEM**  
3.25  
(ID # 4296)

**MEETING DATE:**

Tuesday, June 20, 2017

**FROM :** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES - Approve and execute Addendum No. 2 for the Exclusive Care Agreement with Monument Systems LLC, for Software System Support services for five (5) years, All Districts. [Total Cost: \$1,250,000] [Source of Funds: 100% Exclusive Care Premiums paid by Members]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve and execute Addendum No. 2 with Monument Systems LLC, for Software System Support and Maintenance in the annual amount of \$250,000 from July 1, 2017 through June 30, 2020, with the option to renew for two (2) additional years in one (1) year increments; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to: sign amendments that do not change the substantive terms of the Agreement; and sign amendments to the compensation provisions that do not exceed the annual CPI rates.

**ACTION:** Policy

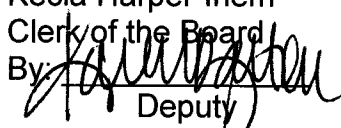
  
Michael Stock, Assistant CEO/Director of Human Resources 6/8/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Jeffries, seconded by Supervisor Tavaglione and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None  
Date: June 20, 2017  
xc: H.R., Purchasing

Kecia Harper-Ihem  
Clerk of the Board  
By:   
Deputy

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 250,000	\$ 1,250,000	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: Exclusive Care premiums paid members</b>			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	2017/18 through 2021/22

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

In 1999, the Board of Supervisors established the County's self-funded Exclusive Provider Option (EPO) health plan, Exclusive Care, to provide a value health plan option to the employees of Riverside County and their families.

On November 26, 2002, the Board of Supervisors first approved an agreement with Monument Systems, LLC (formerly HealthTrio) to purchase and install the current claims payment, eligibility and health information system for Exclusive Care. On October 16, 2012, (agenda item 3.30), and October 22, 2013 (agenda item 3.23) the Board of Supervisors approved the Software System Support and Maintenance Agreement for the Monument Systems claims payment, eligibility system, and health information system which includes system updates, patches and ad hoc programming support for the HealthTrio system.

This Addendum renews the agreement for three (3) years (July 1, 2017 through June 30, 2020) and includes options to renew for two (2) additional one year periods (July 1, 2020 through June 30, 2021 and July 1, 2021 through June 30, 2022).

The software used in the claims payment and eligibility system was designed by Monument Systems, LLC, and is proprietary in nature. For fiscal year 2016-2017 Exclusive Care is budgeted to adjudicate and pay over \$60 million in medical and hospital claims using this health information system. This Addendum is required to insure that the systems are up to date with changing regulations, updated reference tables, and allows Exclusive Care to meet any reporting requirements.

**Impact on Residents and Businesses**

There is no direct cost to the County for the recommended action, as these costs are funded by Exclusive Care premium dollars and included in its operating budget.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

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

The annual maintenance fee is \$151,200 per year for the duration of the contract. The hourly programming rate for ad hoc requests is \$210 per hour. The maximum annual expenditure during the contract period is \$250,000 (including the maintenance fee).

**Contract History and Price Reasonableness**

The current hourly programming rate is \$210 per hour. There will be no increase in the hourly programming rate for the duration of the contract. Rates are calculated based on the Monument Systems/HealthTrio GSA contract GS-35F-0137Y.

**ATTACHMENTS:**

**ATTACHMENT A. Addendum No. 2 To the xpress™ Software System Support & Maintenance Agreement Between County of Riverside on Behalf of the Exclusive Care Division of its Human Resources Department and Monument Systems, LLC**

  
Teresa Summers, Assistant Director of Purchasing 6/9/2017

  
Gregory V. Priamos, Director County Counsel 6/8/2017

  
Dave Rogers, Interim CIO 6/8/2017



## MONUMENT SYSTEMS

EXPERIENCE • PERFORMANCE • INNOVATION

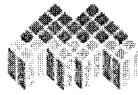
### Addendum No. 2 To the *xpress*™ Software System Support & Maintenance Agreement Between County of Riverside on Behalf of the Exclusive Care Division of its Human Resources Department and Monument Systems, LLC

This Addendum No. 2 ("Addendum") is effective as of the latest date below (the "Effective Date") between Monument Systems, LLC, a Colorado Limited Liability Company ("Monument Systems"), and County of Riverside on Behalf of the Exclusive Care Division of its Human Resources Department ("Licensee") to amend the Software System Support and Maintenance Agreement between the parties, dated October 17, 2012, including Addendum No. 1 dated October 22, 2013 (collectively, the "Agreement"). In the event of a conflict between the Agreement and this Addendum, the provisions of this Addendum will be deemed controlling.

Whereas, the Initial Term of the Agreement is set to expire on June 30, 2017, and whereas both parties to the Agreement concur that it is in their mutual interest to renew the Agreement, now therefore, the parties agree as follows.

1. Renewal. The Agreement shall be renewed for a three-year Renewal Term beginning on July 1, 2017, and expiring on June 30, 2020, with options for two one-year Extension Terms (July 1, 2020 through June 30, 2021 and July 1, 2021 through June 30, 2022). Each one-year Extension Term must be in an Addendum signed by both parties.
2. Scope. The Renewal Term shall include maintenance of all the functionality licensed under the *xpress*™ License Agreement between the parties dated December 31, 2002 and all amendments and addendums thereto. Such functionality is summarized in Exhibit A of this Addendum.
3. Price
  - 3.1 The Maintenance and Enhancement Fee is 20% of the list price of the System. As of the Effective Date of this Addendum, such Maintenance and Enhancement Fee shall be \$151,200.00 per year, payable in annual installments beginning on the Effective Date of this Addendum. This Maintenance and Enhancement Fee is subject to change, if the licensed functionality is altered or added to.
  - 3.2 Professional services, if required by Licensee, shall be billed pursuant to a mutually-signed SOW at then-current Time-and-Materials rates.
4. GSA/CMAS. This agreement is made pursuant to the CMAS Contract No. 3-14-70-3132A and the GSA Contract No. GS35F0137Y.
5. This Addendum supplements, amends and is incorporated, to the extent identified above, into the Agreement. Except as modified by this Addendum, the Agreement shall remain in full force and effect, and its terms and provisions are hereby ratified and confirmed subject to the terms and conditions of this Addendum.

JUN 20 2017 3.25



**MONUMENT SYSTEMS**

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## **EXHIBIT A**

### ***Monument Systems xpress™ System Software***

*As listed in Exhibit A to the License Agreement*

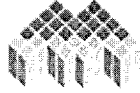
#### **Base System**

System Security  
Activity Log (Show Log)  
Global Tables  
Rules Based Logic Forms  
Workflow  
Benefits  
Employer Groups  
Physicians  
Hospitals / Facilities  
Contracts  
Enrollment  
Member History  
Customer Services  
Referrals  
Authorizations  
Medical Fee Schedules  
Hospital Fee Schedules  
Medical Claims  
Hospital Claims  
Finders  
Correspondence  
Reports

#### **Optional Modules**

Accounts Receivable and Premium Billing  
Electronic Commerce (Electronic Data Interchange)

**43 Concurrent Seat Licenses**



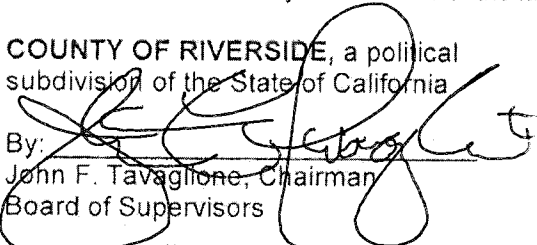
**MONUMENT SYSTEMS**


EXPERIENCE • PERFORMANCE • INNOVATION

This Addendum is hereby executed as of the latest date below written.

**COUNTY OF RIVERSIDE**, a political  
subdivision of the State of California

**MONUMENT SYSTEMS, LLC**

By:   
John F. Tavaglione, Chairman  
Board of Supervisors

By:   
Name: J. Dominic Wallen  
Title: President, COO

Dated: JUN 20 2017

Dated: 5/16/2017

ATTEST:

Kecia Harper-Ihem  
Clerk of the Board

By:   
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos  
County Counsel

By:   
Neal Kipnis,  
Deputy County Counsel

JUN 20 2017 3.25



# RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

<b>H11 Number:</b>	PR2017-05604						
<b>Requested Purchase:</b>	RENEWAL OF MAINTENANCE CONTRACT WITH MONUMENT SYSTEMS						
<b>Department/Agency:</b>	Human Resources						
<b>Primary Contact/Phone:</b>	Eric Quon/951-955-9909	<b>Alternate Contact/Phone:</b>					
<b>Purchase Request Type:</b>							
<b>Describe Requested Purchase:</b>	Software System Support and Maintenance Addendum with Monument Systems to extend the current contract for system support for the HealthTrio claims and enrollment processing system used by Exclusive Care. Contract for system maintenance, license fees, ad hoc programming, training and consulting. Cost will not exceed \$250,000 per year (\$1,250,000 for five years) and will be included in Exclusive Care's budget. Contract is for the period 7/1/2017 through 6/30/2022 (initial three year term plus two optional one year extensions).						
<b>Terms:</b>	Is this a Multi Year Contract?: True Length of Contract: 5 Start Date: 7/1/2017 End Date: 6/30/2022 12:00:00 AM Special Terms and Conditions: Renewal: the agreement shall be renewed for a three-year with options for two one-year extension terms						
<b>Business Needs Addressed:</b>	Exclusive Care is required to comply with regulations relating to the implementation of Electronic Data Interchange (EDI). payment by Electronic Fund Transfer (EFT), and must properly process medical claims payments, which are projected to be in excess of \$60 million for FY2016-17. In addition there are ongoing maintenance costs related to annual Medicare and Medicaid reimbursement updates, provider contracting payment coding updates and diagnosis code updates.						
<b>Are there other county systems that provide the same functionality?</b>	No						
<b>Business Criticality:</b>	Run the Business						
<b>Business Impact:</b>	Support Current Operations, Improve Customer Service, Improve Operational Efficiencies						
<b>Current Cost itemization (Include all the year 1 cost)</b>							
<b>Item Description</b>	<b>Purchase Type</b>	<b>Vendor</b>	<b>Quantity</b>	<b>Unit Cost</b>	<b>Sub_Total</b>	<b>Item Tax</b>	<b>Total Cost</b>
RENEWAL OF MAINTENANCE CONTRACT WITH MONUMENT SYSTEMS	Renewal	Unknown	5	\$250,000.00	\$1,250,000.00		\$1,250,000.00
<b>Annual Costs</b>							
<b>Item Description</b>	<b>Payment Type</b>	<b>Terms (In Years)</b>	<b>Payment amount</b>	<b>Total Annual Payments</b>			
RENEWAL OF MAINTENANCE CONTRACT WITH MONUMENT SYSTEMS	778340002	5.00	\$250,000.00	\$12.00			
<b>Subtotal Annual Costs:</b>				\$12.00			
<b>Accounting String</b>							
To be completed for pass-thru purchases that will be processed by RCIT Only							
<b>%Billed</b>	<b>Accounts (6 digits)</b>	<b>Dept.ID (6 -10 digits)</b>	<b>Program (5 digits)</b>	<b>Class (5 digits)</b>	<b>Grant (9 digits)</b>	<b>Customer Project Code (10 digits)</b>	
<b>Department Head Signature:</b> James Burke (or Authorized designee)					<b>Date:</b> 5/23/2017 10:58 AM		
<b>RCIT Review (Standard purchases and renewals &lt; \$25000) - Administrative Review Status</b>							
<b>Recommended:</b>	<b>By:</b>			<b>Date:</b>			
<b>Denial Explanation:</b>							



# RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

## ACIO Review (Non standard purchases and renewals between \$0K and \$100K) - ACIO Review Status

Recommended: YES BY: *[Signature]* Date: 5/23/2017

Denial Explanation:

## CIO Review (Purchases and renewals >\$100K) CIO Review Status

Recommended: yes BY: *[Signature]* Date:

Denial Explanation:

## TSOC Review (Purchases and renewals >\$100K) TSOC Review Status

Recommended: yes BY: *[Signature]* Date: 6/8/17

Denial Explanation:





**MONUMENT SYSTEMS**

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**Addendum No. 2 To the *xpress*™ Software System Support & Maintenance Agreement Between County of Riverside on Behalf of the Exclusive Care Division of its Human Resources Department and Monument Systems, LLC**

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MONUMENT SYSTEMS

EXPERIENCE • PERFORMANCE • INNOVATION

## EXHIBIT A

### **Monument Systems xpress™ System Software** *As listed in Exhibit A to the License Agreement*

#### **Base System**

- System Security
- Activity Log (Show Log)
- Global Tables
- Rules Based Logic Forms
- Workflow
- Benefits
- Employer Groups
- Physicians
- Hospitals / Facilities
- Contracts
- Enrollment
- Member History
- Customer Services
- Referrals
- Authorizations
- Medical Fee Schedules
- Hospital Fee Schedules
- Medical Claims
- Hospital Claims
- Finders
- Correspondence
- Reports

#### **Optional Modules**

- Accounts Receivable and Premium Billing
- Electronic Commerce (Electronic Data Interchange)

**43 Concurrent Seat Licenses**




**MONUMENT SYSTEMS**  
EXPERIENCE • PERFORMANCE • INNOVATION

This Addendum is hereby executed as of the latest date below written.

COUNTY OF RIVERSIDE, a political  
subdivision of the State of California

MONUMENT SYSTEMS, LLC

By: \_\_\_\_\_  
John F. Tavaglione, Chairman  
Board of Supervisors

By:   
Name: J. Dominic Wallen  
Title: President, COO


Dated: \_\_\_\_\_

Dated: 5/16/2017

ATTEST:  
Kecia Harper-Ithem  
Clerk of the Board

By: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:  
Gregory P. Priamos  
County Counsel

By:   
Neal Kipnis,  
Deputy County Counsel



**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

<b>REQUESTED PURCHASE:</b>	<b>RENEWAL OF MAINTENANCE CONTRACT WITH MONUMENT SYSTEMS</b>		
<b>DEPARTMENT/AGENCY:</b>	<b>EXCLUSIVE CARE/COUNTY OF RIVERSIDE HUMAN RESOURCES</b>		
<b>CONTACT NAME/PHONE:</b>	<b>JAMES BURKE, PLAN MANAGER X59552</b>		
<b>PURCHASE REQUEST:</b>	<input checked="" type="checkbox"/> NEW EQUIPMENT/SERVICES	<input type="checkbox"/> UPGRADE	<input type="checkbox"/> REPLACEMENT
<b>PURCHASE TYPE:</b>	<input checked="" type="checkbox"/> PROFESSIONAL SERVICES	<input type="checkbox"/> SOFTWARE	<input type="checkbox"/> HARDWARE <input checked="" type="checkbox"/> RENEWAL
<b>DESCRIBE REQUESTED PURCHASE</b>	Software System Support and Maintenance Addendum with Monument Systems to extend the current contract for system support for the HealthTrio claims and enrollment processing system used by Exclusive Care. Contract for system maintenance, license fees, ad hoc programming, training and consulting. Cost will not exceed \$250,000 per year (\$1,250,000 for five years) and will be included in Exclusive Care's budget. Contract is for the period 7/1/2017 through 6/30/2022 (initial three year term plus two optional one year extensions).		
<b>BUSINESS NEEDS ADDRESSED</b>	Exclusive Care is required to comply with regulations relating to the implementation of Electronic Data Interchange (EDI), payment by Electronic Fund Transfer (EFT), and must properly process medical claims payments, which are projected to be in excess of \$60 million for FY2016-17. In addition there are ongoing maintenance costs related to annual Medicare and Medicaid reimbursement updates, provider contracting payment coding updates and diagnosis code updates.		
<b>ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?</b>	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN		
<b>BUSINESS CRITICALITY</b>	<b>BUSINESS IMPACT (SELECT ALL THAT APPLY)</b>		
<input checked="" type="checkbox"/> Run the business	<input checked="" type="checkbox"/> Support current operations		
<input type="checkbox"/> Grow the business	<input type="checkbox"/> Reduce Expenses		
<input type="checkbox"/> Transform the business	<input checked="" type="checkbox"/> Improve Customer Service		
	<input checked="" type="checkbox"/> Improve Operational Efficiencies		
<b>BUSINESS RISKS</b>	<p>Financial: The HealthTrio claims system requires updates annually so reimbursement schedules are current and claims are paid correctly. EDI and EFT will lower transactional costs.</p> <p>Operational: Implementation of EDI and EFT will lower transaction costs. Annual Medicare and Medicaid reimbursement updates, and updates to diagnosis codes require changes to the claims processing system to maintain compliance with regulations.</p> <p>Customer: Claims and enrollment data must be correct; otherwise complaints will be received by providers and members of Exclusive Care</p>		
<b>ALTERNATIVE SOLUTIONS</b>	1. None		
<b>TRANSACTION</b>	<input checked="" type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase Lease Years: _____		



**RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM**  
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<b>PURCHASE COSTS</b>  Hardware: \$  Software: \$  Labor: \$1,250,000 (\$250,000 per year for five years)  <b>TOTAL COST: \$ 1,250,000</b>  <b>Is this Budgeted?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>COST BENEFIT ANALYSIS</b> <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>\$250,000</td> <td></td> <td></td> </tr> <tr> <td>Ongoing Annual Cost</td> <td>\$250,000 (each fiscal year to FY2021-22)</td> <td></td> <td></td> </tr> <tr> <td>Annual Cost Savings</td> <td>N/A</td> <td></td> <td></td> </tr> <tr> <td>Net Annual Savings</td> <td>N/A</td> <td></td> <td></td> </tr> <tr> <td>Project Implementation Cost</td> <td>N/A</td> <td></td> <td></td> </tr> <tr> <td>Project Payback Period? yrs</td> <td>N/A</td> <td></td> <td></td> </tr> </tbody> </table>		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE	Current Annual Cost	\$250,000			Ongoing Annual Cost	\$250,000 (each fiscal year to FY2021-22)			Annual Cost Savings	N/A			Net Annual Savings	N/A			Project Implementation Cost	N/A			Project Payback Period? yrs	N/A		
	ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE																										
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Ongoing Annual Cost	\$250,000 (each fiscal year to FY2021-22)																												
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Net Annual Savings	N/A																												
Project Implementation Cost	N/A																												
Project Payback Period? yrs	N/A																												

Department Head Signature: \_\_\_\_\_ Date: 5/22/2017

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

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

By: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Information Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**RCIT explanation for non-recommended requests:**

**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: \_\_\_\_\_

**TSOC explanation for denied requests:**



**RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM**  
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