



**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH SYSTEM MEDICAL CENTER GOVERNING BOARD
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 15.1
(ID # 13682)

MEETING DATE:
Tuesday, November 17, 2020

FROM : RUHS-MEDICAL CENTER:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Ratification and Approval of the First Amendment to the Smile Grant Program, LLC Professional Services Agreement for Call Center Support Services without seeking competitive bids, All Districts. [Total Cost increase \$350,000; – 100% Federally Qualified Health Enterprise Fund-40090 to be Reimbursed by CARES Act]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve the First Amendment to a professional services agreement with Smile Grant Program, LLC for Call Center Support Services without seeking competitive bids to extend the period of performance effective June 1, 2020 through December 31, 2020, and increase the maximum compensation amount by \$350,000 from \$200,000 to \$550,000; and authorize the Chairman of the Board to sign the First Amendment on behalf of the County.

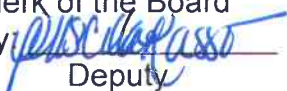
ACTION:


 Jennifer Cruikshank, Chief Executive Officer – Health System 11/2/2020

MINUTES OF THE GOVERNING BOARD

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

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
 Nays: None
 Absent: None
 Date: November 17, 2020
 xc: RUHS-MC

Kecia R. Harper
 Clerk of the Board
 By 
 Deputy

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 350,000	\$ 0	\$ 350,000	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% - Federally Qualified Health Care Fund – 40050 to be Reimbursed by CARES Act.			Budget Adjustment:	No
			For Fiscal Year:	20 /21

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

During the Week of March 9th, 2020, and in conjunction with the Emergency Operations Command (EOC) Center, Riverside University Health System started testing members of the community for COVID-19. Due to the demand for testing and in an attempt to streamline the scheduling process, RUHS opened multiple testing centers and established the COVID-19 scheduling and resulting line on March 18, 2020. Upon establishing the testing sites and the call center, the scheduling team experienced an immediate increase in call volume by 753% with a steady increase of 86% week-by-week. In fact, during this initial phase wait times frequently exceeded 120 minutes.

Recognizing the need for additional call center staff, RUHS immediately utilized other system resources to support the call volume. Unfortunately, the call volumes continued to exceed the call center's capacity.

Upon consultation with the EOC, RUHS sought the assistance of an established call center. As such, the Smile Grant Program, an established call center with staff available and capable to assist, was engaged. Although the Smile Grant Program operates a scheduling center that focuses on making dentistry appointments, their centralized scheduling model fit the existing RUHS central scheduling operations. As a result, RUHS made the decision to contract with this company as an extension of our call center.

From March 18th through July 31st, 2020, the call center continued to see upward trends in calls with peak volumes exceeding 8000 calls in one day. As of July 31st, the call center had received a total of 88,918 calls to the Covid-19 scheduling and resulting line. The Smile Grant team has been instrumental in fielding calls during our peak evening hours and weekends.

This First Amendment will allow the Call Center services to continue through December 31, 2020.

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Impact on Residents and Businesses

Smile Grant's seasoned call center staff have been successful in assisting the community members with appointment scheduling for COVID testing. Without this added experienced scheduling support response times would have been negatively impacted. The Smile Grant staff with their skill and expertise in this area have assisted the citizens and businesses of Riverside County by providing direction and efficiency during this unprecedented time.

Additional Fiscal Information

	FY 19/20	FY 20/21	Total Cost:
Previously Approved: 3/22/20 – 5/30/20	\$200,000	\$0	\$200,000
Renewal / Amendment Request: June 1, 2020 – 12/31/20.		\$350,000	\$350,000

Contract History and Price Reasonableness

The requested service was initiated as a result of the COVID-19 pandemic. As per the Director of Emergency Services Emergency Procurement Order dated March 26, 2020, the competitive bidding process was suspended for necessary goods and services immediately needed in the County of Riverside's operations for the preservation of life and property during the existence of a Local Emergency in the County of Riverside regarding COVID-19.

On March 23, 2020 the original Professional Services Agreement was executed by the County Purchasing Department on the order of an Emergency Procurement Form for a total contract amount of \$200,000. The original contract was for a two (2) month and one (1) week term. The First Amendment contract renewal, effective June 1, 2020 through March 21, 2021, on the order of an Emergency Procurement Form, will increase the contract amount by \$350,000 for a total aggregate contract amount of \$550,000. The County is not required to pay for any set amount of services and the Agreement continues to be able to be terminated with fifteen (15) days' notice.

The Agreement provides for an hourly fee, per agent taking calls, that includes the agent's time, use of the Smile grant facility and call center equipment.

ATTACHMENT: First Amendment to the Smile Grant Program, LLC Agreement

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COUNTY OF RIVERSIDE, STATE OF CALIFORNIA


Tina Grande, Director of Purchasing 11/3/2020


Gregory V. Priamos, Director County Counsel 11/3/2020

COVID-19 Emergency Procurement Form (for non-IT related procurements)

In response to the COVID-19 pandemic, the Emergency Service Director has authorized the temporary lifting of procurement guidelines that require obtaining three quotes for purchases over \$5,000 that are **directly related to providing a safe and secure environment for the protection of the public and employee health.**

COVID-19 emergency procurements shall be defined as materials, supplies, equipment or services that are directly related to activities in response to the COVID-19 pandemic.

This form is to be utilized by departments to **report** COVID-19 procurements over \$5,000 that did not involve securing competitive pricing. Completion and submittal of this form must occur within 24 hours of the purchase.

Departments may not misuse this temporarily suspension of procurement guidelines and purchase items that are not related to the COVID-19 pandemic without seeking competitive bids or secured through awarded contracts.

Complete the following information for reporting of purchases over \$5,000 and submit to Purchasing – Emergency Procurement Form at purchasing-epf@rivco.org.

Agency/Department: Community Health Centers

Total Dollar Amount: \$350,000

Department Contact Name: Jonelle Morris

Contact Phone: 951-486-5916

Vendor Name: Smile Grant Program, LLC

Date of Purchase: June 1, 2020

Provide a brief summary of the materials, equipment, and/or services purchased. Attach a copy of the quote.

RUHS entered into a agreement with Smile Grant, LLC on March 22, 2020 through May 30, 2020 at a not to exceed amount of \$200,000

RUHS is requesting to Amend the agreement to increase the dollar amount in the agreement by \$350,000 for a new total aggregate amount of \$550,000 and extend the period of performance through December 31, 2020. The COVID-19 call line volume has not decreased and RUHS remain in need of this service. Smile Grant Program will continue to provide experienced call center staff to take calls from Riverside County residents related exclusively to schedule testing for Covid-19. The call center staff will ask the caller a series of questions related to qualification for testing, then register qualified callers for such testing in the County's electronic records system, EPIC. Total aggregate amount of the agreement is \$550,000.

By signing this form, you are confirming that this purchase is in response to the COVID-19 pandemic.

DocuSigned by:
Jonelle Morris
07C60C8CE7F14EE...

CEO

10/05/2020 | 12:54 PM PDT

Department Head or designee Signature

Title

Date

NOV 17 2020 15:1

**FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT FOR
CALL CENTER SERVICES BETWEEN COUNTY OF RIVERSIDE AND SMILE
GRANT PROGRAM, LLC**

This First Amendment to the Professional Service Agreement for Call Center Services (herein referred to as "First Amendment") is made and entered into by and between the COUNTY OF RIVERSIDE, a political subdivision of the State of California (herein referred to as "COUNTY"), on behalf of Riverside University Health System (herein referred to as "RUHS"), and SMILE GRANT PROGRAM, LLC, (herein referred to as "CONTRACTOR"), sometimes collectively referred to as the "Parties."

WHEREAS, COUNTY and CONTRACTOR entered into that certain Professional Service Agreement for Call Center Services, effective March 22, 2020 (herein referred to as "Agreement"); and

WHEREAS, the Parties now desire to amend the Agreement to update the invoice submission address, extend the period of performance, increase the maximum compensation and correct the designation of the parties on Attachment I, HIPAA Business Associate Agreement;

NOW THEREFORE, the Parties agree as follows:

1. **Section 3.3** of the Agreement, setting forth the invoice submission address and email address for Electronic Copies shall be amended as follows:

Riverside University Health Systems - Community Health Centers
Attn: Administration
7888 Mission Grove Parkway South, Suite 120
Riverside, CA 92508
Electronic Copies to: Accounts Payable Department at:
FQ-AcctsPayable@ruhealth.org

2. **Period of Performance.** The first sentence in Subsection 2.1 of Section 2. Period of Performance is hereby amended, to extend the period of performance for seven (7) additional months, to read as follows:

"This Agreement shall be effective March 22, 2020 and continue in effect through December 31, 2020".

3. **Compensation.** The second sentence in Subsection 3.1 of Section 3. Compensation is hereby amended to read as follows:

"Maximum payments by COUNTY to CONTRACTOR shall not exceed five hundred fifty thousand dollars (\$550,000), including all expenses."

4. **Attachment I.** HIPAA Business Associate Agreement. The first and second sentence in the first paragraph of the attachment are hereby amended, to correct the name of the Contractor, to read as follows:


“This HIPAA Business Associate Agreement (the “Addendum”) supplements, and is made part of the Call Center Services Agreement (“the Underlying Agreement”) between County of Riverside (“County”) and Smile Grant, Program, LLC (“Contractor”)”

5. **Miscellaneous.** All other terms and conditions of the Agreement not modified herein shall remain unchanged and in full force and effect.
6. **Effective Date.** This First Amendment to the Agreement shall become effective upon the signature of both Parties, or June 1, 2020, whichever should come first.

[Signature Page Follows]

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this First Amendment.

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


By: 
George Johnson
County Executive officer

Date: 11/29/20

ATTEST:
Kecia R. Harper
County Clerk of the Board

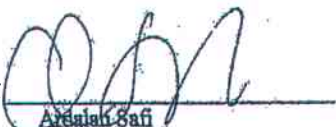
By: 
Deputy

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

By: 
V. Manuel Perez
Chairman, Board of Supervisors

Date: NOV 17 2020

SMILE GRANT PROGRAM, LLC

By: 
Arsalan Safi
Director

Date: 9/30/20

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel

By: 
Martha Ann Knutson
Deputy County Counsel

Date: 10/9/2020

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this First Amendment.

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

By: _____
George Johnson
County Executive officer

Date: _____

ATTEST:
Kecia R. Harper
County Clerk of the Board

By: _____
Deputy

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

By: _____
V. Manual Perez
Chairman, Board of Supervisors


Date: _____

SMILE GRANT PROGRAM, LLC

By:  _____
Ardalan Safi
Director

Date: 9/30/20

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel

By:  _____
Martha Ann Knutson
Deputy County Counsel

Date: 10/9/2020