

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



**ITEM: 15.1
(ID # 15041)**

MEETING DATE:
Tuesday, July 27, 2021

FROM: (RUHS) RIVERSIDE UNIVERSITY HEALTH SYSTEM:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Ratify and Approve Amendment No. 3 to the Professional Service Agreement with 360 BC Group dba 360Civic, without seeking competitive bids approved under the Emergency Procurement Order, for Web Content Management Solution services through April 29, 2024, All Districts. [Total Cost Increase \$164,713 - 100% Hospital Enterprise Fund- 40050]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve Amendment No. 3 to the Professional Service Agreement with 360 BC Group dba 360Civic, without seeking competitive bids for COVID-19 pandemic related Web Content Management Solution services supporting Riverside University Health System (RUHS), Public Health and the Community Health Centers (CHC's), increase the total contract amount by \$86,200 from \$437,218 to \$523,418 and approve increased contingency of \$78,513, effective through the current termination date of April 29, 2024, and authorize the Chairperson of the Board to sign the Amendment on behalf of the County; 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: (a) sign amendments that exercise the options of the Agreement including modifications of the statement of work that stay within the intent of the Agreement; (b) sign amendments to the compensation provisions that do not exceed the sum total of ten percent (15%) of the total annual cost of the contract.

ACTION: Policy


Jennifer Cruikshank, Chief Executive Officer - Health System 4/26/2021

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Spiegel 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: July 27, 2021
xc: RUHS-MC

Kecia R. Harper
Clerk of the Board

By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 80,700	\$ 5,500	\$ 86,200	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: Hospital Enterprise Fund 40050- 90.4%, Public Health Fund 10000 – 9.6%			Budget Adjustment: No	
			For Fiscal Year: 20/21-21/22	

C.E.O. RECOMMENDATION: Approved

BACKGROUND:

Summary

The requested Board action will approve Amendment No. 3, without seeking competitive bids (Single Source Justification No. 22-017) to the Professional Service Agreement with 360 BC Group dba 360Civic, approved on May 7, 2019, Agenda Item 3.19. This Amendment will expand the scope of work that supported Riverside University Health System’s digital communications and messaging response to the COVID-19 pandemic through the various RUHS clinical enterprise departmental webpages for the hospital, FQHC Health Care Clinics and Public Health. The total amended cost of the Agreement is \$86,200, which includes \$51,500 for the COVID-19 related professional services and additional scope of work in the amount of \$34,700. In addition, the Amendment will approve contingency of \$78,513 for a total cost increase of \$164,713.

Amendment No. 3 will add a Statement of Work (SOW) for RUHS set to co-term with the original contract to build new pages for the RUHS website, which contains COVID-19 related messaging. This amendment will allow the removal of webpage content from the existing platform for the hospital and community health centers off the existing platform due to the instability of SharePoint platform. Due to the urgency of this request to provide COVID-19 related information to County residents, the task was expedited within 30 calendar days of the request.

This additional scope of work will also rebuild the Public Health (PH) WIC site to make document submission more secure and build a new page for HeRCARe service line. The rebuild of the Public Health WIC website will allow for an enhanced user-friendly experience with enhanced error checking. The rebuild will also allow for secure upload of documents, eliminating the need to send content sensitive emails. For Public Health WIC administrators, the new page will allow for an interface to retrieve forms and documents in a secure and auditable form. Due to the COVID-19 Pandemic, the need for WIC related services has increased. As a result of the increase of demand, the work for this project was also expedited.

Impact on Residents and Businesses

The creation of webpages allows RUHS to communicate critical information and updates about the COVID-19 pandemic response to County residents.

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

County residents will be able to access testing and vaccination related information as well as schedule an appointment for testing and vaccination services, which is a large component to control the spread of COVID-19.

Additional Fiscal Information

The table below illustrates the budgeted amount per fiscal year. The total cost will be split between RUHS and Public Health.

AMENDMENT NO. 3 SCOPES OF WORK	FISCAL YEAR EXPENDITURES	
	FY20/21	FY21/22
Legacy Site Transfer - Includes all client consultation and SOW as noted above.	\$20,000	N/A
WIX-form Transfer Includes all client consultation and SOW for Public Health (PH)	\$8,300	N/A
COVID – RUHS Webpages build	\$400	N/A
Hosting - 12 months @ \$500/month (1 month FY20/21, and 11 months in FY21/22)	\$500	\$5,500
Website build/maintenance support of COVID Visitor Screening	\$51,500	N/A
TOTAL	\$80,700	\$5,500

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

AMENDMENT NO. 3 SCOPES OF WORK	FISCAL YEAR EXPENDITURES	
	FY20/21	FY21/22
Contingency	\$78,513 (15% of amended contract amount)	

Contract History and Price Reasonableness

The Central Purchasing department, on behalf of RCIT, issued a Request for Proposal (RFP) #ITARC-474 on August 27, 2018, soliciting proposals for countywide Web Content Management Solution services. The County Evaluation Committee reviewed all proposals and determined 360Civic to be the lowest, responsive bidder.

On May 7, 2019, Agenda Item No. 3.19, the Board approved a Professional Services Agreement, requested by the Riverside County Information Technology (RCIT) department, with 360 BC Group dba 360Civic for five years with a maximum contract amount of \$251,488.

On March 10, 2020, Agenda Item No. 15.1, the Board approved Amendment No. 1 to the Professional Services Agreement with 360 BC Group dba 360Civic to add Website Design, Development & Implementation for Riverside University Health Systems (RUHS) Departments: Marketing & Communication, FQHC Clinics, Public Health and Behavioral Health in the amount of \$174,730.

On January 13, 2021, Amendment No. 2 was executed under Purchasing Agent authority in the amount of \$11,000, to add scopes of work to create a Covid-19 Emergency webpage to inform community about Covid-19 Testing and integration services with EPIC EMR.

This Amendment No. 3 requires board approval to, (1) add new scope of work that exceed prior board approval, (2) request contingency in the amount of \$78,513 which is 15% of the total amended contract amount of \$601,931 and (3) ratify services initiated as a result of the COVID-19 pandemic and authorized on the Emergency Procurement Form (EPF), 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.

Amendment No. 3 will allow RUHS to enhance the public's experience by making it easier for any external visitor to access RUHS information and services. External visitors will be able to view pertinent information regarding COVID-19 and to create an appointment for testing or to receive a COVID-19 vaccination via this new webpage. External visitors for COVID-19 patients will also be able to fill out a COVID visitation form via scanning a QR code to limit physical

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

contact. Additional hosting and site maintenance will help support the website's increased traffic received from the public due to interest in receiving timely COVID-19 updates. Users will also have an enhanced experience which aligns with the Medical Center's commitment to improved patient care and community outreach.

The vendor is extending the same RFP pricing for these amended services.

Due to the rescinding of the Executive Procurement Order issued on March 26, 2020, the department was unable to seek EPF approval for this period.

**ATTACHMENTS: AMENDMENT NO. 3 TO THE PROFESSIONAL SERVICES AGREEMENT,
EXHIBIT A-3, SCOPE OF WORK AND EXHIBIT B-3,
PAYMENT PROVISIONS
EMERGENCY PROCUREMENT FORM (EPF)
SINGLE SOURCE APPROVAL #22-017**


Tina Grande, Director of Purchasing and Fleet Services 7/14/2021


Gregory L. Priamos, Director County Counsel 7/15/2021



Date: 05/21/2021
From: Jennifer Cruikshank, Chief Executive Officer
To: Board of Supervisors/Purchasing Agent
Via: Tura Morice, Chief Information Officer (951) 486-4928

After the Fact

Subject: Sole or Single Source Procurement; Amendment No. 3 to the Professional Services Agreement with 360 BC Group dba 360 Civic for COVID-19 pandemic related Web Content Management Solution services supporting Riverside University Health System (RUHS), Public Health and the Community Health Centers (CHC's)

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

- 1. **Supplier being requested:**
360 BC Group dba 360 Civic for Web Content Management Solution services
- 2. **Vendor ID:** 0000229291
- 3. **Single Source** **Sole Source**
(*Single Source - is a purchase of a commodity or service without obtaining competitive bids although more than one source is available*)

(*Sole Source - is a purchase of a commodity or service that is proprietary or no other vendor is qualified or willing to meet the county specified requirements*)
- 4. **Have you previously requested and received approval for a sole or single source request for this vendor for your department?** (*If yes, please provide the approved sole or single source number*).

 Yes No
SSJ# _____
- 4a. **Was the request approved for a different project?**

 Yes No
Covid 19 Webpages



5. Supply/Service being requested:

(If this request is for professional services, attach the service agreement to this sole source request. The Purchasing Agent, or designee, is the signing authority for agreements unless the service is exempted by Ordinance 459, Board delegated authority or by State law. All insurance requirements must be met prior to work commencement. See the Risk Management website for vendor insurance requirements.)

Riverside University Health System is requesting board approval of Amendment No. 3 to the Professional Services Agreement with 360 BC Group dba 360 Civic (BOS 3.19, 5/7/2019) for Covid-19 pandemic related Web Content Management Solution services supporting Riverside University Health System (RUHS), Public Health and the Community Health Centers (CHC's) through the current expiration date of April 29, 2024.

This request seeks to accomplish the following:

1. Build new pages for the RUHS advertising campaign currently underway which has COVID related messaging.
2. Move content from the existing platform for the hospital and community health centers off the existing platform due to the instability of SharePoint platform.
3. Rebuild Public Health WIC site to make document submission more secure and build a new page for HeRCARe service line.

6. Unique features of the supply/service being requested from this supplier. *(If this sole source request is due to proprietary software or machinery, or hardware, provide a supporting letter from the manufacturer. If this is a single source request provide an explanation of how this provides the best value for the County by selecting this vendor.)*

360 Civic has provided Web Content Management Solution services to the County as a result of Request for Proposal (RFP) #ITAC-474 on 8/27/2018. The vendor is distinguished for its expertise in IT Optimization Solutions, specifically its use of the Drupal platform.

Drupal is the platform that the United States, United Kingdom, France and other governments use to communicate with citizens. It is an open source platform that is modified and enhanced by source code which allows for programmers to redesign and customize content. 360 Civic has performed web content management for public sector entities and nonprofit organizations and is the best qualified vendor to provide services to the County's Enterprise Web Content Management platform for department webpages.

The services provided by 360 Civic for Amendment No. 3 will allow RUHS to enhance the public's webpage experience by making it easier for any external visitor to access RUHS information and services. External visitors will be able to view pertinent information regarding COVID-19 and to create an appointment for testing or to receive a COVID-19 vaccination via this new webpage. External visitors for COVID-19 patients will also be able to fill out a COVID visitation form via scanning a QR code to limit physical contact.



Additional hosting and site maintenance will help support the website's increased traffic received from the public due to interest in receiving timely COVID-19 updates. Users will also have an enhanced experience which aligns with the Medical Center's commitment to improved patient care and community outreach. Due to the urgency of this request to provide COVID-19 related information to County residents, the task was expedited within 30 calendar days of the request.

The rebuild of the Public Health WIC website will allow a more user-friendly experience with enhanced error checking. The rebuild will also allow for a secure upload of documents, eliminating the need to send content sensitive emails. For Public Health WIC administrators, the new page will allow for an interface to retrieve forms and documents in a secure and auditable form. Due to the COVID-19 Pandemic, the need for WIC related services has increased. Due to the increase of demand from the pandemic, the work for this project was also expedited.

7. Reasons why my department requires these unique features from the vendor and what benefit will accrue to the county:

The requested service was initiated as a result of the COVID-19 pandemic, per the Emergency Procurement Form (EPF) executed on 1/21/2021. 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.

Due to the fluid changes during the pandemic, the County's webpages took on a more critical role as an online portal for pandemic response related media, information and hosted critical updates. 360 Civic had been previously engaged by the County and RUHS (per RFP #ITAC-474) on an on-going project to enhance the County's Enterprise Web Content Management platform for department webpages. With its proficiency of the Drupal platform that the County uses for its enterprise web content, 360 Civic's engagement for Covid-19 web content updates was required to continue the level of technical specialization and meet immediate needs for public health communication.

Due to resources needed for an immediate Covid-19 response, 360 Civic services were utilized under EPF authority for this period. Additionally, RUHS must continue using 360 Civic to ensure continuity of service for public health web content communication.

The creation of webpages allows RUHS to communicate critical public health information and updates about the Covid-19 pandemic response to County residents. County residents will be able to access testing and vaccination related information as well as schedule an appointment for testing and vaccination services, which is a large component to control the spread of COVID-19.



8. Period of Performance: From: November 30, 2020 to February 26, 2021 EPF
(total number of years)

Non-EPF Scope of Work – January 1, 2021 to June 30, 2022

Is this an annually renewable contract? No Yes

Is this a fixed-term agreement: No Yes

(A fixed-term agreement is set for a specific amount of time; it is not renewed annually. Ensure multi-year fixed-term agreements include a cancellation, non-appropriation of funds, or refund clause. If there is no clause(s) to that effect, then the agreement must be submitted to the Board for approval. No exemptions shall apply.)

9. Identify all costs for this requested purchase. In addition, please include any single or sole source amounts previously approved and related to this project and vendor in the section designated below for current and future fiscal years. You do not need to include previous fiscal year amounts. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)


**Riverside
University
HEALTH SYSTEM**

AMENDMENT NO. 3 SCOPES OF WORK	FY 20/21	FY 21/22
Legacy Site Transfer - Includes all client consultation and SOW as noted above. (One-Time Cost)	\$20,000	N/A
WIX-form Transfer Includes all client consultation and SOW for Public Health (PH) (One-Time Cost)	\$8,300	N/A
COVID – RUHS Webpages build (One-Time Cost)	\$400	N/A
Hosting - 12 months @ \$500/month (1-month FY20/21, and 11 months in FY21/22) (Ongoing cost)	\$500	\$5,500
Website build/maintenance support of COVID Visitor Screening (One-Time Cost)	\$51,500	N/A
TOTAL	\$80,700	\$5,500
Contingency	\$78,513 (15% of amended contract amount)	

Note: Insert additional rows as needed



10. Price Reasonableness: *(Explain why this price is reasonable or cost effective – were you provided government discounted pricing? Is this rate/fee comparable to industry standards?)*

The Central Purchasing department, on behalf of RCIT, issued a Request for Proposal (RFP) #ITARC-474 on August 27, 2018, soliciting proposals for countywide Web Content Management Solution services. The County Evaluation Committee reviewed all proposals and determined 360Civic to be the lowest, responsive bidder. The vendor is extending the same RFP pricing for these amended services.

This Amendment No. 3 requires board approval to, (1) add new scopes of work that exceed prior board approval, (2) request contingency in the amount of \$78,513 which is 15% of the total amended contract amount of \$601,931 and (3) ratify services initiated as a result of the COVID-19 pandemic and authorized on the Emergency Procurement Form (EPF), 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.

11. Projected Board of Supervisor Date (if applicable): June 15, 2021
(Draft Form 11s, service agreement and or quotes must accompany the sole source request for Purchasing Agent approval.)

Jennifer Cruikshank

Jennifer Cruikshank

May 24, 2021

Department Head Signature
(or designee)

Print Name

Date

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Condition/s:

After the fact. Requires BOS Approval
seek competitive Bid.



Not to exceed:

One-time \$ _____

Annual Amount \$ _____ / per fiscal year through _____ (date)

(If Annual Amount Varies each FY)

FY 20/21 : \$ 80,700

FY 21/22 : \$ 5,500

FY _____ : \$ _____

FY _____ : \$ _____

FY _____ : \$ _____

15% ADD'L compensation
contingency \$78,513.00

Vanessa Manuel 10/30/21 22-017
Purchasing Agent Date Approval Number
(Reference on Purchasing Documents)

COVID-19 Emergency Procurement Form For Information Technology (IT) 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.

Standardized IT computer hardware or software:

This form is to be utilized by departments to **report** procurements of computer hardware and software over \$5,000 that follow TSOC approved standards. Completion and submittal of this form must occur within 48 hours of the purchase.

Non-Standardized computer hardware or software:

This form is to also be utilized to seek approval by RCIT for non-standardized computer hardware and software purchases over \$5,000 **prior to the procurement.**

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. You will be notified the same day if the purchase is approved.

Agency/Department: RUHS Medical Center Total Dollar Amount: \$51,500.00

Department Contact Name: Danielle Burnett Contact Phone: (951) 486-5870

Department ID: 4300184800 Account Code: 523840 Fund: 40050 Project Code: COVID19RUHSMC

Vendor Name: 360 BC Group (DBA 360 CIVIC)

Date of Purchase: 1/21/21

Does this purchase comply with IT equipment standards? Yes No

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

Riverside University Health System is requesting the expedited purchase for:

- 12-month website hosting for www.ruhealth.org, the County's tool for keeping the public updated on all things COVID, a one-time charge of \$9,600.00 (\$800*12 months)
- After-hours (24/7) support and site build/maintenance if www.ruhealth.org, a one-time charge of \$36,000 (\$3,000 x 12 months).
- COVID Visitor Screening to be hosted and supported in the current website. Quote for the COVID visitor visitation form and QR code generator is a one-time charge of \$5,900

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

 CEO 1/21/21
Department Head or designee Signature Title Date



1845 W Orangewood Avenue
 Suite 101
 Orange, CA 92868

360 BC GROUP

Estimate

Estimate #: 17193
 Date: 1/21/21

Name / Address:
 Riverside University Health System
 Accounts Payable
 3450 14th Street 4th Floor
 Riverside, CA 92501

Project Name:
 Hosting

Description	Qty	Rate	Total
Hosting Services for 2021	12	500.00	6,000.00
Hosting Services for Additional Traffic for 2021	12	300.00	3,600.00

These estimates are based on our best assumption of the time needed to complete your project. However, because of unknown complications such as unforeseen issues, client revisions and approval times, the actual time may vary. You will only be charged for the actual time and materials used; if the project is completed faster than our estimate you will be charged less. If the actual time exceeds our estimate, you will be notified before we exceed the estimate to approve the additional costs.

Total Estimate \$9,600.00



1845 W Oranewood Avenue
 Suite 101
 Orange, CA 92868

360 BC GROUP

Estimate

Estimate #: 17189

Date: 1/8/21

Name / Address:

Riverside University Health System
 Accounts Payable
 3450 14th Street 4th Floor
 Riverside, CA 92501

Project Name:

Visitation Form

Description

Rate

Visitor Visitation Form and QR Code generator, as approved with wireframes

5,900.00

These estimates are based on our best assumption of the time needed to complete your project. However, because of unknown complications such as unforeseen issues, client revisions and approval times, the actual time may vary. You will only be charged for the actual time and materials used; if the project is completed faster than our estimate you will be charged less. If the actual time exceeds our estimate, you will be notified before we exceed the estimate to approve the additional costs.

Total Estimate

\$5,900.00



1845 W Oranewood Avenue
Suite 101
Orange, CA 92868

360 BC GROUP

Estimate

Estimate #: 17188
Date: 1/7/21

Name / Address:
Riverside University Health System
Accounts Payable
3450 14th Street 4th Floor
Riverside, CA 92501

Project Name:
Support

Description	Qty	Rate	Total
<p>Extended support 5pm-10pm Weekdays & 10am-10pm weekends and holidays.</p> <p>A live person number to call along with an expedited e-mail address (or the PM System) to submit jobs. All calls will be handled either immediately, or with a call back within 30 minutes.</p> <p>Up to two employees, trained on your system, available for changes during that time.</p> <p>10 hours a month of changes included. Additional hours work billed at \$50.00 an hour (your normal rate for changes as per our agreement)</p> <p>12 Months @ \$3000 per month.</p>	12	3,000.00	36,000.00

These estimates are based on our best assumption of the time needed to complete your project. However, because of unknown complications such as unforeseen issues, client revisions and approval times, the actual time may vary. You will only be charged for the actual time and materials used; if the project is completed faster than our estimate you will be charged less. If the actual time exceeds our estimate, you will be notified before we exceed the estimate to approve the additional costs.

Total Estimate \$36,000.00

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
360 BC GROUP, INC. dba 360CIVIC

Original Contract Term:	May 7, 2019 through April 29, 2024
Contract Term Extended To:	Not Applicable
Effective Date of Amendment:	November 30, 2020
Original Annual Maximum Contract Amount:	\$251,488
Previously Amended Amounts:	\$185,730
Amended Annual Maximum Contract Amount:	\$601,931
Contract ID:	ITARC-20854-001-04/24

This Amendment No. 3 to the Professional Service Agreement for Web Content Management Solution is entered into by and between County of Riverside (COUNTY) and 360 BC Group, Inc. dba 360CIVIC (CONTRACTOR), effective November 30, 2020

WHEREAS, COUNTY and CONTRACTOR entered into that certain Professional Service Agreement for Web Content Management Solution, effective May 7, 2019 (the "Agreement"), collectively ("the Parties"); and

WHEREAS, COUNTY and CONTRACTOR executed Amendment No. 1 to the Agreement to add Website Design, Development & Implementation for Riverside University Health Systems (RUHS) Departments: Marketing & Communication, FQHC Clinics, Public Health and Behavioral Health; and

WHEREAS, the worldwide pandemic of Covid-19 disease, also known as "novel coronavirus" has infected millions of individuals worldwide and in Riverside County, creating an immediate need for more healthcare information services through digital media; and

WHEREAS, COUNTY and CONTRACTOR executed Amendment No. 2 to the Agreement to design, develop, and implement a Covid-19 Emergency webpage used to inform the community about Covid Testing and integrate with EPIC EMR. Amendment No. 2 also added funding for Google Maps application programming interface (API) pass through Fees.

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties agree to Amend the Agreement as follows:

1. The above recitals are true and correct, and are incorporated herein by reference.
2. Exhibit A (Scope of Work) is hereby amended to build new pages for the RUHS Covid-related advertising campaign, remove medical center/clinics content from existing platform, replace the Public Health WIC site, build new page for HeRCARe (HeR) OB telehealth EPIC expansion initiative service line, attached as Exhibit A-3.

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
360 BC GROUP, INC. dba 360CIVIC

3. Exhibit B (Payment Provisions) is hereby amended to add pricing for Legacy Site Transfer, WIX-form Transfer, Covid-19 webpage creation for the Campaign and Hosting services, site build/maintenance and COVID Visitor Screening Form and QR code, attached as Exhibit B-3.
4. Capitalized Terms/Amendment to Prevail. Unless defined herein or the context requires otherwise, all capitalized terms herein shall have the meaning defined in the Agreement, as heretofore amended. The provisions of this First Amendment shall prevail over any inconsistency or conflicting provisions of the Agreement, as heretofore amended, and shall supplement the remaining provisions thereof.
5. Miscellaneous. Except as amended or modified herein, all the terms of the Agreement shall remain in full force and effect and shall apply with the same force and effect. Time is of the essence in this First Amendment and the Agreement and each and all of their respective provisions. Subject to the provisions of the Agreement as to assignment, the agreements, conditions and provisions herein contained shall apply to and bind the heirs, executors, administrators, successors and assigns of the parties hereto. If any provisions of this First Amendment or the Agreement shall be determined to be illegal or unenforceable, such determination shall not affect any other provision of the Agreement and all such other provisions shall remain in full force and effect. The language in all parts of the Agreement shall be construed according to its normal and usual meaning and not strictly for or against either COUNTY or CONTRACTOR.
6. Electronic Signature. This Amendment No. 3 may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Amendment No. 3 agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
360 BC GROUP, INC. dba 360CIVIC

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

COUNTY OF RIVERSIDE, a political subdivision of the State of California, on behalf of Riverside University Health System

By: Karen S. Spiegel
Karen Spiegel, Chairperson
Board of Supervisors
Dated: JUL 27 2021

ATTEST:

Kecia Harper
Clerk of the Board

By: [Signature]

360 BC GROUP, INC. dba 360CIVIC

By: Bridget DiRico

Name: Bridget DiRico
Title: Director of Government Contracts
Dated: Mar 29, 2021

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: [Signature]
Kristine Bell-Valdez
Supervising Deputy County Counsel

EXHIBIT A-3
Scope of Work

BACKGROUND:

Riverside University Health Systems (RUHS) desires to add scopes of work to co-term with the existing RCIT Contract #ITARC-20854-001-04/24 as follows:

A. Legacy Site Transfer

Contractor will provide the following scope of work to complete the transfer of the legacy system:

1. Transfer all of the URLs in the URL transfer sheet provided by the customer, to Drupal-based pages on the new website system. This includes:

- a. Copying the information, images and documents from the legacy system
- b. Putting the information into pages created into the new system with the appropriate look and feel
- c. Organizing the content into the appropriate sections and navigational structure
- d. All quality control and testing as necessary

Because of the urgency of the project, we will complete this work in an expedited format of 30 calendar days.

B. WIX-form Transfer

Take the WIX-based patient information form and recreate it into the new Drupal platform and look and feel. This would entail:

1. Redesign the form for a better look and feel and user experience, along with better error checking
2. Allow for secure upload of documents on the site in a manner that encrypts documents and eliminates the need to send sensitive information through emails
3. Provide integration with DocuSign to allow for a legal signature to be included (account with DocuSign will be needed)
4. Provide an interface for admins to retrieve forms and documents in a secure, password protected and auditable form

C. Creation of Pages Needed for the Marketing Campaign

Contractor will create the following pages by December 17:

- a. Transfer of Simple English landing page with vanity url=ruhealth.org/wholehealth
- b. Simple Spanish landing page with vanity url = ruhealth.org/saludtotal

D. Hosting

- a. Contractor will host the current microsite and the extended sites mentioned here on its infrastructure. Hosting would include redundant hosting, daily backups, a development site and security infrastructure, 99.9% uptime guarantee and 24/7 live person support for one nominal fee. The site can continue to be hosted after that period, or transferred to RUHS servers, at the client's option. Contractor will incur all costs to transfer the sites to and from our AWS-based infrastructure.

- b. After-hours (24/7) support and site build/maintenance
- c. COVID Visitor Screening hosted and supported with QR code generator

EXHIBIT B-3
Payment Provisions

1.0 Cost

Legacy Site Transfer - Includes all client consultation and SOW as noted above.	\$20,000
WIX-form Transfer Includes all client consultation and SOW for Public Health (PH)	\$8,300
COVID - Webpages needed for Marketing Campaign	\$400
Hosting - 12 months @ \$500/month (1 month FY20/21, and 11 months in FY21/22)	\$6,000
12-month website hosting for www.ruhealth.org	\$9,600
After-hours (24/7) support and site build/maintenance if www.ruhealth.org, 12-months	\$36,000
COVID Visitor Screening, hosted, QR code generator	\$5,900
Contingency	\$78,513

Note: Total Costs listed in table 1.0 shall not exceed \$86,200.00 over the term of Agreement ending 4/29/2024, excluding the contingency.