



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



**ITEM:** 18.6  
(ID # 28402)

**MEETING DATE:**  
Tuesday, July 29, 2025

**FROM :** RUHS-MEDICAL CENTER

**SUBJECT:** RIVERSIDE UNIVERSITY HEALTH SYSTEM – MEDICAL CENTER: Approval of Amendment No. 1 to the Professional Service Agreement with Datix (USA) Inc. for DatixWeb to RL6 Platform Upgrade, without seeking competitive bids, effective upon signature through April 29, 2029, All Districts. [Total Aggregate Amount \$1,588,176; up to \$158,817 in additional compensation - 100% Hospital Enterprise Fund 40050]

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

1. Approve Amendment No. 1 to the Professional Service Agreement with Datix (USA) Inc. for DatixWeb to RL6 Platform, without seeking competitive bids, to increase the total contract aggregate amount by \$677,979 from \$910,198 to \$1,588,176 through April 29, 2029 and authorize the chair of the Board to sign the Amendment on behalf of the County,
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based upon the availability of funding and as approved as to form by County Counsel, to sign amendments including modifications of the statement of work that stay within the intent of the Agreement and sign amendments to the compensation provisions that do not exceed the total aggregate amount of \$158,817 for the term of the Agreement; and
3. Authorize the Purchasing Agent to issue Purchase Order(s) for invoices received for services rendered that do not exceed the total contract amount.

**ACTION:**Policy

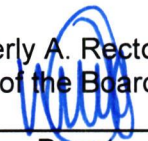
*Jennifer Cruikshank*  
Jennifer Cruikshank, Chief Executive Officer – Health System 7/15/2025

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**MINUTES OF THE GOVERNING BOARD**

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

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: July 29, 2025  
xc: RUHS-MC

Kimberly A. Rector  
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**

<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>	\$189,088	\$158,177	\$677,979	\$0
<b>NET COUNTY COST</b>	\$0	\$0	\$0	\$0
<b>SOURCE OF FUNDS:</b> 100% Hospital Enterprise Fund 40050			<b>Budget Adjustment:</b> No	
			<b>For Fiscal Year:</b> 25/26 - 28/29	

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

**BACKGROUND:**

**Summary**

On April 30, 2024, Agenda item #15.2, the Board approved a five-year Professional Service Agreement with Datix (USA) for DatixWeb to RL6 Platform, effective April 30, 2024, through April 29, 2029. The RL6 Patient Safety, Risk Management and Quality Improvement Software aids Riverside University Health System (“RUHS”) with managing incident reports, conducting peer reviews and monitoring adverse events to enhance patient safety and staff performance. The software provides valuable insights that facilitate informed decision-making and help ensure compliance with regulatory standards set forth by agencies such as The Joint Commission (TJC).

Riverside University Health System – Medical Center is now seeking to amend the existing Agreement in effort to add two RL6 modules: Peer support and Accreditation & Regulatory /Policy Management. These modules enhance document management for tracking the sustainability of the Peer Support program and regulatory standards. In addition, the modules support the integrated patient safety program as emphasized by the National Quality Forum 2010 and The Centers for Medicare and Medicaid (CMS) - 2024 Patient Safety Measure Standards. The 2024 CMS Patient Safety Measure Standards require a caregiver peer support program to report key metrics by 2025. Failure to meet these requirements could negatively impact the hospital's performance ratings and reimbursement.

The RL6 Accreditation and Regulatory module facilitates survey coordination, internal auditing, and identifies improvement opportunities. Survey facilitation is essential as TJC has set participation requirements, such as accreditation surveys, in which participation is a requirement for RUHS. In addition, the module provides quick access to compliance standards which have been archived and allows policy stakeholders to collaboratively manage the policy library which is crucial during accreditation or State surveys.

**Impact on Residents and Businesses**

These services are a component of RUHS's system of care aimed at improving the health and safety of its patients and the community.

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

**Additional Fiscal Information**

There are sufficient appropriations in the Department's FY25/26 budget. No additional County funds are required.

**Contract History and Price Reasonableness**

On April 30, 2024, Agenda Item 15.2, the Board of Supervisors approved a Professional Service Agreement with Datix (USA) Inc for DatixWeb to RL6 Platform, without seeking competitive bids for 5 years in the amount of \$910,198. SSJ number 24-129 was assigned to the single source purchase request for the RL6 platform.



This Amendment No.1 will increase the aggregate cost of the Agreement by \$677,979 from \$910,198 to \$1,588,176, due to the addition of two RL 6 modules namely: (a) Peer support; and (b) Accreditation & Regulatory /Policy Management.

This Amendment requires Board approval as the compensation provision exceeds the Purchasing Agent's authority and \$50,000 threshold for contracting with a vendor for professional services without seeking competitive bids per Purchasing Policy Manual, County Ordinance 459 and California Government Code § 25502.5

**ATTACHMENTS:**

Attachment A. SSJ 24-219a Amendement No.1 MCARC Datix USA Inc.

Attachment B. First Amendement with Datix (USA) Inc. for DatixWeb to RL6 Platform

 Melissa Curtis, Deputy Director of Purchasing and Fleet	7/15/2025	 Jacqueline Ruiz, Principal Analyst	7/21/2025
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 Gregg Gu, Chief of Deputy County Counsel	7/15/2025
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**FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT  
FOR  
DATIXWEB TO RL6 PLATFORM UPGRADE  
BETWEEN  
COUNTY OF RIVERSIDE  
AND  
Datix (USA) INC..**

This First Amendment to the PROFESSIONAL SERVICE AGREEMENT for DATIXWEB TO RL6 PLATFORM UPGRADE (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 **Datix (USA) Inc.**, a Delaware corporation (herein referred to as “CONTRACTOR”), sometimes collectively referred to as the “Parties” or individually referred to as a “Party.”

**WHEREAS**, COUNTY and CONTRACTOR entered into that certain Professional Service Agreement for DatixWeb To RL6 Platform Upgrade, approved April 30, 2024, Agenda Item# 15.2 (herein referred to as “Agreement”); and

**WHEREAS**, COUNTY and CONTRACTOR now desire to amend the Agreement to increase the compensation paid to Contractor, modify the scope of services Exhibit A, and amend the compensation in Exhibit B, as set forth below.

**NOW THEREFORE**, the Parties agree as follows:

1. **Compensation**. Section 3.1 of the Agreement is hereby deleted and replaced with the following.

“3.1 The COUNTY shall pay the CONTRACTOR for services performed, and expenses incurred in accordance with the terms of Exhibit B. Payment Provisions. Maximum Payments by COUNTY to CONTRACTOR shall not exceed one million five hundred eighty-eight thousand one hundred seventy-six dollars (\$1,588,176) including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount. For clarity, County is only being licensed to use the Licensed Materials at Listed Licensed Locations and Unlisted Licensed Locations and up to a specific FTE amount as set forth in Exhibit A. County shall be required to pay additional fees if it uses the Licensed Materials at different locations or if it exceeds the FTE limit. Unless otherwise specifically stated in Exhibit B, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement.”

2. **Exhibit “A” Scope of Services.** Subscription License Section of the first page of Exhibit A is hereby deleted.
3. **Exhibit A-1.** Exhibit A-1 attached hereto and incorporated by reference is added to the Agreement. Exhibit A-1 is intended to replace the Subscription License information deleted in term 2 herein.
4. **Exhibit “A” Scope of Services.** Section 1. “Licenses” is hereby amended to add subsection “d.” to read as follows:

“d. Regulatory & Compliance

- Audits & Standards – Tool available for auditing ambulatory and Home Care standards as set by Joint Commission.
- PolicyStat – Platform centralizing policy management, streamlining approval workflows, documentation, and accountability. Tracks policy creation, review, approval, and maintenance.
- Peer Support – Built to be an efficient tool to manage your support champions, track certifications, and balance caseloads effortlessly related to caregiver support.”

5. **Exhibit “A” Scope of Services.** Section 1. Licenses is hereby amended to add the following subsection “e” to the end of this section.

“e. PolicyStat Training

- PolicyStat Training - One Time online training for a total of 3 hours and implementation services of up to 135 hours, 4 Application Websites, up to 2,000 Word to PDF document conversions”

6. **Exhibit “B” Payment Provisions.** Is hereby deleted in its entirety and replaced with the attached Exhibit B-1.
7. The parties acknowledge that none of (i) Audits & Standards, (ii) PolicyStat or (iii) Peer Support are designed to involve PHI. As a result, the HIPAA Business Associate Agreement at Attachment I shall not apply to these products or their associated services.
8. **Exhibit D: Joint Commission Terms.** Exhibit D attached hereto and incorporated by reference is added to the Agreement.

**9. Miscellaneous.** All other terms and conditions of the Agreement not modified herein shall remain unchanged and in full force and effect.

**10. Effective Date.** This First Amendment to the Agreement shall be effective upon signature of this First Amendment by both parties.

*[ 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

**Datix (USA) INC.**, a Delaware corporation.

By: 

By:   
DocuSigned by:  
CF222AD1E6564A0...

Name: V. Manuel Perez

Name: Garrett Burns

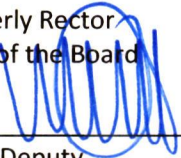
Title: Chair, Board of Supervisors

Title: Director, Finance

Date: JUL 29 2025

Date: 05 July 2025

ATTEST:  
Kimberly Rector  
Clerk of the Board

By:   
Deputy

**APPROVED AS TO FORM:**

Minh C. Tran  
County Counsel

By: *Esen Sainz*

Name: Esen Sainz

Title: Deputy County Counsel

Date: 07/08/2025

**EXHIBIT A-1**

This Exhibit A-1 describes the software licenses, products, and services that CONTRACTOR shall provide to COUNTY under this Agreement.

<b>Subscription</b>	
<b>RL 6</b>	Add-ons: RL6
<b>RL 6</b>	Peer Review
<b>RL 6</b>	Claims
<b>RL 6</b>	Risk
<b>RL 6</b>	Risk Hosting
	Success Plan
<b>Modules</b>	Peer Support Accreditation & Regulatory PolicyStat
<b>FTE limit</b>	4,000
<b>The Licensed Material are restricted for use only at the following</b>	1.RUHS MC 2.RUHS ARLINGTON 3.RUHS MSC 4.RUHS Community Health Clinics 5.RUHS Ambulatory Care Clinics 6.All current Locations of Riverside University Health System

System Unlisted Licensed Locations The Licensed Materials may also be used at affiliated locations (which are not specifically identified above) as long as none of the unlisted licensed locations exceeds 100 FTEs and the aggregate total of all unlisted licensed locations does not exceed 400 FTEs. "FTE" refers to full-time equivalent number of employees.

### EXHIBIT B-1 PAYMENT PROVISION

**For software licenses, products, and services provided by CONTRACTOR as described in Exhibit A and in accordance with the terms and conditions of the Agreement, CONTRACTOR shall be entitled to receive payment as set forth below**

Year	Dates	Product/Service	Cost
1	April 30,2024 - April 29,2025	RL6 Datix Subscription	\$ 149,134
		Initial Set up Fee	\$ 60,025
		Success Plan	\$ 11,000
		<b>Total Yr.1</b>	<b>\$ 220,159</b>
2	April 30,2025 - April 29,2026	RL6 Datix Subscription	\$ 153,938
		Success Plan	\$ 11,000
		Added: Modules Peer Support/Accreditation & Regulatory /Policy Management	\$ 153,564
		Set Up Fee For Added Modules	\$ 35,524
		<b>Total Yr.2</b>	<b>\$ 354,026</b>
3	April 30,2026 - April 29,2027	RL6 Datix Subscription	\$ 158,886
		Success Plan	\$ 11,000
		Modules Peer Support/Accreditation & Regulatory /Policy Management	\$ 158,171
		<b>Total Yr.3</b>	<b>\$ 328,057</b>
4	April 30,2027 - April 29,2028	RL6 Datix Subscription	\$ 163,982
		Success Plan	\$ 11,000
		Modules Peer Support/Accreditation & Regulatory /Policy Management	\$ 162,916
		<b>Total Yr. 4</b>	<b>\$ 337,898</b>
5	April 30,2028 - April 29,2029	RL6 Datix Subscription	\$ 169,232
		Success Plan	\$ 11,000
		Modules Peer Support/Accreditation & Regulatory /Policy Management	\$ 167,803
		<b>Total Yr. 5</b>	<b>\$ 348,036</b>
<i>Total Cost</i>			<b>\$ 1,588,176</b>

## EXHIBIT D

### Joint Commission Terms

Standard Content License Terms for Access to portions of The Joint Commission Comprehensive Accreditation Manual via Policy Management Application

1. The Content. Access, and use, through a third party content management provider (“Vendor” or “Licensee”) to specified portions and components of content, from different accreditation program versions of the “Comprehensive Accreditation Manual” including the associated “Requirements for Accreditation” issued from time to time by the Joint Commission on Accreditation of Healthcare Organizations (“The Joint Commission”) and its official publisher, Joint Commission Resources, Inc. (“JCR”) made available by JCR for license by content VAR vendors as VAR Licensed Content (collectively, the “Licensed Content”), and made available to the customer, (including any customer end-user(s)), by Vendor, by entering into an agreement with the Vendor to which these terms are attached (the “Customer”) solely and exclusively on the terms and conditions set forth below.

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THOUSAND DOLLARS (\$1,000). THE LIMITATION OF LIABILITY SET FORTH HEREIN IS AN ESSENTIAL PART OF THE BASIS OF THE BARGAIN WITH RESPECT TO THESE TERMS AND SHALL APPLY NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSE OF ANY PROVISION HEREOF.

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# RL Datix\_First Amendment \_ AATF- Prolaw#: 202457337.001

Final Audit Report

2025-07-09

Created:	2025-07-08
By:	Karina Montiel (K.Montiel@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAA90aHlfaPXelcXWFXU2jQM4dtkkWn9euS

## "RL Datix\_First Amendment \_ AATF- Prolaw#: 202457337.001" History

-  Document created by Karina Montiel (K.Montiel@ruhealth.org)  
2025-07-08 - 10:56:57 PM GMT- IP address: 158.61.5.30
-  Document emailed to esainz@rivco.org for signature  
2025-07-08 - 10:57:42 PM GMT
-  Email viewed by esainz@rivco.org  
2025-07-08 - 10:57:55 PM GMT- IP address: 52.73.214.92
-  Signer esainz@rivco.org entered name at signing as Esen Sainz  
2025-07-09 - 1:30:01 AM GMT- IP address: 158.61.14.12
-  Document e-signed by Esen Sainz (esainz@rivco.org)  
Signature Date: 2025-07-09 - 1:30:03 AM GMT - Time Source: server- IP address: 158.61.14.12
-  Agreement completed.  
2025-07-09 - 1:30:03 AM GMT



SSJ No.: 24-219

Amendment No.: 1

Date:

From: RUHS Quality Management

To: Board of Supervisors

Via: Karina Montiel, Administrative Service Analyst I – (951) 486-5500

Subject: Request for RL6 Platform – Module addon

Supporting Documents: indicate which are included in the request from the list below.

- Supplier Quote       Supplier Sole Source Letter       Final draft agreement  
 Final draft Form 11       H-11 approved by RCIT/TSOC       Grant Agreement  
 Other: Final Draft 1st Amnd.

1. Supplier Name: Datix (USA), Inc Supplier ID: 218200

2. Reason or Justification for the Amendment: Riverside University Health System - Medical Center (RUHS-MC) is seeking to amend the agreement's scope of service to include modules Peer support, and Accreditation & Regulatory/Policy Management. The adding of these modules will increase the contract amount; however, these additions are crucial to RUHS-MC as the modules provide document management tools which help track information and accountability for the sustainability of the Peer Support program and the accreditation process. The Centers for Medicare and Medicaid (CMS) - 2024 CMS Patient Safety Measure Standards require a caregiver peer support program to report key metrics by 2025. If RUHS-MC fails to do so, this could impact RUHS-MC's performance ratings and reimbursement. Both modules align with the National Quality Forum's emphasis on a system-wide approach to patient safety, integrating into the current Risk Module (iCARE) for improved data analysis and risk management.

The Joint Commission's requirements for accreditation performance surveys can be streamlined with the RL6 Accreditation & Regulator/Policy module. It facilitates survey coordination, internal compliance audits, and identifies improvement trends, reducing reliance on manual processes. The module also enhances collaboration among policy stakeholders, ensuring access to updated regulatory standards, and helps ensure that RUHS policies meet the required standards. It includes connections to manufacturers' Instructions for Use (IFU) and Material Safety Data Sheets (MSDS), offering additional resources for policy developers and implementation teams.



3. Please include the initial costs from the prior reviewed assigned SSJ in the table below:

Description:	FY 23/24	FY 24/25	FY 25/26	FY26/27	FY 28/29	Total
RL6 Datix Subscription	\$ 220,159	\$164,938	\$169,886	\$174,982	\$180,232	\$910,198
<i>Contingency</i>						\$91,019
Total Costs						\$1,001,217

Note: Insert additional rows as needed

a. Amended goods and/or services costs must be identified below (If applicable):

Description:	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	Total
RL6 Datix Subscription (without added modules)	\$ 220,159	\$164,938	\$169,886	\$174,982	\$174,982	\$180,232	\$910,198
Peer support, and Accreditation Module			\$189,088	\$158,171	\$162,916	\$167,803	\$677,979
<i>Contingency</i>							\$158,817
Total Costs							\$1,588,177

Note: Insert additional rows as needed

4. Period of Performance: July 29,2025 – April 29,2029

Ratify Start Date (if applicable): NA

Initial Term Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Number of renewal options (please provide those options: (i.e., one year with an option to renew four additional one-year periods): NA

Aggregate Term/ End Date: April 29,2029

5. Projected Board of Supervisor Date (if applicable): July 29,2025\_\_\_\_\_

**By signing below, I certify that all contractual and legal requirements to do business with the selected supplier has been fully vetted and approved.**

JC

Print Name

Department Head Signature  
(Executive Level Designee)

07/01/2025

Date



PCS Reviewed:

Israel Gomez	<i>Israel Gomez</i>	07/01/2025
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

Note: Once signed by the Department Head and PCS (signature lines above), the PCS will e-mail completed SSJ form with supporting documents to [psources@rivco.org](mailto:psources@rivco.org), and cc: Supervising PCS. Please reach out to your assigned PCS with any questions.

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

Purchasing Department Review and Comments: \_\_\_\_\_

<i>Stacy Orton</i>	7/8/2025	24-219a
<b>Purchasing Agent Signature</b>	<b>Date</b>	<b>Tracking Number</b> (Reference on Purchasing Documents)

# SSJ Route Slip Memo\_Datix (USA) Inc. 1st Amnd (2)

Final Audit Report

2025-07-01

Created:	2025-06-26
By:	Karina Montiel (K.Montiel@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAA5a_ZbV_kKjbFpUePOgZJmeyNcnuXyPbC

## "SSJ Route Slip Memo\_Datix (USA) Inc. 1st Amnd (2)" History

-  Document created by Karina Montiel (K.Montiel@ruhealth.org)  
2025-06-26 - 5:25:49 PM GMT - IP address: 158.61.6.1
-  Document emailed to Jonelle Morris (j.morris@ruhealth.org) for signature  
2025-06-26 - 5:28:34 PM GMT
-  Email viewed by Jonelle Morris (j.morris@ruhealth.org)  
2025-06-26 - 5:37:34 PM GMT - IP address: 158.61.6.7
-  Document e-signed by Jonelle Morris (j.morris@ruhealth.org)  
Signature Date: 2025-06-26 - 5:37:43 PM GMT - Time Source: server- IP address: 158.61.6.7
-  Document emailed to Joe Zamora (j.zamora@ruhealth.org) for signature  
2025-06-26 - 5:37:44 PM GMT
-  Email viewed by Joe Zamora (j.zamora@ruhealth.org)  
2025-06-26 - 11:57:24 PM GMT - IP address: 44.218.93.67
-  Document e-signed by Joe Zamora (j.zamora@ruhealth.org)  
Signature Date: 2025-07-01 - 3:17:28 PM GMT - Time Source: server- IP address: 104.33.148.245
-  Document emailed to c.glendinning@ruhealth.org for signature  
2025-07-01 - 3:17:29 PM GMT
-  Email viewed by c.glendinning@ruhealth.org  
2025-07-01 - 3:18:25 PM GMT - IP address: 20.159.64.138
-  Signer c.glendinning@ruhealth.org entered name at signing as JC  
2025-07-01 - 8:44:34 PM GMT - IP address: 47.152.3.71

 Document e-signed by JC (c.glendinning@ruhealth.org)

Signature Date: 2025-07-01 - 8:44:36 PM GMT - Time Source: server- IP address: 47.152.3.71

 Agreement completed.

2025-07-01 - 8:44:36 PM GMT

**Signature:** *Israel Gomez*

**Email:** [i.gomez@ruhealth.org](mailto:i.gomez@ruhealth.org)






# SSJ\_PCS Signature Request

Final Audit Report

2025-07-01

Created:	2025-07-01
By:	Karina Montiel (K.Montiel@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAJPpQLQ4igZeJO8_pJCO5hePExWYDyg73

## "SSJ\_PCS Signature Request" History

-  Document created by Karina Montiel (K.Montiel@ruhealth.org)  
2025-07-01 - 11:04:59 PM GMT- IP address: 158.61.6.1
-  Document emailed to Israel Gomez (i.gomez@ruhealth.org) for signature  
2025-07-01 - 11:05:15 PM GMT
-  Email viewed by Israel Gomez (i.gomez@ruhealth.org)  
2025-07-01 - 11:05:21 PM GMT- IP address: 20.159.64.138
-  Document e-signed by Israel Gomez (i.gomez@ruhealth.org)  
Signature Date: 2025-07-01 - 11:07:56 PM GMT - Time Source: server- IP address: 158.61.6.2
-  Agreement completed.  
2025-07-01 - 11:07:56 PM GMT