

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



**ITEM: 3.35
(ID # 29185)**

MEETING DATE:
Tuesday, January 13, 2026

FROM : RUHS-BEHAVIORAL HEALTH

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM - BEHAVIORAL HEALTH: Ratify and Approve the Second Amendment to the Master Agreement with Netsmart Technologies, Inc. (Netsmart) for Maintenance and Support Without Seeking Competitive Bids for Four (4) Years through June 30, 2029. [All Districts] [\$20,617,518 Total for Four (4) Years; Up to \$4,123,504 Annually in Additional Compensation; 40% Federal, 60% State Funds]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve the Second Amendment to the Master Agreement with Netsmart for Maintenance and Support without seeking competitive bids in the amount of \$20,617,518 for four years through June 30, 2029, and authorize the Chairman of the Board to sign the Agreement 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 by County Counsel to: a) sign renewals and amendments that exercise the options of the Agreement including modifications of the statement of work that stay within the intent of the Agreement; and b) sign amendments to the compensation provisions that do not exceed the sum total of twenty percent (20%) of the total approved contract amount through June 30, 2029; and
3. Authorize the Purchasing Agent to issue a Purchase Order for goods and/or services rendered.

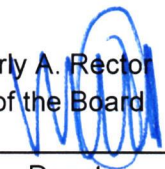
ACTION:Policy


Matthew Chang, Director 12/29/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Washington 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: January 13, 2026
xc: RUHS-BH

Kimberly A. Rector
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	\$1,649,464	\$712,821	\$20,617,518	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 40 % Federal 60% State			Budget Adjustment: No	
			For Fiscal Year: 25/26 – 28/29	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Riverside University Health System - Behavioral Health (RUHS-BH) operates a continuum of care system that consists of County-operated and contracted service providers delivering a variety of mental health treatment services within each geographic region of Riverside County. To support the Behavioral Health Information System (BHIS), RUHS-BH utilizes myAvatar, a Netsmart product, for Electronic Health Record (EHR) services. The National Institutes of Health have concluded that use of an EHR results in improved quality and patient care, more efficient tracking of patients and costs, and better documentation and improved audit capabilities. The agreement with Netsmart enables RUHS-BH to comply with State and Federal laws, meets the State requirements for billing Short-Doyle Medi-Cal, and ensures revenue to fund the County's behavioral health care services.

The additional Netsmart solutions CareManager, OrderConnect NX, and Provider NX will improve operational efficiency and clinical outcomes by providing secure, integrated software for care coordination, medication management, and provider communication. OrderConnect NX streamlines prescribing and medication management while supporting regulatory compliance. CareConnect Inbox enables secure electronic referrals and communication between providers. These solutions will enhance clinical outcomes and support seamless information sharing across healthcare providers

Impact on Citizens and Businesses

To better serve residents and consumers, RUHS-BH aims to implement solutions that improve medication management and secure provider communication within the client's EHR. These improvements will enhance care quality and coordination for patients while reducing administrative burdens and improving compliance for healthcare providers. Furthermore, the continuation of existing services, combined with the introduction of new service provisions, will enable RUHS-BH to further advance the health and safety of consumers and the broader community.

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

Additional Fiscal Information

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

Contract History and Price Reasonableness

On April 21, 2009, the Riverside County Purchasing Department, on behalf of RUHS-BH, issued RFP #MHARC-050 for a new BHIS. Under this RFP the County was seeking a state-of-the-art electronic integrated BHIS for supporting all RCDMH programs and related financial activities. This BHIS was needed to bring RCDMH into compliance with the State and Federal requirements for an EHR by replacing existing paper-based health records and replacing two existing core legacy applications that were in place for over 20 years.

The RFP was sent to eight organizations and advertised on the County's website. Four organizations submitted proposals, of which three were determined to be responsive in meeting the minimum requirements stipulated in the RFP. Netsmart was determined to be the lowest, responsive, and responsible bidder and was recommended to be awarded the BHIS contract.

On July 30, 2024 (3.59), September 21, 2021 (3.14), June 26, 2018 (3.52), June 20, 2017 (3.35), May 3, 2016 (3.17), June 17, 2014 (3.41), August 31, 2010 (3.61) and March 16, 2010 (3.46), the Board approved the agreement and subsequent amendments with Netsmart to provide, implement, and support the BHIS through June 30, 2024.

On July 19, 2024, the Riverside County Purchasing Department reviewed and issued SSJ # 25-014 with Netsmart in the amount of \$21,419,606 for FY 2024/2025 through FY 2028/2029.

On December 10, 2025, the Riverside County Purchasing Department reviewed and issued SSJ #25-014a with Netsmart in the amount of \$20,617,518 for FY 2025/2024 through FY 2028/2029. Therefore, RUHS-BH requests the Board of Supervisors approve the Second Amendment to the Master Agreement for Netsmart Technologies, Inc. for four years through June 30, 2029.

ATTACHMENTS:

- Attachment A. Sole Source Justification
- Attachment B. Amendment No. 2


Stacy Orton, Assistant Director of Purchasing

12/31/2025


Jacqueline Ruiz, Principal Analyst

1/6/2026


Gregg Gu, Chief of Deputy County Counsel

1/6/2026



**AMENDMENT # 2
TO MASTER AGREEMENT
DATED JULY 1, 2025 (THE "AGREEMENT")
BETWEEN
NETSMART TECHNOLOGIES, INC. ("NETSMART")
AND
RIVERSIDE COUNTY ("COUNTY")**

That certain Agreement between the COUNTY and Netsmart, originally approved by the Riverside County Board of Supervisors on July 30, 2024, Agenda Item 3.59 and amended June 30, 2025 for FY 2024/2025 thru FY 2028/2029; is hereby amended for FY 2025/2026 through June 30, 2029.

Effective September 30, 2025 (the "Amendment Effective Date"), the Agreement is hereby amended as follows:

Capitalized terms not defined in this Amendment shall have the same meaning as set forth in the Agreement.

1. PURPOSE / JUSTIFICATION:

County is seeking and Netsmart agrees to provide additional services and subscription(s) to the following Netsmart Solution(s) – CareManager, OrderConnect NX, and ProviderConnect NX as set forth in Section 2 below.

Amendment #2 adds \$1,667,283.67 in funding, for a total cost of \$5,650,381.32 for FY 25/26.

2. AMENDMENT ACTIONS:

A. Additional funding by County for the CareManager solution in the amount of \$810,000

Pricing and payment terms for CareManager are as follows:

- One-time Fee = \$350,000*
- Annual Subscription = \$460,000*, up to 10,000 members/humans per year*

Payment Schedule:

- Due upon Project Kick-off = \$350,000*
- Due upon Go-Live or June 30, 2026 (whichever comes first) = \$460,000*

B. Upgrade to OrderConnect NX in the amount of \$5,400

- Due upon execution*

C. License additional nineteen (19) ProviderConnect NX Concurrent User Subscriptions (18 – 36) in the amount of \$56,430.00

- Due upon execution*

D. License additional 2,870 CareConnect Inbox named users in the amount of \$193,449.70

- Due upon execution*



- E. County provides funding for Cache Maintenance in the amount of \$504,153.97.
- F. County provides funding for Jboss Subscription in the amount of \$97,850.
- G. Replace the Amwell Telehealth Solution with the Netsmart Telehealth Solution.
- H. Netsmart provided solutions and services as stated in this Amendment #2 will be in accordance with the Statement of Work attached hereto as Exhibit 1.

*Subscription for the solutions under this Amendment #2 will be co-termed with the Agreement set to expire July 29, 2029. Annual increases will be in accordance with the Agreement.

This Amendment together with the Agreement (and any subsequent amendments, addendums and quotes) represents the entire agreement of the parties. In the event of any conflict between the terms of this Amendment and the Agreement, the terms of this Amendment shall control.

Except as set forth herein the Agreement between NETSMART and CLIENT shall remain unchanged and in full force and effect.

CLIENT: County of Riverside

Netsmart Technologies Inc.

By: Karen S. Spiegel
 (Authorized Signature)
KAREN SPIEGEL
 (Authorized Person's Name)
CHAIR, BOARD OF SUPERVISORS
 (Title)
JAN 13 2026
 (Date)

By: [Signature]
 (Authorized Signature)
 Joseph McGovern
 (Authorized Person's Name)
 EVP
 (Title)
18/11/2025
 (Date)

County Counsel
 Approved As To Form:

By: Gregg Ju
 Deputy County Counsel

ATTEST:
KIMBERLY A. RECTOR, Clerk
 By [Signature]
DEPUTY



Exhibit 1 – OrderConnect NX SOW

Moving from OrderConnect to OrderConnect-NX
SCOPE OF WORK (“SOW”)

(As of 09/01/2024)

Netsmart Technologies, Inc. and Client

1. PURPOSE:

The purpose for this statement of work is to outline the requirements and deliverables for the implementation and project management of the Client’s Implementation. The scope is based on the latest generally available software release, and project timeline. The details of the scope of services are included below.

2. PROJECT DURATION:

The following project Start and End dates are estimates and are subject to adjustment based upon the Effective Date of the Agreement and both parties overall cooperation of such implementation. Netsmart requires a minimum of forty-five (45) days following the Effective Date of this Agreement to accommodate pre-project activities such as planning, staffing and technology activities. The detailed project plan will define the scope and estimated timing of Netsmart’s work. Once the project plan is finalized, extended delays and changes in scope may result in changes to scheduling and services. Charges for additional services will be billed at Netsmart’s then-current rates for such services.

3. SCOPE OF SERVICES:

OrderConnect-NX is a secure, Web-based prescribing and medication management system. The system can be utilized anywhere using a Window-based system via there is access to the following browsers: Chrome, Firefox, Edge, and Internet Explorer.

OrderConnect - NX Screens and Features	Scope of Services
Client Search Pane / Most Recent Client List	<ul style="list-style-type: none"> • Search for clients directly in OrderConnect-NX. • If launching OrderConnect from a care record, the client search will occur in the care record. • Use basic search or advanced search features. • A list of the most recently accessed client records, readily available.
Client Facesheet	<ul style="list-style-type: none"> • Client demographics viewing and editing • Client diagnoses viewing and editing • Client allergies viewing and editing • General comments viewing and editing • Current client medication orders and details • Start Order button to launch Orders screen

Orders Screen – Medication Orders	<ul style="list-style-type: none"> • View current medication orders • View history of medication orders • Start a medication order, reorder a medication, change a medication order, discontinue a medication • View details of a medication order
Order Entry Screens - Medication	<ul style="list-style-type: none"> • Search for medications • Enter details of medication orders • Titrations/tapers can be written out in new, longer directions field • View medication alerts and Care Suggestions • Choose medication order output: eRx, eFax, Print • Pharmacy selection • Supervisor selection • Print education leaflets, consent forms, rx collaterals • Complete two-factor authentication for EPCS orders
Prescribers Queue	<ul style="list-style-type: none"> • Approve or deny Verbal Orders • Approve or deny Renewal Requests and Change Requests
Transmissions Screen	<ul style="list-style-type: none"> • View electronic transmissions that have failed or are pending
Resources Screen - Reports	<ul style="list-style-type: none"> • Current Medication Orders by Patient – Available • Individual Medication Profile – Available • List of Active Orders by Prescriber – Available • Medication Administration Record – Available • Medication Administration Record (Landscape) – Available • Order Audit by Prescriber Report – Available • Order Audit Report – Available • Prescription Expiration Report – Available • Transmission Log Report – Available • Unacknowledged Verbal Orders Report – Available • Meaningful Use e-Prescribing Report – Available • EPCS Audit Events Report – Available • EPCS Prescriptions Report – Available • External Medication History Request Audit – Available • Other reports that are in the original OC are <i>not yet available</i>.
Orders Screen – Lab/Rad Orders	<ul style="list-style-type: none"> • General availability: This will be added to Full-Suite implementations (not in scope for eRx-Only clients). • An additional scope/project/cost will be required for the implementation of labs/rads when they are available for OC-NX. Radiology orders are not able to be electronically transmitted to destinations at this time; they can be printed or efaxed.
Order Entry Screens – Lab/Rad	<ul style="list-style-type: none"> • General availability: This will be added to Full-Suite implementations (not in scope for eRx-Only clients).

	<ul style="list-style-type: none"> • An additional scope/project/cost will be required for the implementation of labs/rads when they are available for OC-NX. • Radiology orders are not able to be electronically transmitted to destinations; they can be printed or efaxed.
Results Screen – Lab/Rad Results	<ul style="list-style-type: none"> • General availability: This will be added to Full-Suite implementations (not in scope for eRx-Only clients). • An additional scope/project/cost will be required for the implementation of labs/rads when they are available for OC-NX. • Radiology results are not able to be electronically received; they can be manually entered in OCNX.
Patient Reported Medication (aka, Non-ISC Rx)	<ul style="list-style-type: none"> • Available
External Medication History	<ul style="list-style-type: none"> • Available
Mini Rx Profile Screen (aka, Client Profile)	<ul style="list-style-type: none"> • Available
OC-eMAR	<ul style="list-style-type: none"> • Available (if purchased)
PDMP Checking	<ul style="list-style-type: none"> • Available (if purchased)
Medication Rec Screen/Checkbox	<ul style="list-style-type: none"> • Not yet available
Office-Based Medication Administration	<ul style="list-style-type: none"> • Not yet available
Sample Inventory Management (Add on Module)	<ul style="list-style-type: none"> • Not yet available
Custom Formulary Management (Add on)	<ul style="list-style-type: none"> • Not yet available

OrderConnect - NX Environments	
OrderConnect-NX UAT Configuration	<ul style="list-style-type: none"> • If an OrderConnect UAT environment already exists, it will be configured to be OC-NX and connect to the client's care record UAT environment to allow a Single Sign On. • Single Sign On testing will be completed for up to five users. • The client is responsible for testing in UAT. • If an OrderConnect UAT environment does not already exist and if the client wants a UAT environment, additional hours will be quoted and charged.

	<ul style="list-style-type: none"> • All active users in the UAT OrderConnect environment will be switched to the OC-NX view. • If any additional users are added to UAT after moving to OC-NX, the facility will need to open a Support case with Netsmart requesting the new UAT users have the OC-NX view.
OrderConnect-NX LIVE Configuration	<ul style="list-style-type: none"> • The client's live OrderConnect environment will be configured to be OC-NX and connect to the client's care record LIVE environment to allow a Single Sign On. • Single Sign On testing will be completed for up to five users.
	<ul style="list-style-type: none"> • All active users in the live OrderConnect environment will be switched to the OC-NX view. • If any additional users are added to the facility after moving to OC-NX, using their OC Admin Tool, the facility will provide new users with the OC-NX view (via a checkbox). • In other words, even though the facility has the OC-NX, additional users that are added will not automatically have that view.

Training and Support	
Train-the-Trainer Training	<ul style="list-style-type: none"> • Netsmart will conduct one one-hour Train-the-Trainer training of OrderConnect-NX. • The training will be recorded and made available to the client.
Go Live Support	<ul style="list-style-type: none"> • The training will be recorded and made available to the client.

4. PURPOSE:

- Client is updated to CareFabric Events 2.0 (CFE 2.0) or higher prior to start of project. (CareFabric Events is the data transfer mechanism between the client's Netsmart care record and OrderConnect.) If client is not on CFE 2.0 and needs to be updated to it, additional Consulting hours and costs will apply.
- Netsmart will devote enough resources and timely communication to the project to assure its reasonable success.
- Professional services quotes do not include travel, living and travel time expenses, as all services will be delivered remotely, unless otherwise approved.
- Cancellation of events must be given two weeks prior to scheduled activities onsite, otherwise the Client will still be charged for travel that has been booked.
- Client will provide enough resources and timely communication to the project to assure its reasonable success. A training room will be available for the training sessions with working equipment and appropriate software loaded prior to the arrival of the Netsmart team if it is part of the planning and expectations for the project.
- Training will cover those items that are available in OrderConnect-NX at the time of training. As additional items are added to OrderConnect-NX and if training is requested on those items, the additional training will be quoted and charged.
- Individuals scheduled to attend training will attend and participate in the entire session as defined by the agenda.
- Netsmart will share available recommended practices during the implementation.



- Client will assign an individual who has authority and accountability for signing-off on project completion. This shall be a named individual.

5. LOCATION OF WORK:

- All work by Netsmart will be conducted remotely unless identified as onsite in the detailed project plan. For onsite sessions, Netsmart reserves the right to complete those sessions remotely.



CareConnect Inbox SOW

SCOPE OF WORK ("SOW")

Netsmart Technologies, Inc. and Client

1. PURPOSE:

The purpose for this statement of work is to outline the requirements and deliverables for the implementation and project management of the Client's Implementation. The scope is based on the latest generally available software release, project timeline, and use of Plexus Foundations implementation methodology, Plexus Home content and recommendations. The details of the scope of services are included below.

2. PROJECT DURATION:

The following project starts and end dates are estimates and are subject to adjustment based upon the Effective Date of the Agreement and both parties overall cooperation of such implementation. Netsmart requires a minimum of sixty (60) days following the Effective Date of this Agreement to accommodate pre-project activities such as planning, staffing and technology activities. Additional services will be applicable for any project where the requested service is out of scope. Additional services will be charged at an agreed hourly rate. Note all trainings are under the "train the trainer" model.

3. SCOPE OF SERVICES:

	Scope of Services
CareConnect Inbox:	<ul style="list-style-type: none"> • Inbox that will facilitate bi-directional electronic referrals across a robust provider network which leverages Direct Secure Messaging.
Key Features	<ul style="list-style-type: none"> • Ability to associate individual mailboxes to direct secure addresses so that end users can communicate securely. • Expanded contact list to send CCD directly to other care providers. • Reply, forward, and attach documents to messages. • Email like user interface for easy review and composing of messages. • Create inboxes for additional providers without developer assistance. • Attach additional documents to messages as well as CCD documents.
Training	<ul style="list-style-type: none"> • Remote webinars <ul style="list-style-type: none"> ○ Two in total <ul style="list-style-type: none"> ♣ One for Admin Training ♣ One for End User
CareRecord & Solution	<ul style="list-style-type: none"> • Configure CareRecord to add the inbox for providers to view within EHR. • Setup initial amount of users, not to exceed 15.

Configuration	<ul style="list-style-type: none"> • Setup initial contact list from another agency.
Assumptions	<ul style="list-style-type: none"> • Netsmart resources will assist with validation of direct messaging functionality once at least one address has been provisioned by the Trusted Agent. <ul style="list-style-type: none"> ◦ This can be completed either through a referral partner or a Netsmart-issued Direct address used for validation on the production network. • Netsmart and Client will devote sufficient resources and timely communication to the project in order to assure its success. • It is assumed that each client environment will be updated to the most recent maintenance releases prior to the beginning of the engagement. • Client will provide resources as identified in the work breakdown structure of the project plan. • Client will own all testing and validation during the Upgrade process. • Individuals scheduled to attend training will attend. • Client has purchased the appropriate subscriptions for CareConnect. • All work by Netsmart will be conducted remotely. • Software will be implemented in a Production domain. • Netsmart will be responsible for Netsmart's portion of the interfaces between the CareRecord Software and the third party system. • Client will be responsible for the referral partner's portions of the interfaces, this includes but is not limited to development coordination, project timelines, testing, and implementation management with third party. • Netsmart will cooperate with referral partner to implement the interfaces but Client shall remain as Netsmart's primary contact and shall be present during all interface discussions with referral partner . • Client will manage its third parties to ensure they can meet any timelines set forth in the project schedule.

4. DESCRIPTION OF NETSMART RESPONSIBILITIES:

- Install, configure, and validate with Client, according to the testing plan, with the CareConnect solution for the referral partner / solution as listed above in a Production or Live Environment.
- Coordinate and execute an onboarding or activation processes as mutually defined and agreed upon between Netsmart and the referral partner/solution as identified above.



5. DESCRIPTION OF NETSMART RESPONSIBILITIES:

- Identify referral partner and initiate project request with referral partner.
- Attend and participate in all testing and review sessions.
- Attend and participate in any onboarding or activation activities
- Train end users and update process manuals prior to activation
- Ensure appropriate licensing and other agreements, as required by the referral partner listed above, are completed in a timely manner and prior to any project engagement with Netsmart.
- Will request and share all 3rd party credentials required for any interface projects.
- Customer will own testing for any new versions post initial go live. Any changes identified, would be considered billable and would be scheduled based on resources availability.
- For Self-hosted clients, client is responsible to devote resources to make necessary configuration included and not limited to network changes per Netsmart's best practices.



Netsmart Telehealth SOW

Netsmart Technologies, Inc.

1. PURPOSE:

The purpose for this statement of work is to outline the requirements and deliverables for the implementation and project management of the Netsmart Telehealth solution. The scope is based on the latest generally available software releases and project timelines. The details of the scope of services are included below.

2. PROJECT DURATION:

The following project start and end dates are estimates, and are subject to adjustment based upon the Effective Date of the Agreement and both parties overall cooperation of such Implementation. Netsmart requires a minimum of sixty (60) days following the Effective Date of this Agreement to accommodate project activities such as planning, staffing and technology activities. The detailed project plan will define the scope and estimated timing of Netsmart’s work. Once the project plan is finalized, extended delays and changes in scope may result in changes to scheduling and services. Charges for additional services will be billed at Netsmart’s then current rates for such service.

3. SCOPE OF SERVICES:

Scope of Services	
Netsmart Telehealth	<ul style="list-style-type: none"> • Offering the ability to conduct virtual appointments with hosted video
Delivery	<p><u>Setup and Configuration</u></p> <ul style="list-style-type: none"> • Netsmart will conduct Use Case Determination sessions with the client to configure and validate the functionality of the Netsmart Telehealth solution configuration of associated HER and other solutions beyond Telehealth is the responsibility of the client team. <p><u>Implementation Support</u></p> <ul style="list-style-type: none"> • Netsmart will resolve issues related to the implementation and functional use of the Telehealth solution. • The Client will track implementation items in a shared Items Log.
Key Features	<p><u>Key Feature Deliverables</u></p> <ul style="list-style-type: none"> • Telehealth User Provisioning and Management • Individual 1:1 Provider: Consumer Visit Use case • Group Visit Use Case • Triage Use Case • VirtualHub Use Case • VirtualPractice Use Case
Implementation Tasks	<ul style="list-style-type: none"> • Project Kickoff <ul style="list-style-type: none"> ○ Determine Project Schedule of Events ○ Determine Use Case(s) for Production Go Live ○ Determine Go Live

	<ul style="list-style-type: none"> • Configuration Validation <ul style="list-style-type: none"> ○ Validate Telehealth Technical Requirements ○ Validate Configuration of Telehealth Solution and Use Case(s) ○ Validate Telehealth Collateral • Remote Trainings <ul style="list-style-type: none"> ○ Telehealth Administrative Training ○ Telehealth Train-the-Trainer End Use Case Training • Go Live <ul style="list-style-type: none"> ○ Client functional use of NTST Telehealth Use Case(s) ○ Netsmart Delivery Resource remains Direct Go Live Support for a maximum of 2 (two) weeks • Transition To Support <ul style="list-style-type: none"> ○ Netsmart handoff from Delivery Consulting to Support at conclusion of 2 (two) week direct support
Testing	<p>Testing will be executed at Client's site and will be led by the Client project management team with assistance from the Netsmart project team (remotely).</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> • Complete testing according to use case determination • Confirm Go-Live preparedness • Ensure all critical path issues have an action plan <p><u>Client Responsibilities</u></p> <ul style="list-style-type: none"> • Lead and direct integration testing activities • Manage issues list • Conduct operational testing • Document test results • Update issues list with any unresolved test findings • Complete integration testing and validation <p><u>Netsmart Responsibilities</u></p> <ul style="list-style-type: none"> • Troubleshoot identified issues and resolve Go-Live dependent issues • Communicate status of issues and their estimated resolution date to the Client <p>Acceptance Criteria: Netsmart and Client agree the NTST Telehealth solution is ready for Production Go-Live.</p>

<p>Training</p>	<ul style="list-style-type: none"> • The Netsmart Telehealth solution follows the Train-the-Trainer delivery model. • Netsmart Telehealth Training will consist of (1) one Telehealth Administrative Training that will train Client Administrative Users on tasks and duties relevant to the operation and support of Use Case(s) and End Users. • Netsmart Telehealth Training will also include (1) one Telehealth Train-the-Trainer End Use Case Training that includes training Super Users on operational and functional Use Case(s) for the Telehealth solution. • Client will provide the required technical resources to support the training session, including devices for participants (laptop or desktop computers), internet access, and connection to a projector or monitor for facilitation.
<p>Production GoLive</p>	<p>Production Go-Live is the event when the solution is ready for use by the end-user population.</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> • Begin functional and operational production use of Telehealth • Transition support from Netsmart project team to the Client <p><u>Client responsibilities</u></p> <ul style="list-style-type: none"> • Complete go-live plan • Execute go-live plan • Document go-live issues <p><u>Netsmart responsibilities</u></p> <ul style="list-style-type: none"> • Support go-live • Document go-live issues • Netsmart will follow standard implementation protocols, document issues, engage support and work to resolve identified issues within a reasonably acceptable timeframe • Transition to provide ongoing technical support for the Telehealth application • Complete go-live plan • Execute go-live plan • Document go-live issues <p><u>Netsmart responsibilities</u></p> <ul style="list-style-type: none"> • Support go-live • Document go-live issues • Netsmart will follow standard implementation protocols, document issues, engage support and work to resolve identified issues within a reasonably acceptable timeframe • Transition to providing ongoing technical support for the Telehealth application






ADDENDUM

Final Audit Report

2025-11-18

Created:	2025-11-18
By:	Edgardo Guevara (e.guevara@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAE7NwTCKTYuXJ8BI51aw9P7SD-Jz1UKI2

"ADDENDUM" History

-  Document created by Edgardo Guevara (e.guevara@ruhealth.org)
2025-11-18 - 10:14:48 PM GMT
-  Document emailed to Joe McGovern (jmcgovern@ntst.com) for signature
2025-11-18 - 10:14:54 PM GMT
-  Email viewed by Joe McGovern (jmcgovern@ntst.com)
2025-11-18 - 10:18:29 PM GMT
-  Document e-signed by Joe McGovern (jmcgovern@ntst.com)
Signature Date: 2025-11-18 - 10:19:12 PM GMT - Time Source: server
-  Agreement completed.
2025-11-18 - 10:19:12 PM GMT

SSJ No.: 25-014

Amendment No.: 1

Date: Monday, December 1, 2025

From: Matthew Chang, Director, Riverside University Health System-Behavioral Health

To: Meghan Hahn, Director, Purchasing & Fleet Services

Via: Alondra Martinez, Administrative Services Analyst II, 951-358-6806

Subject: Request for Maintenance, Products and Support Services

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: _____

1. Supplier Name: Netsmart Technologies, Inc. Supplier ID: 87117
2. Reason or Justification for the Amendment: RUHS-BH is requesting additional services and subscriptions to the following Netsmart solutions: CareManager, OrderConnect NX, and Provider NX for FY 2025/2026 through FY 2028/2029.
3. Please include the initial costs from the prior reviewed assigned SSJ in the table below:

Description:	FY <u>24/25</u>	FY <u>25/26</u>	FY <u>26/27</u>	FY <u>27/28</u>	FY <u>28/29</u>	Total
One-time Costs:	\$4,755,805	\$3,983,098	\$4,102,591	\$4,225,669	\$4,352,439	\$21,419,602
Other Costs: 10% Additional Compensation	\$475,581	\$398,310	\$410,259	\$422,567	\$435,244	\$2,141,961
Total Costs	\$5,231,386	\$4,381,408	\$4,512,850	\$4,648,236	4,787,683	\$23,561,563

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

RUHS-BH is requesting an amendment to the agreement to include the following additional services and subscriptions for the Netsmart solutions: CareManager, OrderConnect NX, and Provider NX, for the remainder of the agreement term.

The added subscriptions total \$1,649,464, increasing the contract maximum from \$3,983,098 to \$5,632,561 for FY 2025/2026. Subscription costs will increase by \$712,821 for FY 2026/2027, \$734,206 for FY 2027/2028, and \$756,232 for FY 2028/2029.

This brings the new total maximum cost of the agreement to \$20,617,518.

Description:	FY <u>25/26</u>	FY <u>26/27</u>	FY <u>27/28</u>	FY <u>28/29</u>	Total
One-time Costs:	\$5,632,561	\$4,916,412	\$4,959,874	\$5,108,671	\$20,617,518
Other Costs: 20% Additional Compensation	\$1,126,512	\$983,282	\$991,975	\$1,021,734	\$4,123,503
Total Costs	\$6,759,074	\$5,899,694	\$5,951,849	\$6,130,405	\$24,741,022

4. Period of Performance: 7/1/2025 to 06/30/2026

Ratify Start Date (if applicable): 7/1/2024

Initial Term Start Date: 7/01/2024 End Date: 6/30/2025

Number of renewal options: One-year term, with the option to renew for up to three additional one-year periods.

Aggregate Term/ End Date: 6/30/2029

5. Projected Board of Supervisor Date (if applicable): Pending

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

<u>Amy McCann</u> Print Name	 Department Head Signature (Executive Level Designee)	<u>12/1/2025</u> Date
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PCS Reviewed:

Melanie Hurst

Melanie Hurst

12/3/2025

Print Name

Signature

Date

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, 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: _____

Stacy Orton

12/10/2025

25-014a

Purchasing Agent Signature

Date

Tracking Number

(Reference on Purchasing Documents)