



Board Report

File #: A 22-060, **Version:** 1

- a. Authorize the Interim Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 4 to the agreement (A-13074) with Forward Advantage, Inc. for one (1) year of maintenance and support of the Imprivata product, a Single Sign-On (SSO) solution used by NMC Physicians and Clinical Staff and identity governance software, and the purchase of additional IT security modules with three (3) years of maintenance and support, thereby extending the agreement an additional three (3) year period (March 23, 2022 through March 22, 2025) for a revised full agreement term of March 23, 2016 through March 22, 2025, and adding \$297,617 for a revised total agreement amount not to exceed \$721,384.
- b. Authorize the Interim Chief Executive Officer to sign up to two (2) renewals, of one (1) year each of the Single Sign-On (SSO) module service order, provided that the annual costs of each extension do not exceed ten percent (10%) above the cost of the SSO order in Amendment No. 4 (\$87,252 total maximum increase) and with no change to the full agreement term, subject to County Counsel review and provided the terms of the agreement remain substantially the same.

RECOMMENDATION:

It is recommended the Board of Supervisors:

- a. Authorize the Interim Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 4 to the agreement (A-13074) with Forward Advantage, Inc. for one (1) year of maintenance and support of the Imprivata product, a Single Sign-On (SSO) solution used by NMC Physicians and Clinical Staff and identity governance software, and the purchase of additional IT security modules with three (3) years of maintenance and support, thereby extending the agreement an additional three (3) year period (March 23, 2022 through March 22, 2025) for a revised full agreement term of March 23, 2016 through March 22, 2025, and adding \$297,617 for a revised total agreement amount not to exceed \$721,384.
- b. Authorize the Interim Chief Executive Officer to sign up to two (2) renewals, of one (1) year each of the Single Sign-On (SSO) module service order, provided that the annual costs of each extension do not exceed ten percent (10%) above the cost of the SSO order in Amendment No. 4 (\$87,252 total maximum increase) and with no change to the full agreement term, subject to County Counsel review and provided the terms of the agreement remain substantially the same.

SUMMARY/DISCUSSION:

Imprivata OneSign is a Single Sign On (SSO) solution that enables NMC users to quickly and securely access clinical and administrative applications with one username and password. In the course of treating patients, personnel need to access multiple applications, including the MEDITECH electronic health record system. Prior to implementing Imprivata OneSign, the act of logging in/logging out of multiple systems throughout the workday had caused noticeable inefficiencies. The implementation of OneSign has resulted in an appreciable difference in time and staff resources. The Imprivata tool further speeds up access by utilizing the employee's badge and a reader as part of the sign-on process.

Another important capability of this system is an always-available employee self-service portal to aid with

forgotten passwords and lockouts, further enhancing employee productivity.

This amendment includes scope increases with the addition of two Imprivata modules: Imprivata Identity Governance and Imprivata Privileged Access Management. Identity Governance is an end-to-end solution with role-based access controls, automated network provisioning and de-provisioning, streamlined auditing processes, and analytics that enable faster security threat evaluation and remediation. Privileged Access Management is a tool for identity and access management of network administrator accounts.

This request includes the extension of maintenance and support for the existing SSO module for one (1) additional year, and the purchase and implementation of Identity Governance and Privileged Access Management modules, with three (3) years of maintenance and support.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel reviewed and approved this amendment No. 4 as to form, and the Auditor-Controller reviewed and approved as to payment provisions. The amendment No.4 was reviewed and approved by NMC's Finance Committee and by its Board of Trustees on January 14, 2022

FINANCING:

The cost for this amendment No. 4 is \$297,617 of which \$194,799 is included in the Fiscal Year 2021-22 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This agreement is for a software system, which improves data processing at NMC. The use of this system directly contributes to a more efficient and effective use of resources within the organization and provides NMC with the additional support it needs to be able to protect patient and staff personal information.

- ☐ Economic Development
- ☒ Administration
- ☒ Health and Human Services
- ☐ Infrastructure
- ☐ Public Safety

Prepared by: Ari Entin, Chief Information Officer, 783-2564

Approved by: Charles R. Harris, Interim Chief Executive Officer, 783-2504

Attachments:

Forward Advantage Inc. Imprivata Amendment 4
Forward Advantage Inc. Imprivata Renewal and Amendment 3
Forward Advantage Inc. Imprivata Amendment 2
Forward Advantage Inc. Imprivata Amendment 1
Forward Advantage Inc. Imprivata Agreement

Attachments on file with the Clerk of the Board