



Monterey County

168 West Alisal Street,
1st Floor
Salinas, CA 93901
831.755.5066

Board Report

Legistar File Number: A 17-334

July 25, 2017

Introduced: 7/17/2017

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an agreement with CDW-G for BCM Client Management software and associated services at NMC for an amount not to exceed \$141,768 with a retroactive agreement term May 16, 2017 through May 15, 2018.
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$14,177) of the original cost of the agreement across all amendments.
- c. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification provisions within the agreement.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an agreement with CDW-G for BCM Client Management software and associated services at NMC for an amount not to exceed \$141,768 with a retroactive agreement term May 16, 2017 through May 15, 2018.
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$14,177) of the original cost of the agreement across all amendments.
- c. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification provisions within the agreement.

SUMMARY/DISCUSSION:

The NMC IT Help Desk provides essential technical support for the hospital's Electronic Health Record (EHR) system and other direct and indirect patient care systems. NMC currently utilizes the BMC Footprints Service Core system for the management and tracking of IT service related tickets. With the Footprints system, NMC leadership can assure the timely resolution of IT issues and foster transparency via real-time performance metrics and incident statuses.

NMC IT is proposing to enhance its BMC Footprints system by:

- Upgrading to the latest Footprints version. While the cost of the upgrade is included in its maintenance plan, the hospital is in need of professional services to successfully implement it.
- Purchasing the Business Client Management (BCM) module that enhances the base system by adding integrated IT asset tracking and reporting capabilities. This has

operational and HIPAA compliance implications.

- Leveraging the BCM tool for more efficient updating of hospital computers and servers with less interruptions to systems that support patient care.
- Adds licenses to the existing product to support usage for all IT employees.
- Consolidating the functions of three separate applications being used for IT Help Desk, IT asset management and software updates into one unified system.

This proposal includes the licensing cost of the BCM module, additional users, professional implementation services and estimated travel costs.

NMC IT has assessed and acknowledges the risk involved given the non-standard indemnification provisions within the agreement and has decided to proceed. This agreement is retroactive to May 16, 2017, but do to a slight delay of negotiations and the routing and approval process, it did not get to the Board of Supervisors before the start date. No services have been rendered. Service will start after Board of Supervisors approval.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Agreement as to legal form and risk provisions, and the Auditor-Controller has reviewed and approved as to payment provisions. The Agreement has also been reviewed and approved by NMC's Finance Committee on January 26, 2017 and by its Board of Trustees on February 3, 2017.

FINANCING:

The cost for this Agreement is \$141,768, of which \$141,768 is included in the Fiscal Year 2016-17 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate. There is no impact to the General Fund.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Economic Development

X Administration

This agreement is for a software system which improves data processing at NMC. This improvement directly contributes to a more efficient and effective use of resources within the organization.

Health & Human Services

X Infrastructure

This agreement brings improved technological capabilities and functionality to NMC, enhancing and strengthening its technological functionality and reliability which fosters a sound, secure and sustainable physical infrastructure.

Public Safety

Prepared by: Ari Entin, CIO, 783-2564

Approved by: Gary R. Gray, DO, Chief Executive Officer, 783-2504

Attachments:
CDW-G Agreement

Attachments on file with the Clerk of the Board