



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: A 15-247, **Version:** 1

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) to execute Amendment No. 5 to the Agreement with Forward Advantage for Software Support/Maintenance and Upgrade to the NMC faxing solution at NMC, extending the Agreement an additional 3 year period for a revised full term of July 1, 2007 through June 30, 2018 and adding \$103,632 for a revised total Agreement amount not to exceed \$189,307; and
- b. Authorize the Deputy Purchasing Agent for NMC to execute up to three (3) future Amendments to the Agreement which do not significantly change the scope of work and do exceed ten percent (10%) of the original agreement amount. (REVISED VIA CORRECTIONS)

It is recommended the Board of Supervisors:

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) to execute Amendment No. 5 to the Agreement with Forward Advantage for Software Support/Maintenance and Upgrade to the NMC faxing solution at NMC, extending the Agreement an additional 3 year period for a revised term of July 1, 2015 through June 30, 2018 and adding \$103,632 for a revised total Agreement amount not to exceed \$189,307
- b. Authorize the Deputy Purchasing Agent for NMC to execute up to three (3) future Amendments to the Agreement which do not significantly change the scope of work and do exceed ten percent (10%) of the original agreement amount.

SUMMARY/DISCUSSION:

NMC is requesting to amend the current Forward Advantage contract by purchasing an upgrade and additional products for the existing Communication Director system. This will include software, licenses, faxing channels and 3 years of Vendor maintenance. Currently, NMC utilizes Communication Director to electronically manage and route faxing of Radiology, Pathology & laboratory results directly from Meditech (NMC's Electronic Medical Record system) to community medical facilities outside the hospital. This system is a critical piece to the hospital's ability to provide high quality service to their patients and the community's physicians.

The existing system runs on a physical server located on the premises of NMC that is considered end of life and requires replacement. This purchase will alleviate this issue by replacing the physical server by transitioning the infrastructure to a virtual environment that will provide high availability, support and redundancy.

In addition to the infrastructure change, the software will be upgraded to a new platform called Communication Director 4 and new outbound and inbound faxing channels will be included to alleviate the backlog of fax routes. NMC has 2 channels to date which is no longer sufficient for the growth of the hospital. The system has 2981 subscribers and generates thousands of reports. By increasing the number of outbound channels, faxes will no longer be delayed in the server queue waiting for delivery. By increasing the outbound channels from 2 to 6, the hospital will be able to send faxes instantly without delay.

New to NMC will be the addition of 16 inbound channels that will allow for distribution of faxes from outside

the facility to NMC recipients via Email, File Transfer Protocol (FTP), and secure File Transfer Protocol (SFTP)

NMC is requesting the following software & services:

1. Communication Director 4 - The software will offer enhanced performance with browser-based ease of use. System Includes:
 - a. System Activity Monitor
 - b. Drag and drop routing of faxes
 - c. Desktop Faxing that will offer user to create and send faxes from their workstations and is integrated into the hospital's Active Directory
 - d. SmartRoute Reconfiguration
2. Single Server License for SmartAlert Technology
3. Dialogic Faxing Software & Testing
4. 3 Years of Software Maintenance and Technical Support

Timeline of Services

- NMC and Forward Advantage will Schedule Kickoff calls 2 weeks after contract execution
- NMC and Forward Advantage will install, configure and test software and system (2-3 weeks)
- Forward Advantage will train NMC staff on system (1 - 2 weeks)
- NMC and Forward Advantage will begin testing of SmartRoutes (1 week)
- Go Live (1 week)

Cost Summary:

\$4,500 - Communication Director 4 Upgrade

\$20,600 - 6 Outbound Fax Channels, Concurrent Fax Connections and Services

\$31,120 - 16 Inbound Fax Channels

\$2,000 - SmartAlert Server License

\$17,332 - Dialogic Faxing Software & Testing

\$28,080 - 3 Year Software Maintenance and Technical Support

\$103,632 - Total Agreement

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Amendment No.5 as to legal form and risk provisions, and the Auditor-Controller has reviewed and approved as to payment provisions. The Amendment No.5 has also been reviewed and approved by NMC's Finance Committee on 3/26/15 and by its Board of Trustees on 4/5/15.

FINANCING:

The cost for this Amendment No. 5 is \$103,632 of which 34,544 is included in the Fiscal Years 2015-16 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.

Prepared by: Charles Harris, MD, NMC IT, 783-2785

Approved by: Gary R. Gray, DO, Interim CEO 783-2504

Attachments:

Amendment No. 5,

Renewal and Amendment No.4 to 1,

Original Agreement

Spend Sheet

Attachments on file with the Clerk of the Board