



**Contra  
Costa  
County**

To: Board of Supervisors  
From: William Walker, M.D., Health Services Director  
Date: March 8, 2016  
Subject: Agreement #23-590 with Heat Software USA, Inc.

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director or his designee, to execute on behalf of the County, Agreement #23-590 with Heat Software USA, Inc., a corporation, in an amount not to exceed \$494,643, to provide software and services for Health Services Information Technology service requests and incident management administration, for the period March 30, 2016 through March 29, 2019.

**FISCAL IMPACT:**

The Agreement is funded 100% by Hospital Enterprise Fund I.

**BACKGROUND:**

The Health Services Department's Information Technology Unit is currently using outdated technology which lacks basic functionality. The Contractor's Heat Software will allow the Department more easy use of incident management, license management, quick access to data, scheduling and running reports along with ease of administration and support. Under Agreement #23-590, the Contractor will provide software services, including implementation services, software licensing, hosting, and support, to the Information Technology

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<input checked="" type="checkbox"/> APPROVE	<input type="checkbox"/> OTHER
<input checked="" type="checkbox"/> RECOMMENDATION OF CNTY ADMINISTRATOR	<input type="checkbox"/> RECOMMENDATION OF BOARD COMMITTEE

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Action of Board On: **03/08/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Mary N. Piepho, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: March 8, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: David Runt, 313-6228

cc: T Scott, M Wilhelm, Brian Schroeder



BACKGROUND: (CONT'D)

Unit, during the period from March 30, 2016, through March 29, 2019. The Agreement requires the parties to execute an End User License Agreement, in the form attached to the Agreement, which will license the software to the County.

Under the Agreement, the Contractor's liability to the County, for indemnity or otherwise, is limited to the amounts paid by the County under the Agreement. The standard insurance requirements also have been modified to eliminate the requirement that the County and its officers and employees be named as additional insureds under the Contractor's commercial general liability insurance policy.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, County will not be able to receive software services to adequately monitor service requests and incidents submitted to the Information Technology Unit for trouble shooting and the software version will no longer be supported by the current Vendor (end of life).

CHILDREN'S IMPACT STATEMENT:

Not Applicable.