



**Contra  
Costa  
County**

To: Board of Supervisors  
From: William Walker, M.D., Health Services Director  
Date: March 28, 2017

Subject: Change Order to Purchase Order F004960 with West Interactive for TeleVox Software

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Purchasing Agent, on behalf of the Health Services Director, to execute a Change Order to Purchase Order F004960 with West Interactive, to add \$70,000 for a new total amount not to exceed \$150,000 for TeleVox software with no change in the original term for period July 1, 2016 through June 30, 2017.

**FISCAL IMPACT:**

100% funding is included in the Hospital Enterprise Fund I Budget.

**BACKGROUND:**

Televox HouseCalls Automated Messaging Software and appointment reminder system provides meaningful use services to the Ambulatory and Mental Health Service Departments for appointment reminders to CCRMC patients pertaining to mammography reminders, mammography no-show/follow-up, pediatric immunization, adhoc cancelled appointments reminders, etc. Televox interfaces with the Epic electronic records system.

Approval of the agreement will allow the vendor to continue providing services through June 30, 2017. The Agreement obligates the County to indemnify the vendor for breaches of

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

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Action of Board On: **03/28/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: Candace Andersen, District  
II Supervisor  
Diane Burgis, 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 28, 2017

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

By: Rolanda Hartfield, Deputy

Contact: David Runt,  
925-335-8700

cc:

the agreement or claims arising from County materials used with the system.

CONSEQUENCE OF NEGATIVE ACTION:

Failure to approve the agreement and pay for the services would interrupt the messaging system reminders and fail to remind patients of important appointments or cancellations.