



**Contra  
Costa  
County**

To: Board of Supervisors  
From: William Walker, M.D., Health Services Director  
Date: April 18, 2017

Subject: Purchase Order with Groupware Technology, Inc. for Citrix NetScaler Upgrade

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**RECOMMENDATION(S):**

Approve and authorize the Purchasing Agent, on behalf of the Health Services Department, to execute a Purchase Order with Groupware Technology, Inc., in an amount not to exceed \$148,620 for the purchase of Citrix NetScaler MPX 5650 hardware and maintenance for the period from March 28, 2017 through March 27, 2018.

**FISCAL IMPACT:**

Upon approval, the Department may incur expenses of up to \$148,620 during the proposed agreement period, which would be funded 100% by Hospital Enterprise Fund I revenues.

**BACKGROUND:**

The Health Services Information Technology Department uses Citrix NetScaler as the security appliances to provide encrypted remote access to the full suite of Citrix applications used by Health Services. This includes, but is not limited to: ccLink access for the providers, Epic employee access (required for application support), and contractors providing services, such as medical coding.

The current NetScalers have reached their end of life. As a result, they are no longer eligible

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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: **04/18/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
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: April 18, 2017

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

By: Rolanda Hartfield, Deputy

Contact: Anna Roth,  
925-370-5101

cc: Tasha Scott, Marcy Wilhelm

for Citrix support. They may not be upgraded and will not receive security updates or patches.

#### CONSEQUENCE OF NEGATIVE ACTION:

Failure to replace these systems may jeopardize our “Good Maintenance” discount with Epic. Continued use of the obsolete systems would expose our remote access and operations to malicious compromise. Lack of an active support contract increases the risk of extended outages in the event of unanticipated failures. Additionally, it would not allow us access to bug fixes and feature uplifts that may be required for future ccLink upgrades.