



Contra  
Costa  
County

To: Board of Supervisors  
From: William Walker, M.D., Health Services Director  
Date: February 6, 2018

Subject: Purchase Order with Hyland Software, Inc. for Software Maintenance Renewal

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Health Services Department, a purchase order with Hyland Software, Inc., in an amount not to exceed \$161,586, for annual software maintenance for OnBase Document Management and Image Scanning Software for the period January 1, 2018 through December 31, 2018.

**FISCAL IMPACT:**

100% funded by the Hospital Enterprise Fund I.

**BACKGROUND:**

OnBase software maintenance is a critical component of the Electronic Health Record (EHR) and the enterprise-wide document management solution. OnBase facilitates the capture, management, archive, storage, and retrieval of electronic and paper documents including all EHR-related reports used by Finance and Patient Accounting, and archived records for other Health Services Divisions including Behavioral Health Services,

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- APPROVE  OTHER
  - RECOMMENDATION OF CNTY ADMINISTRATOR  RECOMMENDATION OF BOARD COMMITTEE
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Action of Board On: **02/06/2018**  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: February 6, 2018

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

By: June McHuen, Deputy

Contact: Anna Roth,  
925-370-5101

BACKGROUND: (CONT'D)

Contracts and Grants, Contra Costa Health Plan, Environmental Health, and Hazardous Materials. Software support and maintenance services are provided pursuant to the OnBase Information Management System Software Maintenance Agreement dated March 28, 2016, between the County and Hyland Software, Inc.

CONSEQUENCE OF NEGATIVE ACTION:

If this purchase order is not approved, the workflows associated with the above-stated functions would be adversely impacted. Hyland provides real-time OnBase application support to Contra Costa Health Services Department's Information Technology Unit for ccLink (Epic) scanning, workflow management, and reporting solutions. If that support ceases, the integrity of data from integration of internal scanning and printing hardware interfaced to the EHR application via web services and other interfaces could be compromised. Connectivity failures in any of these areas could potentially result in incorrect or incomplete data capture and management, loss of critical archived data due to inability to perform system functions, and non-compliance with future Epic releases.