



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: October 8, 2019

Subject: Purchase Order with Citrix Systems, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Health Services Director, a Purchase Order with Citrix Systems Inc., in an amount not to exceed \$294,245, to purchase Citrix software licensing support and hardware maintenance services, for the period October 31, 2019 through October 31, 2020.

FISCAL IMPACT:

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

BACKGROUND:

The Epic Electronic Health Record (EHR) system requires the use of Citrix Terminal Services. Citrix software allows the Health Services Department (HSD) staff access to the Epic EHR system. Citrix also improves remote access to the Epic EHR for the Contra Costa Regional Medical Center on-call clinical staff. HSD needs to renew Citrix Subscription Advantage support and appliance maintenance to comply with Epic mandated continued support requirements. This year Citrix consolidated products to unify their portfolio offerings, which is reflected in the consolidation of previous Purchase Orders F013786 and F013570.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **10/08/2019** ☒ 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: October 8, 2019

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

By: Laura Cassell, Deputy

Contact: Patrick Wilson,
925-335-8700

BACKGROUND: (CONT'D)

The End User License Agreement dated January 1, 2019 obligates the County to indemnify Citrix Systems, Inc. for claims infringing upon patent, copyright or trade secrets.

CONSEQUENCE OF NEGATIVE ACTION:

Without ongoing maintenance, support and technical assistance from Citrix, HSD's critical infrastructure would not be covered in the event of a hardware, software or technical issue, thereby resulting in EHR accessibility issues and potential connectivity failures.