



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: March 29, 2022

Subject: Contract #72-124-4 with Ride Roundtrip, Inc.

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract Amendment Extension Agreement #72-124-4 with Ride Roundtrip, Inc., a corporation, effective January 1, 2022, to amend Contract #72-124-3 to change the payment rates, increase the payment limit by \$7,450,000, from \$3,050,000 to a new payment limit of \$10,500,000, and clarify the term includes successive 1 year period renewals, for a hosted software portal for transportation coordination, scheduling, and dispatch for Medi-Cal patients.

**FISCAL IMPACT:**

Approval of this amendment will result in additional expenditures of up to \$7,450,000 and will be funded by 100% State Department of Health Care Services allocations. (Rate increase)

**BACKGROUND:**

The Health Services Department's Public Health Division provides social service case management to Medi-Cal patients who are identified as high utilizers who need additional services to improve their health outcomes. The County began contracting with this vendor in

☒ APPROVE

☐ OTHER

☐ RECOMMENDATION OF CNTY  
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD  
COMMITTEE

Action of Board On: **03/29/2022** ☒ 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: March 29, 2022

, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassel, Deputy

Contact: Ori Tzivieli, MD  
925-608-5267

2019 because transportation is a significant need for these patients. These services allow County personnel access to arrange rides for these patients via a web-based transportation booking portal. Usage of these services has increased exponentially due to COVID-19 testing and vaccination efforts.

On March 19, 2019, the Board of Supervisors approved contract #72-124 with Ride Roundtrip in the amount of \$800,000 for the provision of electronic services to schedule and provide transportation to patients including interfacing with the County's Electronic Health Record System for the period January 1, 2019, through December 31, 2020.

On December 8, 2020, the Board of Supervisors approved contract amendment/extension agreement #72-124-1 to increase the payment limit by \$1,000,000 to a new payment limit of \$1,800,000, to extend the term from December 31, 2020, to December 31, 2021, and to reflect the continued provision of the Monthly Subscription System Access services.

On April 27, 2021, the Board of Supervisors approved contract amendment/extension agreement #72-124-2 to increase the payment limit by \$1,100,000 to a new payment limit of \$2,900,000 for additional hosted software portal services for transportation coordination, scheduling, and dispatch for Medi-Cal patients with no change in the term through

December 31, 2021.

On December 14, 2021, the Board of Supervisors approved contract amendment/extension agreement #72-124-3 to increase the payment limit by \$150,000 to a new payment limit of \$3,050,000 for increased usage of hosted software portal services for transportation coordination, scheduling, and dispatch for Medi-Cal patients with no change in the term through December 31, 2021. Though not noted in prior recommendations to the Board, a section of this contract contains term language of successive one (1) year period renewals unless terminated by either party with sixty (60) day notice.

BACKGROUND: (CONT'D)

Approval of Contract Amendment/Extension Agreement #72-124-4 will allow the contractor to continue providing software portal services, and allow the department to clarify the successive one year period renewal contract term.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, the Health Services Department's Public Health Division will not have access to these services, which would have a negative impact on the health outcomes of these patients.