



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: September 21, 2021

Subject: Contract #23-728 with BrainStorm, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #23-728 containing mutual indemnification with BrainStorm, Inc, a corporation, in an amount not to exceed \$129,352, to provide cloud-based Microsoft video training services to the Health Services Department, for the period from June 15, 2021 through June 14, 2024.

FISCAL IMPACT:

This contract will result in contractual service expenditures of up to \$129,352 over a 3-year period and will be funded 100% by Hospital Enterprise Fund I revenues. (No rate increase)

BACKGROUND:

This Contract meets the needs of the Health Services Department by providing staff with a video-based e-learning platform that helps maximize the use of Microsoft Office 365 applications, such as Word, Excel, Outlook, and Teams. Brainstorm's QuickHelp software as a cloud subscription platform is an industry leader for software adoption and change management, providing an on-demand library of searchable resources.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **09/21/2021** ☒ 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: September 21, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Patrick Wilson,
925-335-8777

BACKGROUND: (CONT'D)

The content is presented as short video clips and static PDF files that are kept current with any changes made to the Microsoft product line. These services and products are proprietary and work in conjunction with Microsoft FastTrack services, as part of the Department's overarching tools and training suite the project is utilizing to migrate users from Notes to Office 365 Outlook.

Of the products considered, Brainstorm's QuickHelp was chosen for, amongst other things, their long-standing working relationship and ability to integrate directly with Microsoft. The Health Services Information Technology unit first procured QuickHelp from this contractor in May 2018. Contract #23-728 will allow for the formal execution of a Master Service Agreement between the parties for which execution was delayed due to the negotiation of terms between the parties. The Master Service Agreement contains mutual indemnification obligating the County to indemnify Brainstorm for any third party claims that may be asserted alleging the County has infringed any intellectual property rights by providing County data to Brainstorm.

Approval of this new contract #23-728 allows the contractor to provide services through June 14, 2024.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, the Master Service Agreement will not be executed between the parties.