



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: October 5, 2021

Subject: Purchase Order with Kovarus, Inc. to renew Citrix licenses and support

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Health Services Director, a Purchase Order with Kovarus, Inc., in an amount not to exceed \$373,313 to renew Citrix licenses and support and maintenance services, for the period from October 31, 2021 through October 30, 2022.

**FISCAL IMPACT:**

Approval of this purchase will result in annual expenditures of up to \$373,313 and will be funded 100% by Hospital Enterprise Fund I revenues.

**BACKGROUND:**

The Epic Electronic Health Record (EHR) system requires the use of Citrix Terminal Services. Citrix software allows Health Services Department (HSD) staff access to Epic EHR system using publish application, virtual desktop for telehealth. Citrix improves remote access to Epic EHR. HSD is renewing the annual subscription for Virtual Apps and Desktop Premium Edition, and Citrix ADC hardware appliance maintenance services to comply with Epic requirements.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

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Action of Board On: **10/05/2021** ☒ 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: October 5, 2021

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

By: Laura Cassell, Deputy

Contact: Patrick Wilson,  
925-335-8700

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. This will result in EHR accessibility issues and potential connectivity failures.