



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: September 13, 2022
Subject: Contract #23-590-5 with Ivanti, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #23-590-5 with Ivanti, Inc., a corporation, in an amount not to exceed \$101,655, to provide information systems incident management software, and software maintenance and support for the period from July 1, 2022, through June 30, 2025.

FISCAL IMPACT:

This contract will result in contractual service expenditures of up to \$101,655 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 County by providing the Health Services Department's Information Unit renewal of its license to use and receive maintenance for contractors' software applications. These applications afford the ability to electronically manage Information systems incidents and licensing while providing easy access to

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **09/13/2022** ☒ 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: September 13, 2022

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

By: Laura Cassell, Deputy

Contact: Patrick Wilson, (925)
335-8777

administer data, scheduling, and running reports.

BACKGROUND: (CONT'D)

On March 8, 2016, the Board of Supervisors approved contract #23-590 with Heat Software USA, Inc., in an amount not to exceed \$494,643, for the implementation of the contractors' Heat Software application, and provision of software and services for service requests and incident management administration within the IT unit.

On September 13, 2016, the Board of Supervisors approved amendment agreement #23-590-1, effective September 13, 2016, with Heat Software USA, Inc., to extend the term of the agreement through June 29, 2019, and a payment limit of \$500,000 to reflect the continued provision of software services, including annual licensing, maintenance and support.

Effective July 1, 2017, under contract #23-590-2 in accordance with Paragraph 13. (Subcontract and Assignment) of the General Conditions of the agreement, the parties executed an assignment that assigned the contract to Ivanti, Inc.

On May 7, 2019, the Board of Supervisors approved contract amendment agreement #23-590-3 with Ivanti, Inc., effective June 29, 2019, to extend the termination date from June 29, 2019, to June 30, 2022, with no change in the payment limit of \$500,000 for the continued provision of software services including annual licensing, maintenance and support.

Under contract #23-590-5, the parties will execute a new End User License Agreement (EULA) providing the County with a license for the Ivanti Service Desk incident management software application, to reflect the continued provision of software maintenance and support. Under EULA, the contractor's liability to the County is limited to the amounts paid by the County under the agreement, except for the contractor's indemnification obligations under the agreement. The department is requesting a retroactive start date of July 1, 2022, to cover services provided by the contractor in good faith while the new EULA was being negotiated between the parties.

Approval of Contract #23-590-5 allows the contractor to continue providing software maintenance and support services through June 30, 2025.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved the Health Services Department's Information Unit's Service Desk will lose access to the ticketing systems used for support tracking.