



Health Services

LOS ANGELES COUNTY

Los Angeles County
Board of Supervisors

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Kathryn Barger
Fifth District

August 11, 2026

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

Christina R. Ghaly, M.D.
Director

Nina J. Park, M.D.
Chief Deputy Director, Clinical Affairs & Population Health

Aries Limbaga, DNP, MBA
Chief Deputy Director, Operations

Elizabeth M. Jacobi, J.D.
Administrative Deputy

**APPROVAL OF AMENDMENT TO THE SOLE SOURCE AGREEMENT FOR
WEB-BASED eCONSULT SYSTEM AND RELATED SERVICES
WITH SAFETY NET CONNECT, INC.
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

Department of Health Services
1000 S. Fremont Ave., Unit # 21
Building A9 East, 6th Floor South
Alhambra, CA 91803

Tel: (213) 288-8101
Fax: (213) 481-0503

www.dhs.lacounty.gov

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION
()
DISAPPROVE ()**

*"To advance the health of our patients
and our communities by providing
extraordinary care"*



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SUBJECT

Request approval for delegated authority to the Director of the Department of Health Services (DHS), or designee, to amend existing sole source agreement with Safety Net Connect, Inc., designated as Agreement No. H-705933, for the provision of a web-based eConsult system and related services to extend the term, increase the maximum contract sum, increase Pool Dollars, amend the Statement of Work, and update the Agreement's terms and conditions, as applicable.

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the Director of DHS (Director), or designee, to execute Amendment No. 6 to Agreement No. H-705933 (Agreement) with Safety Net Connect, Inc. (SNC) for the provision of the web-based eConsult system and

related services (eConsult or System), to: (a) amend the Agreement to extend its term for five years from October 29, 2026 through October 28, 2031, with two additional automatic one-year extension periods through October 28, 2033; (b) increase the maximum contract sum by \$7,967,296 (\$995,328 per year for seven years for eConsult and \$1,000,000 in new funds for additional Pool Dollars) for the entire term through October 28, 2033; and (c) reallocate the Pool Hours funding to Pool Dollars.

2. Delegate authority to the Director, or designee, to execute future amendments and/or change notices, as applicable to the Agreement to: (a) use Pool Dollars to fund Additional Work; (b) add, delete, and/or change certain terms and conditions in the Agreement, as mandated under Federal or State law or regulation, County of Los Angeles (County) policy, the Board of Supervisors (Board) and/or Chief Executive Office (CEO); (c) modify the Statement of Work (SOW) to reflect County standards and needs, reduce the scope, or add/delete contract sites; and (d) terminate the Agreement in accordance with the Agreement's termination provisions with all actions subject to review and approval by County Counsel.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Background and Justification

In 2011, SNC developed eConsult, which is a secure, web-based communication platform that allows primary care physicians and specialists to securely share health information, discuss patient care, and improve care coordination. In 2012, with the Board's approval, DHS participated in a demonstration project that successfully proved to increase access to specialty care, improve health outcomes with earlier specialist intervention, and reduce wait times for a specialty appointment based on post-implementation evaluation studies and data. As a result, on October 29, 2013, the Board approved the Agreement with SNC on a sole-source basis to implement eConsult and expand it at all DHS and My Health L.A. clinic sites, including clinics operated by other County departments and health care organizations. On October 8, 2024, the Board approved an amendment to extend the term through October 28, 2025, with options to extend the Agreement term through October 28, 2026.

Over the past 13 years, eConsult has become the standard process for obtaining non-urgent specialty care at DHS. More than 2.5 million eConsults have been placed with a median response time of one day. Over 14,000 users have been trained on the use of eConsult with providers using it as a routine part of their daily patient care. The System has also been custom built to facilitate centralized specialty scheduling. DHS' scheduling staff have scheduled well over 1.1 million appointments in a patient-centered manner.

The eConsult platform continues to be the optimal system for patients to obtain routine outpatient specialty care. Extending this Agreement will continue to make specialty care more accessible for patients as well as reducing overcrowding in our clinics. A central scheduling system is integrated with eConsult allowing patients to make appointments through the System. Lastly, eConsult facilitates coordination between facilities with the ability to re-allocate specialty resources quickly. Shifting workload among facilities has led to better patient access as cost savings to the County. Given the years of prior success with the eConsult platform, an extension of the Agreement would continue to pay dividends to the County health care system.

Recommendations

Approval of the first recommendation will allow the Director, or designee, to execute Amendment No. 6 to the Agreement, substantially similar to Exhibit I, to extend the term through October 28, 2031, with two additional automatic one-year periods through October 28, 2033, for the continuation of the provision of the System, and increase the maximum contract sum by \$7,967,296 (\$995,328 per year for seven years for eConsult and \$1,000,000 in new funds for additional Pool Dollars) for the entire term through October 28, 2033, which does not include \$273,666 of unspent Pool Hours and \$200,000 Pool Dollars that are being rolled over from the current term expiring on October 28, 2026, for a revised Pool Dollars amount of \$1,473,666 Additional Work during the extended term.

Approval of the second recommendation will allow the Director, or designee, to execute future amendments and/or change notices, as applicable to the Agreement to use available Pool Dollars to fund Additional Work, add, delete, and/or change certain terms and conditions in the Agreement as mandated under Federal or State law or regulation, County policy, the Board, and/or CEO, and modify the SOW to reflect County standards and needs, reduce scope; and add/delete contract sites with all actions subject to review and approval by County Counsel.

Implementation of Strategic Plan Goals

The recommended actions support the County's Strategic Plan North Star 1 - Make Investments that Transform Lives, Focus Area A - Healthy Individuals and Families, Strategy 2 - Improve Health Outcomes of County's Strategic Plan and Goals.

FISCAL IMPACT/FINANCING

The current contract sum for the Agreement is \$17,335,034. If approved, the first recommended action will increase the contract sum by \$7,967,296 to \$25,302,330, corresponding to the extension of eConsult through October 28, 2033. The extension will be funded by existing resources.

Upon Board approval, DHS will incorporate the projected appropriation needs into each respective fiscal year's budget. There is no net County cost impact associated with the recommended actions.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

In compliance with Board Policy 6.020 "Chief Information Office Board Letter Approval", the Chief Information Officer (CIO) reviewed the Information technology (IT) components (management, design, development, acquisition, or purchase of IT systems and/or related services) of this request and recommends approval. The CIO determined this recommended action(s) does not include any new IT items that would necessitate a formal written CIO analysis.

The Agreement includes all Board-required provisions, including the most recent provision update, "Contractor's Acknowledgement and Notice To Its Employees of the Safely Surrendered Baby Law" and continues to allow for termination for convenience by County upon 30 days prior written notice.

The Agreement is not a Proposition A Agreement, as the services provided under the Agreement are highly specialized and cannot currently be provided by County staff and, therefore, are not subject to

the Living Wage Program (Los Angeles County Code Chapter 2.201).

County Counsel has reviewed and approved Amendment No. 6 as to form.

CONTRACTING PROCESS

On July 26, 2024, DHS notified the Board via Attachment A of its intent to commence negotiations with SNC and that the extension of the Agreement would be implemented in two phases on a sole source basis. The first phase would be a short-term extension through October 31, 2026, allowing time to assess the full impact of the recent changes to Medi-Cal and the second phase would be a longer-term extension as the Medi-Cal transition matures. While there was a reduction in the overall number of care delivery sites, it was determined that there was no significant change in the overall volume of monthly eConsult requests; therefore, the license fees will remain unchanged at \$995,328 annually. The Sole Source checklist is attached as Attachment B in compliance with Board policy 5.100, Sole Source Contracts.

It is in the best interest of County to continue services with SNC on a sole-source basis, as eConsult has been highly customized for DHS facilities and clinics, including integration with DHS' electronic health record, Online Real-time Centralized Health Information Database (ORCHID) and LANES, and its development and implementation costs have been fully paid. The cost in terms of system-wide design, build, and testing of a new application designed by a different vendor, including the costs for user training, implementation, and post-evaluation studies, would not be cost-effective. Any interruption in the current eConsult platform due to transition to another platform could potentially put patient care and funding at risk.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will ensure the continued provision of the System at DHS, community partner clinics, other County departments, and health care organizations.

The Honorable Board of Supervisors

8/11/2026

Page 5

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Christina R. Ghaly".

Christina R. Ghaly, M.D.

Director

A handwritten signature in blue ink, appearing to read "Peter Loo".

Peter Loo

Chief Information Officer

CRG:jg

Enclosures

c: Chief Executive Office
County Counsel
Executive Office

AGREEMENT FOR WEB-BASED eCONSULT SYSTEM AND RELATED SERVICES
BETWEEN COUNTY OF LOS ANGELES AND SAFETY NET CONNECT, INC.

Amendment No. 6

THIS AMENDMENT is made and entered into this ____ day of _____, 2026
(hereinafter "Amendment Effective Date"),

By and between	COUNTY OF LOS ANGELES (hereinafter "County")
And	SAFETY NET CONNECT, INC. (hereinafter "Contractor")

Business Address:
4600 Campus Drive, Suite 101
Newport Beach, CA 92660

WHEREAS, reference is made to that certain document entitled "Agreement for Web-Based eConsult System and Related Services between County of Los Angeles and Safety Net Connect, Inc.", dated October 29, 2013 and further identified as Agreement No. H-705933, including any amendments and other modifications thereto (cumulatively hereafter referred to as "Agreement"); and

WHEREAS, on August 11, 2026, the Board delegated authority to the Director of Health Services, or designee, to among other delegations, (i) extend the term of the Agreement, (ii) increase the Maximum Contract Sum, which includes new Additional Pool Dollars, (iii) add, delete and/or change certain terms and conditions in the Agreement, as mandated under federal or State law or regulation, County policy, the Board and/or Chief Executive Office, and (iv) modify the Statement of Work to reflect County standards and needs, reduce scope, and add/delete contract sites, with all actions subject to review and approval by County Counsel; and

WHEREAS, the current Agreement is slated to expire on October 28, 2026; and

WHEREAS, it is the intent of the parties hereto to: (i) amend the Agreement to extend its term for five (5) years from October 29, 2026 through October 28, 2031, with two (2) additional automatic one-year periods through October 28, 2033, (ii) increase the Maximum Contract Sum by \$7,967,296 (\$995,328 per year for 7 years for eConsult and \$1,000,000 in new funds for Additional Pool Dollars) for the entire term through October 28, 2033, (iii) combine Pool Hours to the Pool Dollars and (iv) provide for the other changes set forth herein; and

WHEREAS, the Agreement, Paragraph 6.3 (Amendments) provides that such changes may be made in the form of an Amendment which is formally approved and executed by the parties; and

WHEREAS, the Contractor warrants that it continues to possess the competence, expertise and personnel necessary to provide services consistent with the requirements of this Agreement and consistent with the professional standard of care for these services.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

1. This Amendment shall be effective on the Amendment Effective Date as specified above.
2. The Agreement is hereby incorporated by reference, and all its terms and conditions, including capitalized terms defined therein, shall be given full force and effect as if fully set forth herein.
3. The Agreement, Subparagraph 6.2. Change Notices is deleted in its entirety and replaced to read as follows:

“6.2 CHANGE NOTICES

For any change which is clerical or administrative in nature (for example: changes to Contractor or County contact information, or to correct or clarify any published statement, other clerical corrections, etc.) and/or does not affect the Statement of Work, period of performance, amount of payments, or any other term or condition of this Agreement, a Change Notice shall be executed by both the County Project Director and Contractor Project Director. Such changes include changes which do any of the following, subject to the availability of funding:

6.2.1 Acquire Additional Work that include customizations, modifications, or development of system improvements that requires no change to any term or condition of this Agreement, provided that (a) such acquisitions use the Pool Dollars, if available, provided by Contractor at no cost to the County, as set forth in Exhibit D-6, and (b) the Change Notice includes all applicable items described under Paragraph 5.1.5 (Additional Work).

6.2.2 Provide extensions of time for Contractor's performance of work, other than extending the date by which Contractor is required to achieve System Acceptance under, Paragraph 5.5 (System Acceptance).

Such changes will be documented and processed using the Change Notice form attached hereto as Attachment A.”

4. The Agreement, Paragraph 7.0 Term is deleted in its entirety and replaced to read as follows:

“7.0 TERM

7.1 DEFINITION OF TERM

The term of this Agreement shall commence upon the Effective Date and shall remain in full force and effect through October 28, 2031, with two (2) additional one (1) year automatic renewals, such that if the renewal option is exercised by County, the Agreement will expire on October 28, 2033, unless sooner terminated or extended, in whole or in part, as provided in the Agreement.

7.2 NOTICE OF EXPIRATION

Contractor shall notify County when this Agreement is within six (6) months from the expiration of the Term as provided hereinabove. Upon occurrence of this event, Contractor shall send written notification to County Project Director at the address set forth in Attachment A.1a (County's Administration) of Exhibit A (Additional Terms and Conditions).”

5. The Agreement, Paragraph 8.2 Maximum Contract Sum is deleted in its entirety and replaced to read as follows:

“8.2 MAXIMUM CONTRACT SUM

8.2.1 For the period of October 29, 2013, to October 28, 2026, the “Maximum Contract Sum” shall not exceed Seventeen Million Three Hundred Thirty-Five and Thirty-Four Dollars (\$17,335,034).

8.2.2 The “Maximum Contract Sum” during the period October 29, 2026 through October 28, 2031, and the two one-year extension options under this Agreement, is (i) Nine Hundred

Ninety-Five Thousand Three Hundred Twenty-Eight Dollars (\$995,328) per contract year for the provision of the System, (ii) One Million Dollars (\$1,000,000) in new funds for Additional Pool Dollars performed during the period of October 29, 2026 through October 28, 2031, and any extension period thereafter, and (iii) Four Hundred Seventy-Three Thousand, Six Hundred Sixty-Six Dollars (\$473,666) of unspent Additional Pool Dollars and Pool Hours is not included in the “Maximum Contract Sum” because these funds are being rolled over from the current term expiring on October 28, 2026, for a new Additional Pool Dollars amount of One Million Four Hundred Seventy-Three Thousand Six Hundred Sixty-Six Dollars (\$1,473,666) for Additional Work during the extended term and is allocated as set forth in Exhibit D-6 – Price and Schedule of Payments.

8.2.3 The total Maximum Contract Sum for all services provided during the Agreement term, including the funding for the two one-year extension periods, shall not exceed Twenty-Five Million, Three Hundred-Two Thousand, Three Hundred Thirty Dollars (\$25,302,330).

8.2.4 The “Maximum Contract Sum” shall be the total monetary amount that can be paid by County to Contractor for supplying all the Tasks, Subtasks, Deliverables, goods, services and other Work provided by Contractor under this Agreement as set forth in Exhibits D-1, D-2, D-3, D-4, D-5, D-6 – Price and Schedule of Payments, but is not a commitment or offer on the part of County to spend such sums allocated under the Maximum Contract Sum for Additional Work. Contractor shall perform and complete all Work required of Contractor by this Agreement during the Agreement term in exchange for the amounts to be paid to Contractor as set forth in this Agreement, but in any event, not in excess of the Maximum Contract Sum.

8.2.5 Contractor acknowledges and agrees that the Maximum Contract Sum is an all-inclusive, not-to-exceed price that cannot be adjusted for any costs or expenses whatsoever of Contractor. Exhibits D-1, D-2, D-3, D-4, D-5, D-6 – Price and Schedule of Payments, includes the full amount of compensation and reimbursement that County will be asked to provide Contractor in order for Contractor to fully perform all of its obligations under this Agreement, as presently understood by the parties, and Contractor shall be able to fully perform all of its obligations under this Agreement with such amount of compensation and reimbursement, subject to any Change Notices or Amendments, if applicable, subject to the Maximum Contract Sum. Contractor understands that County is entering into this Agreement in reliance upon the premise that Contractor shall fully perform all of its obligations under this Agreement without seeking any additional compensation or reimbursement beyond that already provided for in this Agreement, subject to any Change Notices or Amendments, if applicable, subject to the Maximum Contract Sum.

8.2.6 Contractor also acknowledges that the Specifications set forth in the Statement of Work and the System Requirements, are functional Specifications, and that it is Contractor’s risk and responsibility to design, achieve, and timely deliver the System.”

6. Exhibit A (Additional Terms and Conditions) to the Agreement, Paragraph 50.0 SAFELY SURRENDERED BABY LAW is deleted in its entirety and replaced to read as follows:

“50.0 Contractor’s Acknowledgement and Notice To Its Employees of the Safely Surrendered Baby Law

Contractor acknowledges that County places a high priority on the implementation of the Safely Surrendered Baby Law. Contractor must notify and provide to its employees, and will require each subcontractor to notify and provide to its employees, a Fact Sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County and information on where and how to safely surrender a baby. Additionally, Contractor understands that it is County’s policy to encourage all County contractors, including the Contractor, to voluntarily post County’s “Safely Surrendered Baby Law Poster” (available in English, Spanish, Chinese and Korean) in a prominent position at Contractor’s place of business. Contractor will also encourage its subcontractors, if any, to post this poster in a prominent position in the subcontractors’ place of business. Contractor and its subcontractors may access posters and other campaign material at www.babysafela.org.”

Any and all references in the Agreement to Paragraph 50.0 (Safely Surrendered Baby Law) shall hereafter be replaced with Paragraph 50.0 (Contractor's Acknowledgement and Notice To Its Employees Of The Safely Surrendered Baby Law).

7. The Agreement, Exhibit A, Attachment A.1 County’s Administration, is deleted in its entirety and replaced with Attachment A.1a, County’s Administration, attached hereto and incorporated herein by reference. All references to Attachment A.1, County’s Administration, in the Agreement shall hereafter be replaced by Attachment A.1a, County’s Administration.
8. The Agreement is modified to add “Exhibit D-6 – Price and Schedule of Payments, Effective October 29, 2026,” attached hereto and referenced herein. All references to Exhibit D in the Agreement shall hereinafter also refer to Exhibit D-1, D-2, D-3, D-4, D-5, and D-6.
9. The Agreement, Exhibit J – Safely Surrendered Baby Law, is deleted in its entirety and replaced with Exhibit J-1 – INTENTIONALLY OMITTED attached hereto and incorporated herein by reference. All references to Exhibit J, Safely Surrendered Baby Law, in the Agreement shall hereafter be replaced by Exhibit J-1 – INTENTIONALLY OMITTED.
10. Except for the changes set forth hereinabove, the Agreement shall not be changed in any respect by this Amendment.

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IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be executed by its Director of Health Services, or authorized designee, and Contractor has caused this Amendment to be executed on its behalf by its duly authorized officer(s) on the Amendment Effective Date as specified above.

COUNTY OF LOS ANGELES

By: _____ for
Christina R. Ghaly, M.D.
Director of Health Services

CONTRACTOR

SAFETY NET CONNECT, INC.

By: _____
Signature

Printed Name

Title

APPROVED AS TO FORM:
DAWYN R. HARRISON
County Counsel

By _____
Patrice Salseda
Principal Deputy County Counsel

CHANGE NOTICE

AGREEMENT NUMBER H-705933

Date Submitted	Change Notice Title		Project Name		Change Notice No.	
			WEB-BASED eCONSULT SYSTEM AND RELATED SERVICES			
Change Initiated by (Last, First)			From (Select one below)			
			☒	L.A. County /Department of Health Services		☐ Contractor
Facility(ies) Impacted: (check all that apply)						
☐	LA GENERAL MC	☐	H-UCLA MC	☐	OV-UCLA MC	☐ RLANRC
☐	ACN	☐	ENTERPRISE	☐	OTHER:	
Reason for Change						
Professional Services required.						
Details of Change: (Provide Agreement reference and a description of your request)						
Description of Change: Billable: cost split between all five (5) DHS facilities. Approximate start and end date (if applicable):						
Changes in Tasks, Subtasks and Deliverables:						

Note: Except as otherwise provided in this Change Notice, all other prices, terms and conditions of Agreement No. H-705933 remain unchanged.

CHANGE NOTICE
AGREEMENT NUMBER H-705933

Cost Implications:

Description	Quantity	Unit Price	Amount

Total Cost of Change Notice (Not to exceed):

Signature Approvals

Requestor:

		Dr. Stanley Dea	
Requestor (Signature)	Date	Name	Title

Comments:

Recommended:

		Dr. Stanley Dea	
County Project Manager (Signature)	Date	Name	Title

Comments:

Approved:

	Date	Name	Title

Comment County Project Director (Signature)

Approved (Required if Change Order cost exceeds \$150,000 per Section 13.3 of Agreement):

Department of Health Services Director or designee (Signature)	Date	Name	Title

Comments:

Contractor Accepted:

Contractor Project Director Authorized Signature	Date	Name	Title
Address	Phone	Fax	E-Mail

Comments:

ATTACHMENT A.1a

COUNTY'S ADMINISTRATION

The following person or such person's designee:

COUNTY PROJECT DIRECTOR:

Paul Giboney, M.D.
Director, Specialty Care
1000 S. Fremont Ave., Bldg. A9, 6th Floor – South
Alhambra, CA 91803
Phone: 213-214-8353
E-mail: pgiboney@dhs.lacounty.gov

COUNTY PROJECT MANAGER:

Stanley Dea, M.D.
CMIO, Specialty Care
1000 S. Fremont Ave., Bldg. A9, 6th Floor – South
Alhambra, CA 91803
Phone: 213.240.8498
E-mail: sdea@dhs.lacounty.gov

ADDRESS FOR NOTICES:

Julio Alvarado
Director, Contracts Administration and Monitoring
Los Angeles County Department of Health Services
313 N. Figueroa Street, 6th Floor East
Los Angeles CA 90012
E-mail: jalvarado@dhs.lacounty.gov

With a copy to:

County Project Director and County Project Manager as indicated above.

EXHIBIT D-6
PRICE AND SCHEDULE OF PAYMENTS
Effective October 29, 2026

This Exhibit D-6 sets forth the pricing and payment terms for the work to be provided pursuant to the Agreement, including System License / Access Fees, and Pool Dollars for the period October 29, 2026 through October 28, 2031, with two (2) one-year periods through October 28, 2033, unless sooner terminated, in whole or in part, set forth in Paragraph 7.0 TERM, of the Agreement.

I. System License / Access Fee: \$6,967,296

A. The annual System License / Access Fee for 506 sites is \$995,328 for a total of **\$6,967,296** payable during the five-year period and the two one-year optional extension periods through October 29, 2033, unless such fee is adjusted as set forth below. The annual amount of \$995,328 was originally calculated as follows: 432 sites as of Amendment No. 2 x \$192 per site x 12 months. The Parties agree that the number of licensed sites during each contract year did not increase by 101 or more licensed sites, so there is no increase to the System License / Access Fee in Amendment No. 6 in accordance with Section 1.B Fee Adjustments.

B. Fee Adjustments

- a. In the event that the number of licensed sites during any given contract year (e.g. October 29, 2026 through October 28, 2027), is revised by 100 sites, up or down, when compared with the number of licensed sites as of October 28 of such year, the System License / Access Fee shall remain the same as set forth in Section I.A. of this Exhibit D-6. The parties shall reconcile the baseline number prior to October 28 of each contract year. The baseline number of licensed sites as of the Amendment No. 6 Effective Date is **506** sites.
- b. In the event of an increase of 101 or more sites compared with the total baseline number of sites in a given contract year, the System License / Access fee shall increase by \$192 per such additional site.
- c. In the event of a decrease of 101 or more sites compared with the total baseline number of sites in a given contract year, the System License / Access fee shall decrease by \$192 per such deleted site.

C. Covered Services

The all-inclusive fee covers the following services at no additional cost to County, unless otherwise noted:

- a. Unlimited License for all Authorized Users
- b. Thirty-five (35) sites for training and re-training per contract year with no rollover of unused site trainings for the following contract year, then County shall pay Contractor \$500 per additional site training.
- c. Product Support Documentation
- d. Project & Resource Plan
- e. System Documentation
- f. Technical Specification Documentation
- g. Training Materials and Manuals (pursuant to Paragraph 2.2 of Exhibit B, Statement of Work)
- h. Maintenance and Support Services
- i. Hosting Services

II. Pool Dollars:

\$1,917,664

(Only \$1,473,666 is available)

Additional Work performed during the period October 29, 2026 through October 28, 2033, including additional costs set forth in Section I of this Exhibit, is paid out of the total available Pool Dollars. The total aggregate amount that may be paid to Contractor for such Additional Work is capped at the amount of Pool Dollars stated above. In Amendment No. 5, the allocations included \$717,664 for Pool Hours and \$200,000 for Pool Dollars. There is \$273,666 of unused Pool Hours which are being rolled over and reallocated to Pool Dollars, along with \$200,000 of unused Pool Dollars being rolled over, and \$1,000,000 of new Pool Dollars is being added, for a new amount of \$1,473,666 of available Pool Dollars.

County has no obligation to Contractor for any amounts in excess of the total Pool Dollars stated herein. The Pool Dollars is not a commitment or offer on the part of County to spend such amounts for Additional Work. Additional Work performed by Contractor outside of scope of services listed in the SOW, shall be paid at the Hourly Labor Rate in accordance with the schedule below, paid from available Pool Dollars:

eConsult System Hourly Labor Rate	
Contract Year 2026 October 29, 2026 – October 28, 2027	\$225/hr
Contract Year 2027 October 29, 2027 – October 28, 2028	\$236/hr
Contract Year 2028 October 29, 2028 – October 28, 2029	\$248/hr
Contract Year 2029 October 29, 2029 – October 28, 2030	\$260/hr
Contract Year 2030 October 29, 2030 – October 28, 2031	\$273/hr
First Automatic Extension 2031 October 29, 2031 – October 28, 2032	\$282/hr
Second Automatic Extension 2032 October 29, 2032 – October 28, 2033	\$290/hr

IV. Maximum Contract Sum

\$ 25,302,330

(Maximum System License/Access Fees + Pool Dollars)

The Maximum Contract Sum is the total amount that can be paid by County to Contractor under the payment terms of this Exhibit D-6. In the event that the Maximum Contract Sum is increased above the amount set forth for the five-year extension period, two one-year extension periods through October 28, 2033, thereafter, the parties shall execute a formal amendment to this Agreement accordingly as authorized by the Board of Supervisors.

V. Schedule of Payments

County shall pay Contractor's invoices on a quarterly basis in arrears.

Exhibit J-1

INTENTIONALLY OMITTED



Health Services
LOS ANGELES COUNTY

**Los Angeles County
Board of Supervisors**

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Los Angeles, CA 90012

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June 26, 2024

TO: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice K. Hahn
Supervisor Kathryn Barger

FROM: Christina R. Ghaly, M.D. 
Director

SUBJECT: **ADVANCE NOTIFICATION OF INTENT TO EXTEND
SOLE SOURCE AGREEMENT NO. H-705933 WITH
SAFETY NET CONNECT, INC.**

This is to advise the Board of Supervisors (Board) that the Department of Health Services (DHS) intends to enter into sole source negotiations and then request approval to amend Agreement No. H-705933 (Agreement) with Safety Net Connect, Inc. (SNC) for the continued provision of a web-based "eConsult" system and related services (System) to extend the term of the Agreement as detailed below, on a sole source basis.

Board Policy No. 5.100 requires written notice of a department's intent to enter into sole source negotiations for an extension of a Board-approved agreement at least six months prior to the Agreement's expiration date.

Background

In 2011, L.A. Care selected SNC to develop and implement a secure, web-based communication platform that allows primary care physicians and specialists to securely share health information, discuss patient care, and improve care coordination, referred to as an "eConsult." Subsequently, the Board approved a Memorandum of Understanding (MOU) with L.A. Care, the Community Clinic Association of Los Angeles County, and other community healthcare organizations for DHS to participate in a demonstration project to use, test, and evaluate the System. It was found that the use of the System increased access to specialty care, improved health outcomes with earlier specialist intervention, and reduced wait times for a specialty appointment. As a result of the successful demonstration project, on October 29, 2013, the Board approved the sole source Agreement No. H-705933 with SNC to expand the System at all DHS and My Health L.A. clinic sites, including clinics operated by other Los Angeles County (LA County) departments and health care organizations. On

September 12, 2017, the Board approved Amendment No. 2 to extend the term for five additional years, from October 29, 2017, to October 28, 2022, and increase the maximum agreement sum to \$12,636,058, with an option to further extend the Agreement term annually thereafter for two years from October 29, 2022 to October 28, 2024, with an annual increase of \$995,328 for each optional renewal period. In addition, the Board delegated authority to DHS to increase the maximum Agreement sum by no more than ten percent of the maximum contract sum of the five-year extension term for a potential increase of \$517,664 to fund additional unanticipated work.

Justification

The System enables primary care physicians and other health care professionals to consult with DHS specialists to address the specialty care needs of patients served by all DHS facilities, community partner clinics, other LA County departments, and health care organizations. The System includes a communications technology and care management process that addresses gaps in the way primary care providers (PCPs) and specialty care providers communicate to improve the coordination of care and treatment for patients. Since "go-live" in July 2012, over 2 million "eConsults" have been submitted to DHS. On average, DHS specialists review 18,000 "eConsults" per month.

The System, which incorporates over 12 years of features and customizations made specifically for DHS, is used by both providers and support staff to manage patient care. There are currently over 16,000 active providers and 12,000 support staff using the System. It is used by DHS' central schedulers in the Office of Patient Access to schedule 9,000 appointments per month. The System workflow designed and implemented at LA County remains unique in modern American healthcare in giving PCPs an opportunity to learn from each "eConsult," while also facilitating appropriate specialty care—the right care, at the right time, at the right place. Finally, the System interfaces with DHS' electronic health record system, (commonly referred to as ORCHID), for the exchange of data, which allows DHS to access extensive reports built exclusively for DHS' regulatory and performance improvement efforts.

It is in the best economic interest of LA County to extend the Agreement. Replacing the System, even assuming a potential vendor would agree to the level of customization required by DHS, including training all its users, would be costly and disruptive to patient care. In an environment where access to specialty care is particularly important, DHS' resources are best deployed for patient care, rather than addressing technological issues. Finally, the cost of the System has not increased during the term of the Agreement, and DHS expects to negotiate the extension of the Agreement to maintain current pricing, notwithstanding the increase in costs across the technology sector. With rising costs in the IT industry, including for labor and supplies, IT vendors at all levels have increased prices for customers. However, in the case of SNC, DHS has successfully negotiated to maintain pricing for many years and intends to do so for these extensions.

DHS intends to negotiate the extension of the Agreement in two parts. To prevent any disruption to services, DHS intends to return to the Board for a short-term extension of up to two years, maintaining the current pricing terms in the Agreement. This is to allow for the full impact of the changes to Medi-Cal to be considered in pricing for the extension. Pricing for the System is based in part on volume of "eConsults." With the sunset of the My Health LA Program, which ended on January 31, 2024, the migration of many of the affected patients to Medi-Cal has changed the landscape and use of the System. DHS anticipates community partner clinics will continue to refer residually uninsured patients and continue to use the System in such cases. As the Medi-Cal transition matures, DHS will continue to monitor changes in volume. Therefore, DHS will return to the Board again, sometime in the next two (2) years, for approval of a longer-term extension. This will allow LA County to determine pricing for the extension when appropriate and with all necessary information.

Conclusion

DHS has determined that SNC is uniquely positioned to continue providing primary care physicians and other health care professionals tools to consult with DHS specialists to address the specialty care needs of patients served by all DHS facilities, community partner clinics, other LA County departments, and health care organizations. DHS will commence negotiations for the Agreement extension no earlier than four weeks from the date of this notification unless otherwise instructed by the Board. Thereafter, DHS will negotiate the longer-term extension, sometime in the next two years, unless requested otherwise by the Board.

If you have any questions, you may contact me or your staff may contact Dr. Stanley Dea, eConsult Project Director, by email at sdea@dhs.lacounty.gov.

CRG:sd

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office



COUNTY OF LOS ANGELES BOARD OF SUPERVISORS POLICY 5.100 SOLE SOURCE CHECKLIST

Department Name: Health Services

- ☐ New Sole Source Contract
- ☒ New Sole Source Contract for Replacement of Existing Services, or Amendments for Extension of Contracts for Existing Services
- Date Existing Contract First Approved: 10/29/2013

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS AND AMENDMENTS TO EXTEND CONTRACTS Identify applicable justification and provide documentation for each checked item.
	➤ Only one single source for the service exists.
	➤ Compliance with applicable statutory and/or regulatory provisions.
	➤ Compliance with State and/or federal programmatic requirements.
	➤ Services provided by other public or County-related entities.
	➤ Services are needed to address an emergent or related time-sensitive need.
	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
	➤ Maintenance services and/or support services agreements are required on equipment and/or software, which must be serviced by the original manufacturer, software provider, or an authorized service representative.
✓	➤ It is in the best economic interest of the County (e.g., significant costs and time to replace an existing system or infrastructure, administrative cost and time savings and excessive learning curve for a new service provider, etc.). In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

Approved by:

Kieu-Anh King

Chief Executive Office

02 June 2026

Date