



# Revision to ASR and/or Attachments

**Date:** May 7, 2021  
**To:** Clerk of the Board of Supervisors  
**CC:** County Executive Office  
**From:** Frank Kim, County Executive Officer  
**Re:** ASR Control #: N/A, Meeting Date 5/11/21, Item No. # 10  
**Subject:** May 11, 2021 Board Hearing Agenda COVID Status Update

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## Explanation:

Amendment No. 1 MA-042-21010855 for CuraPatient COVID 19 Vaccine Administration Application should have been included in the Attachment A that was submitted on May 6, 2021; a revised Attachment A is attached to this memo.

☐ Revised Recommended Action(s)

☐ Make modifications to the:

☐ Subject      ☐ Background Information      ☐ Summary      ☐ Financial Impact

☒ Revised Attachments (attach revised attachment(s) and redlined copy(s))

Attachment A-Emergency Contracting Authority

Line Number	Dept. Name	Procurement Date	MA, PO, CT #	Contract Term (If applicable)	Vendor/Contractor Name	Dollar Amount	Contract Type (Commodity, Capital Asset, Services, Human Services)	Description	Emergency Contract Action (New Contract, Contract Amendment, Emergency PO)	Emergency Authority	Funding Source
1	HCA	4/13/2021	MA-042-21010655	4/13/2021 - 1/1/2023	Composite Apps, Inc.	\$3,800,000.00	Services	COVID-19 Vaccine Administration Application	Contract Amendment to Update Scope of Work	Board Reso – Paragraph 1a - \$200K+	FEMA

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**AMENDMENT NO. 1**  
**TO**  
**CONTRACT NO. MA-042-21010855**  
**FOR**

CuraPatient COVID-19 Vaccine Administration Application

This Amendment ("Amendment No. 1") to Contract No. MA-042-21010855 for CuraPatient COVID-19 Vaccine Administration Application is made and entered into on April 14, 2021 ("Effective Date") between Composite Apps, Inc. ("Contractor"), with a place of business at 100 Spectrum Center Drive, Suite 250, Irvine, CA 92618, and the County of Orange, a political subdivision of the State of California ("County"), through its Health Care Agency, with a place of business at 405 W. 5th St., Ste. 600, Santa Ana, CA 92701. Contractor and County may sometimes be referred to individually as "Party" or collectively as "Parties".

**RECITALS**

WHEREAS, the Parties executed Contract No. MA-042-21010855 for CuraPatient COVID-19 Vaccine Administration Application effective November 25, 2020 through January 1, 2023, in an amount not to exceed \$1,200,000 ("Contract"); and

WHEREAS, the Parties now desire to enter into this Amendment No. 1 to amend Attachment A – Scope of Work to condense, clarify, and specify efforts to be performed throughout the term of the contract and increase the contract by \$3,800,000; and

WHEREAS, the parties intend that no work done under this contract be used now or in the future to create a vaccine "passport" to limit travel or access to county government services; and

NOW THEREFORE, Contractor and County agree to amend the Contract as follows:

1. The Contract is increased on the amended terms and conditions and in an amount not to exceed \$3,800,000 for a new cumulative amount not to exceed \$5,000,000.
2. Attachment A is deleted in its entirety and replaced with Attachment A-1.
3. Attachment B, Paragraph 2. Fees and Charges is deleted in its entirety and replaced with the following:

**"2. Fees and Charges:** County will pay the following fees in accordance with the provisions of this Contract.

Payment Schedule	
Description	Amount
1 <sup>st</sup> Payment – Due at Signing	\$240,000

2 <sup>nd</sup> Payment – Delivery and Implementation (12/15)	\$960,000
3 <sup>rd</sup> Payment – Due at Amendment Signing	\$1,600,000
4 <sup>th</sup> Payment – Completion of Field Support to Super PODs (7/31/21)	\$1,100,000
5 <sup>th</sup> Payment – Implementation Completion (9/01/21)	\$1,100,000
<b>TOTAL</b>	<b>\$5,000,000"</b>

This Amendment No. 1 modifies the Contract and only as expressly set forth herein. Wherever there is a conflict in the terms or conditions between this Amendment No. 1 and the Contract, the terms and conditions of this Amendment No. 1 prevail. In all other respects, the terms and conditions of the Contract, not specifically changed by this Amendment No. 1 remain in full force and effect.

**SIGNATURE PAGE FOLLOWS**

**SIGNATURE PAGE**

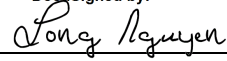
IN WITNESS WHEREOF, the Parties have executed this Amendment No. 1. If Contractor is a corporation, Contractor shall provide two signatures as follows: 1) the first signature must be either the Chairman of the Board, the President, or any Vice President; 2) the second signature must be that of the Secretary, an Assistant Secretary, the Chief Financial Officer, or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution or by-laws demonstrating the legal authority of the signature to bind the company.

**Contractor: Composite Apps, Inc.**

Long Nguyen

Print Name

DocuSigned by:



Signature

CEO/President

Title

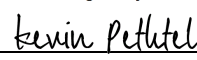
4/29/2021

Date

Kevin Pethtel

Print Name

DocuSigned by:



Signature

CFO

Title

4/29/2021

Date

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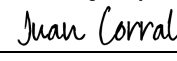
**County of Orange**, a political subdivision of the State of California

Purchasing Agent/Designee Authorized Signature:

Juan Corral

Print Name

DocuSigned by:



Signature

Deputy Purchasing Agent

Title

4/29/2021

Date

## **Attachment A-1**

### **Scope of Work**

#### **Project Goals and Objectives**

CuraPatient is a Software-as-a-Service (SaaS) platform that helps individuals and providers engage with the patient's care experience before, during, and after a vaccination. The CuraPatient platform includes the complete feature sets and experience to manage the entire administration of the vaccines and builds on our work in the COVID-19 Patient Under Investigation (PUI) process. These features include the following:

- **Monitoring:** With as many as eight different vaccines in development, and each vaccine involving a different care plan and dosage, it is critical that each vaccination is properly recorded and each patient gets the right vaccine at the right time.
- **Scheduling:** Unlike the traditional vaccine process, the initial effort with COVID-19 vaccine may not be administered by primary care providers, but instead by a pharmacy, urgent care, or other qualified healthcare provider. The CuraPatient integrated platform allows the local community healthcare provider to screen for eligibility and schedule patients in advance to ensure a smoother front-line experience for both patient and provider.
- **Community Outreach:** The pandemic has created an overwhelming amount of information, and this may lead to confusion and misinformation. CuraPatient will support a platform for the County to be able to provide access to the community for factual and relevant educational material, helping increase the public's knowledge of and confidence in the vaccine.
- **Proof of Vaccination:** At the patient's request, CuraPatient will provide proof of vaccination in the form of a "QR Code" which shall show the vaccines used and the dates they were administered. This record fulfills the state requirement that HCA establishes a reliable system to serve as proof of vaccination. The use or nonuse of this vaccine record shall at all times remain in the discretion of the patient. This proof of vaccination shall not be made available by the parties to any third party in violation of HIPAA, the ADA or any other applicable state or federal privacy protections.
- **Vaccination Equity:** CuraPatient will provide timely data to ensure that vaccines are made available to OC residents based on the priority matrix as outlined by the state and federal government.

Additionally, the Patient Under Investigation (PUI) process will be implemented in Phase One to support the existing testing network. This includes supporting patients before, during, and after their testing. The PUI process includes the following:

- a. **Before:** Find the appropriate testing site, County approved COVID-19 testing information (in the appropriate languages), and schedule a needed appointment.
- b. **During:** Ensure a smooth and efficient process to check-in and capture key information on testing and screening. This includes contact information, symptoms, and comorbidities.

- c. After: Support patients in keeping track of their symptoms, getting their test results, and providing a digital record of a negative result. These patients can be transitioned to a waiting queue for vaccination upon request.

	Original Deliverables & Investment
	Description
1	Project Management <ul style="list-style-type: none"> <li>● Project Management and Coordination with stakeholders.</li> <li>● Providing demos and gathering feedback.</li> </ul>
2	Platform Implementation <ul style="list-style-type: none"> <li>● Implementation of CuraPatient platform and conversion and onboard of key master data including providers, care plans, and vaccinations.</li> <li>● COVID-19 Testing Process: Implementation of clinical protocols for testing and patient under investigation process.</li> <li>● COVID-19 Vaccination Process: Implementation of clinical protocols for vaccination process for each vaccine and manufacturers.</li> </ul>
3	Onboarding and Engagement <ul style="list-style-type: none"> <li>● Testing Partners: Implementation and training of key community partners with the testing process.</li> <li>● Vaccine Providers: Engagement and onboarding of vaccine providers. Focus on reducing any friction points while providing a robust platform.</li> <li>● Public engagement: Educate and deploy to local public of trusted information.</li> </ul>
4	Integration and Compliance <ul style="list-style-type: none"> <li>● Integrate and maintain data sharing requirements and compliance with local, state, and federal vaccine tracking and logistics systems to ensure compliance to national protocols. Ensure compliance and support.</li> <li>● Provide API and integration support for major provider partners as needed into their EHR.</li> <li>● Translations and localization into threshold languages including English, Simplified Mandarin, Spanish, Korean, and Vietnamese.</li> </ul>
5	Change Management: Ongoing communication
	Firm Fixed Price Total \$1,200,000



Licenses and Hosting	
Description	2021 & 2022
<b>CuraPatient Licensing</b> <ul style="list-style-type: none"> <li>• Supports the Patient Under Investigation and Upgrade on features and content.</li> <li>• Content: Curated content for local and national officials.</li> <li>• Compliance platform integrations as needed (local, state, federal)</li> <li>• Up to 100,000 patients</li> <li>• Up to 1000 Health Provider Partners.</li> <li>• Up to 50 OCHCA administrators.</li> <li>• Hosting/Monitoring.</li> <li>• Assess</li> </ul>	Included
<b>Security and Compliance</b> <ul style="list-style-type: none"> <li>• Perform quarterly external security self-audits using a 3rd party assessment tool and remediate findings within 30 days.</li> <li>• Perform quarterly internal and external vulnerability assessments and remediate findings based on criticality in compliance with Composite Apps policy.</li> <li>• Have a third party vendor conduct a web application penetration test and remediate all critical, high and medium findings by the end of December 2020.</li> <li>• Complete and maintain the following certifications in the following time frame, and ensure all findings are mitigated.</li> <li>• ISO27001 – certified by the end of June 2021</li> <li>• HiTrust – completed by end of June 2021</li> <li>• FedRamp – receive FedRamp approval by end of June 2021</li> <li>• Provide yearly external risk assessments completed by 3rd party auditors. This can come in the form of FedRamp 3PAO audits or similar.</li> </ul>	Included
<b>Support</b> <ul style="list-style-type: none"> <li>• Tiered Support</li> <li>• Tier 1: password reset, email support, questions and so forth - Automated Tools and Processes</li> </ul>	Included

#### CURAPATIENT EXPANSION SERVICES:

Othena will provide the following enhancements and assist in further expansion of the functional value of the Othena application. This includes improvements and broader functionality across the following areas to address the specific and ongoing needs of OCHCA:

1. Field staff support
2. Data Drive Operational and Reporting support
3. Forecasting, planning, and analytics capabilities

4. Virtual training and technical support
5. Integration and interface with other platforms like CAIR2, MyTurn, EMR
6. Additional features like testing and proof of vaccination to be integrated
7. Expand user accounts

## **1. FIELD STAFF SUPPORT**

As the number of clinics in operation increases, there needs to be a corresponding increase in the number of field support staff to ensure a smooth experience for both patients and providers. Contractor shall enhance vaccination throughput by driving pre-vaccination assessments and consent, efficiently checking-in patients and triaging those who require consultation to the appropriate medical staff, correct capturing of vaccination records, and streamlined second-dose scheduling and communications. Field Staff support will continue through training materials and leadership.

Field teams are on-site from 7:00 am to 8:00 pm, 7 days a week, and offer ongoing support as needed. On-site support includes:

- a. Supporting onboarding and training of providers. This includes account creation, onsite training of providers, and answering questions regarding Othena and associated workflows.
- b. Supporting and equipping OCHCA's Field Team to properly troubleshoot and collect issues in order to compile and submit to the Othena IT for diagnosis and fixes.
- c. Support patients with questions and help troubleshoot any app issue. Inform patients of any changes and/or delays to vaccination appointments.
- d. Capture on-going issues and opportunities to optimize processes and improve operational efficiencies. This includes improving line management and errors.

The field support team will continue to provide ongoing support to current sites and future sites as needed. These sites include:

- a. Disneyland Drive Through
- b. Anaheim Convention Center
- c. Soka University
- d. Santa Ana College
- e. Orange County Fair and Event Center
- f. Mobile Pods
- g. Other clinics as setup

For each of these sites, team support is needed during the day to be able to hold daily outbrief sessions. Additionally, team members constantly make suggestions to improve both operational efficiencies and the patient experience, adding printers onsite, providing ADA support, and changing training videos to address commonly faced challenges with effective solutions.

## **2. DATA DRIVE OPERATIONAL AND REPORTING SUPPORT**

The application is being improved to address more real-time interactions with the community. This will include:

- Scheduling and Rescheduling in real time and at scale
- Micro-messaging in real time to subscribers
- Planning and adjustments to the schedule
- Scheduling by micropods and groups

Additional reporting capabilities are being expanded to include more real time support for response to immediate and unanticipated needs, and make more use of visual analytics for OCHCA's mission control function. All reporting shall be HIPAA compliant. The County shall not make use of any reported data to limit access to its services.

The platform will also add expanded and improved dashboards, which will enable quick views of program operations, including successes and areas for improvement. Program administrators, for example, will be able to quickly see in one view:

- burndown rates of patient groups
- how many have received first and second dosesnumber of users with scheduled appointments
- number of those yet to schedule appointments

The customized dashboard will be designed to be user friendly, help speed critical decisions, and meet the specific needs of the IMT in its mission to vaccinate every resident who desires such vaccination. Additional customized dashboards and analytics will be provided to support the ongoing planning of capacity, and staffing, and effort to more efficiently and effectively serve the people of Orange County.

## **3. FORECASTING, PLANNING, AND ANALYTICS CAPABILITIES**

Othena will enhance its support for customizable reporting interfaces with entities such as California Immunization Registry System (CAIR2) to ensure that every vaccine dose is properly tracked and reported, as well as provide systemic support for HCA's continued efforts to address health equity by ensuring underserved communities have equal access to vaccinations, to better plan capacity and help level-set expectations in terms of second round appointment forecasting and avoid overbooking round one

appointments when round two appointments are needed on a given day, and allow visibility of clinical throughput and see how well the clinics are running.

#### **4. VIRTUAL TRAINING AND TECHNICAL SUPPORT**

Provide 7 day a week virtual support directly to Orange County residents beyond just the technical aspects (such as password resets and application issues). This includes answering questions on appointments, rescheduling, vaccine availability, and general vaccine and vaccination information. Contractor shall answer tickets within 24 hours of submission and often within 2 hours.

Contractor shall provide online guides and videos to answer questions and address issues as they are identified. Contractor shall quickly create new content to address the ever-evolving improvements.

#### **5. INTEGRATION AND INTERFACE WITH OTHER PLATFORMS LIKE CAIR2, MYTURN, EMR.**

Othena is designed to weave together physical and digital experiences to allow residents to be able to connect with key services such as testing and transportation. In this phase, Othena will incorporate existing county services to make it easy for patients to be able to secure transportation to a vaccination appointment or to have a test kit delivered to their house.

Othena already integrates with CAIR2, and five Super and Community PODs are integrated with MyTurn. Othena will continue to provide integration services with additional systems as required, including HCA's electronic health record systems, national vaccination registries, and other systems that may come online. Othena will increase computing capacity to manage demand.

#### **6. ADDITIONAL FEATURES LIKE TESTING AND PROOF OF VACCINATION TO BE INTEGRATED**

While the focus of Othena since January 1 has been on vaccination administration, Othena will integrate recent COVID-19 testing records into the system. Additionally, Othena will develop and make available, upon patient request, a proof of vaccination on the app and in mobile wallets. These features will be added to the Othena platform as directed by the County in full compliance with applicable health information privacy requirements. The app shall be static, not dynamic, in that it shall not continuously collect and/or transmit data on the patients' location, browsing, purchasing, or communications history.

#### **7. EXPAND USER ACCOUNTS**

Contractor shall dynamically adapt Othena to provide operational efficiencies based on the County's needs; including but not limited to, the unique needs of Super Users, and the continued need for new tools to support vaccination efforts.

**Roles & Access Rights** - Additional roles will be added at each hierarchy level, expanding the access and clarity of each role. Certain roles will be given access to new and deeper functionality in necessary places throughout their experience that will assist with the burdens that sometimes come from being at a certain level of the hierarchy.

**New Tools** – Contractor shall provide new tools and functionality to help with outreach and administration tasks within Othena. Features such as global searching, switching a patient's patient group, appointment (re)scheduling, and specific dashboards for equity, planning, and scheduling will help keep providers and OCHCA staff focused on providing the best experience for their patients.

**Deliverables:**

This expansion is in addition to the existing Contract, and will result in improvements to both the technical and field operational support systems, while maintaining compliance with state, local, and partner requirements.

Deliverables and Pricing for Expansion		
	Description	
1	Project Management <ul style="list-style-type: none"> <li>• Project Management and Coordination with stakeholders.</li> <li>• Engage in ongoing management and coordination with county initiatives.</li> <li>• Giving demos and gathering feedback.</li> </ul>	Included
2	Platform Field Support <ul style="list-style-type: none"> <li>• Othena Support at Super PODs, including Disney, ACC, Soka, OC Fairgrounds, and Christ Cathedral plus additional support at community and mobile POD sites, as well as other new sites as they open</li> <li>• Provide 1-2 Othena trained individuals to support the 100+ personnel and 3,000-5,000 patients at the sites. 7 days a week between the hours of 7 am and 6 pm</li> <li>• Support mobile pods initiatives for county efforts particularly in the underserved communities</li> </ul>	Included
3	Forecasting, Planning, Reporting, and Analytics <ul style="list-style-type: none"> <li>• Customized planning and forecasting for capacity planning, vaccine allocations, and targeted clinics</li> <li>• Develop predictive forward-looking metrics to improve the planning and optimization process of resources and vaccine allocations</li> </ul>	Included

4	<b>Integration and Security</b> <ul style="list-style-type: none"> <li>Integration with county services such as non-medical transportation, at home test kits, and home health to the most underserved communities to access vaccines</li> <li>Develop integration with MyTurn systems as well as additional systems as required</li> <li>Provide additional security protocols, procedures, escalated monitoring, and SLA times</li> <li>True up on capacity and computing costs</li> </ul>	Included
5	<b>Change Management &amp; Community Outreach</b> <ul style="list-style-type: none"> <li>ADA and HIPAA compliance support</li> <li>Promotion and community engagement</li> <li>Translations and localization of <b>additional</b> threshold languages, including Japanese, Hindi, Gujarati, Tagalog, and Farsi</li> </ul>	Included
	Licensing - All in costs with hosting, support, and labor	\$3,800,000

#### Licensing and Hosting Agreement

Includes all costs associated with supporting, operating, and licensing for CuraPatient in 2021 and 2022 expiring on January 1, 2023.

Licenses and Hosting	
Description	2021 & 2022
<b>CuraPatient Licensing</b> <ul style="list-style-type: none"> <li>Supports the Patient Under Investigation and Upgrades to features and content</li> <li>Content: Curated content for local and national officials</li> <li>Compliance platform integrations as needed (local, state, federal)</li> <li>Up to 3,500,000 residents*</li> <li>Up to 10,000* Health Provider Partners</li> <li>Up to 50 OCHCA administrators</li> <li>Hosting/Monitoring</li> </ul> (*This addendum expands licensing from current levels: 100,000 patients and 1,000 providers)	Included
Security and Compliance	Included

<ul style="list-style-type: none"> <li>• Perform quarterly external security self-audits using a 3rd party assessment tool and remediate findings within 30 days</li> <li>• Perform quarterly internal and external vulnerability assessments and remediate findings based on criticality in compliance with Composite Apps policy</li> <li>• Have a third party vendor conduct a web application penetration test and remediate all critical, high, and medium findings on a monthly basis</li> <li>• Complete and maintain the following certifications in the following time frame, and ensure all findings are mitigated. <ul style="list-style-type: none"> <li>○ ISO27001 – recommended for certification by independent auditor at end of second stage audit June 2021</li> <li>○ HiTrust – completed by end of September 1, 2021</li> <li>○ FedRamp – receive FedRamp approval by end of June 2021</li> </ul> </li> <li>• Provide yearly external risk assessments completed by 3rd party auditors. This can come in the form of FedRamp 3PAO audits or similar</li> </ul>	
<p>Support</p> <ul style="list-style-type: none"> <li>• Tiered Support <ul style="list-style-type: none"> <li>○ Tier 1: password reset, email support, questions and so forth - Automated Tools and Processes</li> <li>○ Tier 2: Customer issues beyond the technical access problem - partner with OCHCA to accept questions and problems beyond technical access and route it appropriately; Composite Apps will provide all support for user management (i.e. account creation, password setup) via both automated process and email support</li> <li>○ Tier 3: Technical problems, bugs in the workflow that require work from developers and technical team; gaps and enhancements are <i>not</i> included</li> </ul> </li> <li>• Technical updates and features.</li> </ul>	Included