



Office of the City Manager

CONSENT CALENDAR  
May 12, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Scott Gilman, Director, Health, Housing & Community Services  
Department

Subject: Contract No. 32100110 Amendment: JotForm, Inc. for a HIPAA Compliant  
Platform to Support Clinical Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or designee to execute an amendment to Contract No. 32100110 with JotForm, Inc. by adding \$39,831.60, bringing the contract total to an amount not to exceed \$149,049.60 and extending the end date through May 13, 2028.

FISCAL IMPACTS OF RECOMMENDATION

Funding in the amount of \$39,831.60 is included in Fiscal Year 2026 in Mental Health Realignment fund (Fund 158) to support clinical services.

CURRENT SITUATION AND ITS EFFECTS

Technology services provided through this contract provide support to clinical services for clients at the Berkeley High School & Berkeley Technology Academy Health Centers. Clients use this platform to independently request confidential services for mental health, reproductive health, and sexual health services. The current proposed amendment for \$39,831.60 will ensure that clinicians and the clinical care teams have continued access to appointment requests and data on previous requests during the next two years. New clients who have used JotForm thus far say that they appreciate having an easy way to request services and are surprised how quickly the health centers are able to respond to their request and make an appointment.

JotForm is a temporary solution until the City's Electronic Health Record (EHR) system can be updated to provide the same services. Due to resource limitations, an upgrade for the Electronic Health Record (EHR) system and the module that would enhance the service model in the same way as JotForm has been delayed, necessitating this contract extension recommendation.

Effective January 1, 2026, local agencies are required to satisfy noticing requirements for certain contracts for services that meet the criteria outlined in Government Code Section 3504.1 as amended by AB 339. This project does not meet the criteria in Government Code Section 3504.1 and is exempt from the noticing requirement.

### BACKGROUND

JotForm provides a HIPAA compliant server that increases clients' access to the Health Center by providing a confidential link to request services. Service areas that clients can request an appointment for include: first aid, counseling, reproductive, and sexual health services. JotForm has been readily adopted by the adolescent population served by the Health Center.

### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects, sustainability opportunities, or climate impacts associated with the subject of this report.

### RATIONALE FOR RECOMMENDATION

JotForm removes barriers for access to care for adolescent clients. Clients can request services from this platform anywhere they can access a smart device and internet. The high school health centers continue to be a resource for students who need reproductive and sexual health, first aid, and counseling services. Increasing accessibility to these services supports public health goals of improving the health and well-being of the community.

### ALTERNATIVE ACTIONS CONSIDERED

Ceasing to use JotForm at this point would reduce access to health care for the high school health center population. While there would be a-cost savings, reducing access to health care is not consistent with the Mental Health Division's mission to increase access, and therefore not recommended.

### CONTACT PERSON

Jeffrey Buell, Manager of Mental Health Services, (510) 981-7682  
Conor Murphy, Associate Management Analyst, HHCS, (510) 981-7611

Attachments:  
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 32100110 AMENDMENT: JOTFORM, INC FOR A HIPAA COMPLIANT PLATFORM TO SUPPORT CLINICAL SERVICES

WHEREAS, Berkeley's Public Health Division originally contracted with JotForm, Inc, in May 2020 for a HIPAA compliant platform for clinical support of clients at the Berkeley High School and Berkeley Technology Academy Health Centers; and

WHEREAS, the Public Health Division originally identified JotForm, Inc early in the COVID-19 pandemic to fill an immediate need for a HIPAA compliant online software for COVID testing/vaccination consents, Vital Statistics appointments, and referrals for Mental Health services at the Berkeley High School Health Center; and

WHEREAS, JotForm, Inc provides a HIPAA-compliant server that increases client's accessibility to the health centers by providing a confidential link to request services pertaining to first aid needs, counseling, reproductive, and sexual health services; and

WHEREAS, JotForm, Inc's services complement those provided by the City and other community health care providers, and support public health goals of improving the health and well-being of the community; and

WHEREAS, this contract is exempt from the noticing requirements set forth in Government Code Section 3504.1; and

WHEREAS, these services are still required due to the delay in Electronic Health Record (EHR) system updates and enhancements due to resource limitations; and

WHEREAS, on May 10, 2022, by Resolution No. 70,339-N.S., City Council authorized the City Manager to approve amending Contract No. 32100110 by adding \$17,808 increasing the not to exceed amount to \$55,794 and extending the end date to May 12, 2023; and

WHEREAS, on July 11, 2023, by Resolution No. 70,944-N.S., City Council authorized the City Manager to approve amending Contract No. 32100110 by adding \$53,424 increasing the not to exceed amount to \$109,218 and extending the end date through May 12, 2026; and

WHEREAS, funding is available in the Fiscal Year 2026 budget in Mental Health Realignment Fund Account 158-51-503-520-0000-000-451-651120-.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or designee is authorized to execute an amendment to Contract No. 32100110 and any subsequent amendments or extensions with JotForm, Inc. by adding \$39,831.60 increasing the not to exceed amount to \$149,049.60 and extending the end date through May 13, 2028, for the purpose of funding continued usage of a HIPAA compliant platform to support the clinical services for clients at the Berkeley High School

May 12, 2026

& Berkeley Technology Academy Health Centers within the City of Berkeley. A record signature copy of said contract to be on file in the office of the City Clerk.