



Office of the City Manager

CONSENT CALENDAR  
October 15, 2024

To: Honorable Mayor and Members of the City Council  
 From: Paul Buddenhagen, City Manager  
 Submitted by: Scott Gilman, Director, Health, Housing, and Community Services  
 Subject: Contract No. 32200162-1 Amendment: Thirdwave Corporation for Professional Services

#### RECOMMENDATION

Adopt a Resolution authorizing the City Manager or his designee to amend Contract No. 32200162 with ThirdWave Corporation to increase the not to exceed (NTE) amount by \$36,020, utilizing one-time funds. The amendment will increase the NTE amount from \$275,000 to \$311,020 through June 30, 2025.

#### FISCAL IMPACTS OF RECOMMENDATION

The amendment will add \$36,020 with a total not-to-exceed amount of \$311,020. The funding for this amendment is available in the FY2025 Adopted Budget in One-Time Fund (Fund 156).

#### CURRENT SITUATION AND ITS EFFECTS

The Health, Housing, and Community Services Department's intends to engage in an RFP process to update the Electronic Health Records (EHR) system utilized at the Berkeley High School Health Center. The Berkeley High School Health Center currently provides Mental Health, Reproductive sexual health and first aid clinical services to Berkeley High School and Berkeley Technology Academy's student population of over 3,100 students.

The current EHR system is over 5 years old, does not adequately meet the reporting or billing requirements of the services provided and is due for an upgrade. The goal is to engage in a competitive bid process to identify a cost-effective system that meets the needs of the present operations. This will require mapping services that ThirdWave can provide to achieve a more seamless and successful implementation of the chosen solution. Incorporating process mapping, will ensure that the EHR upgrade will meet the functional, billing, and reporting requirements to maximize the effectiveness of the services provided by Berkeley High School Health Center. This methodical approach will lead to enhanced efficiency, reduced risks, and improved decision-making throughout the project.

BACKGROUND

ThirdWave's patented RapidWorkflow® Process Modeling (RWPM) workshops have proven to be a critical tool that assisted in the development of prior Berkeley City Council approved projects including the ERP Replacement Project: Enterprise Modules Needs Assessment and the Information Technology Strategic Plan & Cost Allocation Plan. Based on these prior successes, on March 7, 2022, the City signed Contract No. 32200162 with ThirdWave Corporation for CIO Support Services similar in Task 2 to the Professional Services in this amendment.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

ThirdWave Corporation conducts a portion of their work remotely. When on-site visits may be required for face-to-face meetings, they will cluster those visits over multiple days to minimize travel costs and greenhouse gas emissions related to travel. Additionally, by identifying cumbersome business practices the City is able to maintain an environmentally sound technology infrastructure.

RATIONALE FOR RECOMMENDATION

ThirdWave's RWPM Workshops have proven to be an effective and efficient way of documenting business processes and identifying pain points and areas for improvement. ThirdWave's patented RWPM was a critical tool that assisted in the development of the Citywide Digital Strategic Plan and Enterprise Modules Needs Assessment. Participating in business process mapping with ThirdWave will continue to increase efficiency, consistency, and customer service and will specify requirements for the EHR upgrade at the Berkeley High School Health Center.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered completing the project without ThirdWave's service. However, doing so would lead to an inefficient allocation of staff resources and less than optimal requirement and process maps due to ThirdWave Corporation's expertise with their RWPM tool.

CONTACT PERSON

Janice Chin, Public Health Division Manager, HHCS, (510) 981-5121

Attachments:

1: Resolution

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

CONTRACT NO. 32200162-1 AMENDMENT: THIRDWAVE CORPORATION FOR PROFESSIONAL SERVICES

WHEREAS, on March 7, 2022, the City signed Contract No. 32200162 with ThirdWave Corporation for CIO Support Services; and

WHEREAS, ThirdWave's patented RWPM (RapidWorkflow® Process Modeling) is a critical tool that assisted in the development of prior Berkeley City Council approved projects including the ERP Replacement Project: Enterprise Modules Needs Assessment and the Information Technology Strategic Plan & Cost Allocation Plan; and

WHEREAS, the RWPM tool has proven to be an effective and efficient way of documenting business processes and identifying pain points and areas for improvement; and

WHEREAS, the Berkeley High School Health Center would benefit from application of the RWPM Tool to Department business processes in the planning and implementation of its Electronic Health Records system upgrade; and

WHEREAS, funding for this one-time project is available in Fund 156.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or his designee is authorized to amend Contract No. 32200162 with ThirdWave Corporation for professional services to increase the not to exceed amount by \$36,020 to a total of \$311,020 through June 30, 2025.

