



CONSENT CALENDAR
May 20, 2025

To: Honorable Mayor and Members of the City Council
From: Paul Buddenhagen, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 084534-1 Amendment: NextGen Health Care Information Systems Inc. for Electronic Health Records

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 084534-1 with NextGen Healthcare Information Systems, Inc. ("NextGen"), increasing the amount by \$191,136 for a total contract value not to exceed \$1,010,472.20 and extending the term from September 30, 2010 through June 30, 2026.

FISCAL IMPACTS OF RECOMMENDATION

Funds for additional professional services and software maintenance, in the amount of \$191,136, will be available in the Department of Health, Housing, and Community Services' FY2025 and FY2026 Realignment Fund budget as itemized below, and this contract amendment has been entered into the Citywide contract database and assigned contract number 084534-1. Spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$98,675	FY 2025: Professional Services Budget Code: 156-51-506-555-0000-000-451-612990-- (Realignment Fund, HHCS, Professional Services)
\$42,959	FY 2025: Software Maintenance Budget Code: 156-51-506-555-0000-000-451-613130 (Realignment Fund, HHCS, Software Maintenance)
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\$141,634	FY 2025 Subtotal: Professional Services and Software Maintenance
\$49,502	FY 2026: Software Maintenance Budget Code: 156-51-506-555-0000-000-451-613130 (Realignment Fund, HHCS, Software Maintenance)
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\$49,502	FY 2026: Subtotal: Professional Services and Software Maintenance

\$141,634	FY 2025 Subtotal: Professional Services and Software Maintenance
\$49,502	FY 2026 Subtotal: Software Maintenance
\$191,136	FY25-FY26 Total: Professional Services and Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The Public Health Division utilizes the HIPAA-compliant NextGen Practice Management (“PM”) and Electronic Health Record (“EHR”) System to manage secure patient health information and to streamline related business processes, including integrated electronic claiming and remittance files. It satisfies the requirements for achieving EHR Meaningful Use measures, and sets the stage to qualify for further American Recovery and Reinvestment Act (ARRA) incentive dollars through the State. This software is critical to the effective operations of the Berkeley High School (“BHS”) Health center and requires an extension of maintenance and support. Staff seek spending authority with NextGen for an additional year.

The NextGen PM and EHR software align with the City’s Strategic Plan Priority Projects, advancing the City’s goal to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

BACKGROUND

In September 2010, City Council approved a contract with NextGen to implement the PM and EHR system.

On June 28, 2011, Council approved a contract amendment with NextGen for data conversion and additional training and implementation support.

In August 2011, the City implemented the NextGen Practice Management (PM) Module, including electronic billing, at three Berkeley Public Health Clinics.

In June 2013, the City implemented NextGen’s Electronic Health Record (EHR).

On July 2, 2013, Council approved a contract amendment with NextGen for an Immunization Registry interface, for additional software licensing, and for three additional years of maintenance services (through FY 2016).

On July 14, 2015, City Council approved a contract amendment with NextGen for the Patient Portal and for two additional years of software licensing and maintenance services (through FY 2018).

On June 26, 2018, City Council approved a contract amendment with NextGen for two additional years of software licensing and maintenance services.

On February 23, 2021, City Council approved a contract amendment with NextGen for two additional years of software licensing and maintenance services.

On September 13, 2022, City Council approved a contract amendment with NextGen for two additional years of software licensing and maintenance services.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The system replaces paper-based processes with secure online tools, which reduces paper consumption, mailings, and the need for public health patients to travel to clinics for routine information. In addition, the system supports electronic data exchange with other healthcare providers and produces electronic data for claims and grant reporting. The system operates on a virtual infrastructure thus reducing the City's carbon footprint.

RATIONALE FOR RECOMMENDATION

NextGen is the current system being used by city staff. The system supports clinics in compliance with the Health Insurance Portability and Accountability Act ("HIPAA"), which outlines the privacy and security standards for health patient information. Staff recommend maintaining support with NextGen services for updates, patches and technical support.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered implementing and maintaining the PM and EHR system without vendor services, however, the risk of maintaining such a complex application without specialized support is too great, especially given the impact on public health and BHS Health Center services and workflow.

CONTACT PERSON

Kevin Fong, Director, Information Technology, 510-981-6541

Attachments:

1: Resolution

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

CONTRACT NO. 084534-1 AMENDMENT: NEXTGEN HEALTH CARE
INFORMATION SYSTEMS INC. ("NEXTGEN") FOR ELECTRONIC HEALTH
RECORDS

WHEREAS, the NextGen Practice Management ("PM") and Electronic Health Record ("EHR") System has provided a reliable and HIPAA-compliant system for collecting health patient information; and

WHEREAS, the NextGen PM and EHR system has improved the efficiency of public health clinic operations and resulted in increased revenue; and

WHEREAS, the NextGen PM and EHR system is a CMS-certified Electronic Health Record technology, meets the requirements for achieving EHR Meaningful Use measures; and

WHEREAS, a software maintenance and support agreement with NextGen is necessary for system updates; and

WHEREAS, additional funding in the amount of \$191,136 is available in the Department of Health, Housing, and Community Services' FY2025 and 2026 Realignment Fund budget, and this contract amendment has been entered into the Citywide contract database and assigned contract number 084534-1, and spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 084534-1 with NextGen, increasing the amount by \$191,136 for a total contract value not to exceed \$1,010,472.20 and extend the term from September 30, 2010 through June 30, 2026.