



March 18, 2026

REVISED

The Honorable Board of Supervisors
County of Alameda
1221 Oak Street
Oakland, CA 94612

SUBJECT: APPROVE A LICENSE AND SUPPORT AGREEMENT WITH EPIC SYSTEMS CORPORATION AND A HOSTING SERVICES AGREEMENT WITH EPIC HOSTING, LLC TO PROVIDE ELECTRONIC HEALTH RECORD SOFTWARE AND HOSTING SERVICES TO ALAMEDA COUNTY HEALTH (AC HEALTH) AND OTHER COUNTY ENTITIES; APPROVE A MEMORANDUM OF UNDERSTANDING BETWEEN ALAMEDA COUNTY HEALTH AND ALAMEDA COUNTY SHERIFF'S OFFICE, ADOPT A RESOLUTION TO WAIVE COMPETITIVE BIDDING FOR THIRD-PARTY VENDORS TO PROVIDE EPIC SUPPORT SERVICES AND AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO NEGOTIATE THESE CONTRACTS; AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO EVALUATE THE EPIC TAPESTRY MANAGED CARE APPLICATION; AND APPROVE THE RELATED BUDGET ADJUSTMENTS

Dear Board Members:

RECOMMENDATIONS:

- A. Approve a License and Support Agreement (Procurement Contract No. 29903) with Epic Systems Corporation (Principal: Judy Faulkner; Location: Verona, Wisconsin) to provide licensing and support to implement the Electronic Health Record software for Alameda County Health (AC Health), Alameda County Sheriff's Office (ACSO), Santa Rita Jail, and other County entities, for the indefinite term beginning 3/24/26, in the amount estimated to be \$27,456,106 for services through 6/30/30;
- B. Approve a Hosting Services Agreement (Procurement Contract No. 29989) with Epic Hosting, LLC (Principal: Stirling Martin; Location: Verona, Wisconsin) to provide hosting and cloud services for the Electronic Health Record software, for the term of 3/24/26 – 6/30/30, in the amount estimated to be \$9,072,357;
- C. Approve a Memorandum of Understanding between AC Health and the ACSO for the purpose of defining roles and responsibilities, as they relate to the management of the contracts with Epic and related vendors, and to establish a fiscal and programmatic working relationship between AC Health and ACSO for the term of 3/24/26 – 6/30/30;
- D. Delegate authority to the Alameda County Health Interim Director and Alameda County Sheriff, or their designees, to execute the Memorandum of Understanding and to submit an executed copy of the Clerk of the Board for filing;

- E. Delegate authority to the Alameda County Health Interim Director, or designee, to negotiate Standard Services Agreements (including the term and the not-to-exceed amount) with the following third-party vendors to provide support services to fully integrate the Epic system:
 - i. Elsevier Inc. (Principal: Kumsal Bayazit, Location: Philadelphia, Pennsylvania);
 - ii. Experian Health, Inc (Principal: Jason Considine, Location: Franklin, Tennessee);
 - iii. Intelligent Medical Objects, Inc. (Principal: Ann Barnes, Location: Rosemont, Illinois)
 - iv. RxAssurance Corporation dba OpiSafe (Principal: Rob Valuck, Location: Denver, Colorado);
 - v. Scandit Inc. (Principal: Samuel Mueller, Location: Boston, Massachusetts);
 - vi. Surescripts, LLC (Principal: Frank Harvey, Location: Arlington, Virginia); and
 - vii. UpToDate, Inc. (Principal: Stacey Caywood, Location: Waltham, Massachusetts);
- F. Adopt a Resolution to waive the County's competitive procurement process for Elsevier Inc., Experian Health, Inc, Intelligent Medical Objects, Inc., RxAssurance Corporation dba OpiSafe, Scandit Inc., Surescripts, LLC, and UpToDate, Inc. with respect to these contracts;
- G. Waive the County's SLEB requirement for Elsevier Inc., Experian Health, Inc, Intelligent Medical Objects, Inc., RxAssurance Corporation dba OpiSafe, Scandit Inc., Surescripts, LLC, and UpToDate, Inc. with respect to these contracts;
- H. Direct Alameda County Health (AC Health) to return to the Board of Supervisors for approval of the contracts with the third-party vendors (Recommendation E) once negotiated;
- I. Delegate authority to the Alameda County Health Interim Director, or designee, to evaluate the Epic Tapestry Managed Care application to determine if it would provide essential and/or enhanced functionality and overall benefits Alameda County Health and Alameda County Sheriff's Office;
- J. Authorize the Auditor-Controller to make the AC Health-related budget adjustments to increase the appropriation by \$3,622,849 with offsetting revenue in the same amount from Behavioral Health Services Act funding, Public Health Infrastructure Grant (PHIG), Medi-Cal Administrative Activities and Targeted Case Management program funds, and Adult Medical Trust Fund (AMTF);
- K. Authorize the Auditor-Controller to make the Alameda County Public Health Department-related budget adjustments to increase the appropriation by \$390,729 with offsetting revenue in the same amount from PHIG;
- L. Approve a transfer of funds in the amount of \$1,009,648 from the Alameda County Sheriff's Office to AC Health for ACSO FY25-26 cost share on the EPIC Systems Corporation and Epic Hosting, LLC contracts from AMTF (84630); and
- M. Authorize AC Health to return to Alameda County Sheriff's Office any portion of the monies not used to fund the above EPIC costs

DISCUSSION/SUMMARY:

Over the past several years, Alameda County Health has conducted research and evaluated several paths to implementing an Electronic Health Record system. Epic Systems Corporation (Epic) offers over 46 years of experience in developing large-scale software systems for Electronic Health Records and is the largest Electronic Health Record (EHR) vendor by market share. Globally, more than 305 million patients have an electronic record in Epic. In addition to supporting Alameda County Behavioral Health Department's complex requirements in administering two managed care plans, and a systemwide priority for interoperability with provider partners, a contract with Epic offers the most timely and effective path forward to providing EHR software to Alameda County Sheriff's Office, Santa Rita Jail and other County entities serving the local population.

As a leader in the field, Epic has developed an interoperable EHR platform, offering clinical and business workflows that enhance patient care, compliance, revenue collection and patient safety. The Federal Office of the National Coordinator has certified Epic for enhancing working relationships with Mental Health Services and Substance Use Disorder Community Based Organizations and County Clinics. Epic is interoperable with other Epic users and the Office of the National Coordinator certified EHR platforms that seamlessly share electronic medical record information between providers. Additionally, Epic is the predominant platform used in Alameda County, the greater San Francisco Bay Area, and across the United States.

On February 4, 2025, your Board delegated authority to the AC Health Director, or designee, to negotiate a contract including the term and the not-to-exceed amount with Epic Systems Corporation (Epic); and adopted a Resolution to waive the County's competitive procurement process with respect to the Epic contract (Item No. 12).

Today, AC Health requests your Board to approve the License and Support Agreement with Epic, for the indefinite term beginning 3/24/26. The amount for services through 6/30/30 is estimated to be \$27,456,106. Although the License and Support Agreement has an indefinite term and may be terminated under certain conditions, the County is responsible for paying all fees and expenses accrued prior to termination. This may, under certain circumstances, include the entire amount of the Program Property License Fee of \$6,158,300. Termination of the License and Support Agreement terminates access to the software. Approval of this License and Support Agreement would allow AC Health to obtain user licenses and ongoing technical services needed to implement the Epic EHR software solution for AC Health's Behavioral Health and Public Health Departments and Alameda County Sheriff's Office and Santa Rita Jail.

AC Health also requests your Board to approve the Hosting Services Agreement with Epic Hosting, LLC for the term beginning 3/24/26. The amount for services through 6/30/30 is estimated to be \$9,072,356.51. This agreement would provide access to Epic's cloud services, a hosted environment with a fully managed infrastructure, including hardware, software, and ongoing maintenance, saving the County overhead costs over time. The end date of this agreement would be

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the earlier of sixty months after the Technical Go Live of the Epic EHR or seventy-eight months after the effective date.

Approval of both Epic agreements will enhance patient care and management by strengthening ACBHD and community-based organizations' capacity for claims and billing; support whole-person care in Santa Rita Jail through improved coordination between in-custody and in-hospital care; and increase efficiency by merging multiple systems currently in use (Clinicians Gateway, ACBHD's legacy EHR; SmartCare Revenue Cycle Management application for ACBHD billing; and CorEMR, used at Santa Rita Jail (SRJ)).

A high-functioning integrated EHR will be critical for enhancing provision of services in the community and at Santa Rita Jail. Your Board's approval of these contracts would offer multiple county-wide benefits, including improved quality of care, optimized revenue cycle management, increased productivity, enhanced whole person care, increased provider satisfaction, and a scalable technology infrastructure.

The contracts with Epic, once approved by your Board, will allow for a comprehensive and fully integrated EHR system that allows for secure creation, updating, and sharing of EHRs, and would establish a single County electronic health record and associated modules. Implementation and maintenance of the County's Epic EHR system will be led by AC Health's Information Systems (IS) team and enable the County to:

- Fully access Epic EHR and associated suite of software (including certain third-party software provided as a sublicense by Epic), including evidence-based tools that providers can use in making decisions about patient care at AC Health departments and SRJ;
- Modernize existing ACBHD and SRJ EHR, billing, and supporting third-party systems into one system, increasing patient safety and care, increasing technological efficiency, and reducing associated expense;
- Create a holistic contiguous community health care view of shared populations served across AC Health and SRJ;
- Improve analytics across County health care services and operations;
- Enable ACBHD and SRJ to maximize timely service capture, claiming, revenue generation, and compliance with Federal and State regulatory requirements; and
- Enhance support for ACBHD Mental Health and Substance Use Disorder services, California Advancing and Innovating Medi-Cal (CalAIM) initiatives, SRJ inmate services, community-based organizations, fee-for-service (FFS) contractors, billing, claiming, and payor requirements.

AC Health also requests your Board to approve a Memorandum of Understanding (MOU) between AC Health and the Alameda County Sheriff's Office for the purpose of defining roles and responsibilities, as they relate to the management of the contract with Epic and related vendors, and to establish a fiscal and programmatic working relationship between AC Health and Alameda County Sheriff's Office for the term of 3/17/26 – 6/30/30. Approval of this MOU would allow for seamless Epic implementation as a result of clear expectations and communication.

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Epic implementation requires working with Epic-approved third-party vendors for a number of complementary software applications. Given the complexity of the services to be provided, AC Health needs significant time to negotiate the contract terms and not-to-exceed amount with third-party vendors to provide support services for revenue and eligibility management, electronic prescribing, barcode scanning, opioid risk management, and clinical documentation for a fully integrated Epic system. Therefore, AC Health requests your Board to delegate authority to the Alameda County Health Interim Director, or designee, to negotiate contracts including the term and the not-to-exceed amount with third-party vendors: Elsevier Inc., Experian Health, Inc (Experian Health), Intelligent Medical Objects, Inc. (IMO), RxAssurance Corporation dba OpiSafe (OpiSafe), Scandit Inc., Surescripts, LLC, and UpToDate, Inc.; and direct AC Health to return to your Board for approval of the contracts once negotiations are complete.

- Elsevier Inc. is a global leader in scientific, technical, and medical information, supporting healthcare and research worldwide through publishing, clinical decision tools, and data analytics. The proposed contract would allow Elsevier to provide care coordination clinical and evidence-based care management content in Epic, such as assessments, tasks, patient goals, and educational materials, improving overall patient care.
- Experian Health, as an entity of Experian, provides healthcare solutions by leveraging deep data and analytics capabilities to serve more than 60% of U.S. hospitals and healthcare organizations. Experian Health offers solutions for the healthcare revenue cycle, patient engagement, identity management, and care coordination to enhance financial performance and deliver better patient experiences. The proposed contract with Experian Health would allow for integration with Epic Systems Corporation' (Epic) Electronic Health Record (EHR) system to support healthcare organizations to identify overlooked insurance coverage early in the revenue cycle, reducing claim denials and accelerating reimbursement. Experian Health would integrate with Epic to provide users with patient address verification, which would increase accurate claims and/or guarantor mailing. Experian Health also offers a claims clearinghouse, which would eliminate the need to directly connect to all payers and claims, scrubbing would greatly reduce denials and increase revenue generation. Experian Health is required for Real-Time Eligibility (RTE 270/271) checks in Epic to verify patient insurance eligibility and support insurance plan selection based on payer data. Alternatively, users would need to verify coverage eligibility for all patients manually or risk a high denial rate.
- IMO was founded in 1994 and provides software that manages medical terminology for electronic health records to support clinical documentation, problem list management, revenue cycle, and compliance, and leverages artificial intelligence to analyze unstructured clinical notes and improve data quality. IMO also provides a library of over 2.4 million terms allowing clinicians to document patient encounters using their own natural language. IMO software is integrated within the Epic clinician workflow and automatically maps clinical terms to administrative and reimbursement codes, improving revenue generation opportunities. The proposed contract with IMO would provide licensing to their software to facilitate patient care coordination and help reduce medical errors leading to safer and higher quality of care.

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- OpiSafe is a leader in opioid risk management, serving over 6,000 prescribers across pain, addiction, and behavioral health specialties. The proposed contract would allow Epic to connect to the State of California's Prescription Drug Monitoring Program database. Prescription Drug Monitoring Program (PDMP) is a state-run electronic database that tracks the prescribing and dispensing of controlled substances. RxAssurance Corporation dba OpiSafe (OpiSafe) would allow providers to connect with the state's Prescription Drug Monitoring Program (PDMP) vendor to pull patient PDMP information without needing to leave the Epic system. PDMP information can be used by pharmacists, providers, and law enforcement with the goal of reducing prescription drug abuse and diversion. The contract with OpiSafe is essential for supporting compliance with federal and state opioid protocols.
- Scandit Inc. (Scandit) provides a mobile computer-vision platform enabling high-performance barcode scanning, identification and text recognition, and AR overlays on smart devices, serving industries like retail, logistics, and especially healthcare. The proposed contract with Scandit would utilize Rover, Epic's mobile application, which would enable barcode-based patient identification and medication administration. Utilization of Rover would promote replacement of expensive handheld scanners with more versatile mobile devices and reduces costs. It would also allow for wider deployment of barcode scanning across clinical teams. Additionally, it would enhance patient safety by validating identities and medications immediately during treatment.
- Surescripts, LLC (Surescripts) was built in 2001 to facilitate secure electronic prescribing, and benefits authorization transactions among prescribers, pharmacies, and payers. Surescripts operates the largest health information network in the U.S., processing over 27 billion transactions annually and serving as a Qualified Health Information Network. The proposed contract with Surescripts would support the Epic system and allow users to send prescriptions to outpatient pharmacies electronically, which would significantly reduce the need for paper prescriptions, faxing, and the likelihood of prescription fraud. It would allow clinicians using Epic to send and manage electronic prescriptions, including new orders, fills, cancellations, and renewals, directly within their workflow. Surescripts would eliminate manual errors and delays by embedding prescribing tools, accurate pricing data, and clinical workflows within Epic, improving operational efficiency. Additionally, overall functionality would reduce administrative overhead by digitizing prescription management.
- UpToDate, Inc. (UpToDate), the world's most recognized clinical decision support resource and provides curated medical content from over 7,600 clinicians to over 3 million users globally. UpToDate ensures that every clinician has instant access to medical evidence. UpToDate is integrated within the Epic electronic health record clinician workflow for medical diagnosis, treatment, and lab interpretation across 25+ medical specialties supporting whole person care and improving patient care. The proposed contract with UpToDate would license software to support evidence-based clinical decision tools for electronic health records at the point of



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patient care, including clinical decision support, natural language-based queries, drug and patient interactions, and education.

AC Health also requests authorization to evaluate the addition of the Epic Systems Corporation's (Epic) Tapestry Managed Care application (Tapestry) to determine how it may enhance services for Alameda County Health and the Alameda County Sheriff's Office in serving Alameda County's Medi-Cal population. Tapestry supports benefits administration, utilization management, referrals, authorizations, and claims adjudication, and check printing, and may expand revenue generation opportunities beyond the currently planned suite of Epic applications. We are interested in exploring the potential for Tapestry to enhance the County's current and future Quality Management and Care Coordination for high-risk populations. This evaluation would help ensure the County advances whole person care, improve care coordination for justice involved individuals, align with current federal and state initiatives and regulatory requirements, and maximizes current and future revenue opportunities across AC Health and ACSO. If Tapestry is identified as essential for the Epic system implementation, then AC Health would return to your Board to request approval on an amendment to the License and Support Agreement with Epic to add the Tapestry application.

Lastly, before your Board today is a separate item from AC Health requesting an amendment to Master Contract No. 902244 for Subject Matter Experts and to approve two Standard Services Agreements with Pivot Point Consulting LLC and Ellit Groups LLC, to provide consultation and technical assistance services for Epic Electronic Health Record (EHR) integration.

SELECTION CRITERIA/PROCESS:

Epic Systems Corporation (Epic) has developed an interoperable Electronic Health Record (EHR) platform that exchanges medical record information with other Epic users. Epic is the predominant EHR in the greater San Francisco Bay Area, used by public and private health systems, including many providers in Alameda County. The Office of the National Coordinator for Health Information (ONC) has certified Epic's platform for enhancing working relationships with Mental Health Services and Substance Use Disorder Community Based Organizations, and County Clinics, which in turn supports organizations in entering services in a timely manner. Additionally, Epic has been effectively employed in California Advancing and Innovating Medi-Cal (CalAIM) initiatives like the Whole Person Care pilots, Justice-involved Persons, Health Homes program, Population Health, Care Management, Drug Medi-Cal Organized Delivery System and Coordinated Care. Organizations using Epic gain access to Epic resources including their expertise, knowledge capital, superior training, broad provider network, and the greater Epic customer community.

AC Health has determined that Epic has the necessary expertise and is uniquely qualified to perform the software implementation and support services needed to improve the computer and information systems in ACBHD and SRJ, while ensuring consistency within the County by providing specialized support to users, leadership, and stakeholders. As an alternative, AC Health considered a 3rd party Epic hosted model but determined that this would increase costs by duplicating existing support staff and requiring additional technology.



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On February 4, 2025, your Board adopted a Resolution to waive the County's competitive procurement process, and Small, Local, and Emerging Business (SLEB) requirements with respect to this contract.

Elsevier Inc., Experian Health, Inc, Intelligent Medical Objects, Inc., RxAssurance Corporation dba OpiSafe, Scandit Inc., Surescripts, LLC, and UpToDate, Inc. are third-party vendors that provide support services to fully integrate the Epic system.

Elsevier Inc. (Elsevier) is a global provider of medical and scientific information used by healthcare professionals worldwide. Integrated with Epic, Elsevier delivers evidence-based care coordination tools such as clinical assessments, care tasks, patient goals, and patient education materials. These tools support consistent care planning, improve coordination among care teams, and enhance the quality of care delivered to patients.

Experian Health is a national healthcare technology provider supporting more than 60 percent of hospitals and healthcare organizations in the United States. Through direct integration with Epic, Experian helps healthcare providers confirm insurance coverage, verify patient identity and address information, and submit claims accurately. These services reduce billing errors and claim denials, speed up reimbursement, and reduce the need for manual insurance verification across a large volume of patient encounters.

Intelligent Medical Objects, Inc. (IMO) is a provider of clinical terminology management solutions used by healthcare organizations nationwide. Integrated with Epic, IMO enables clinicians to document patient encounters using natural language supported by a comprehensive library of more than 2.4 million clinical terms. The software automatically translates clinical documentation into standardized administrative and reimbursement code sets. These capabilities support accurate documentation, regulatory compliance, data integrity, and optimized revenue cycle performance.

RxAssurance Corporation dba OpiSafe (OpiSafe) supports more than 6,000 prescribers nationwide with tools designed to promote safe opioid prescribing. Through integration with Epic, OpiSafe allows providers to access state prescription monitoring data directly within the patient record. This supports informed prescribing decisions, compliance with state and federal requirements, and efforts to reduce prescription drug misuse.

Scandit Inc. provides mobile scanning technology used by healthcare organizations to support patient identification and medication safety. When integrated with Epic's mobile application, Scandit Inc. enables clinicians to scan patient wristbands and medications using secure mobile devices. This supports safe medication administration, expands access to barcode scanning across clinical teams, and reduces reliance on specialized scanning equipment.

Surescripts, LLC (Surescripts) operates the largest electronic prescribing network in the country, processing over 27 billion secure healthcare transactions each year. Integrated with Epic, Surescripts allows clinicians to send and manage prescriptions electronically with outpatient



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pharmacies. This reduces paperwork, lowers the risk of prescription errors and fraud, and helps patients receive medications more efficiently and safely.

UpToDate, Inc. (UpToDate) is a national provider of evidence-based clinical decision support technology used by healthcare organizations worldwide. Through direct integration with Epic, UpToDate enables clinicians to access diagnostic guidance, treatment recommendations, laboratory interpretation support, drug interaction screening, and patient education resources within the patient record at the point of care. These services promote informed clinical decision-making, support standardized care across more than 25 medical specialties, provide access to accredited continuing medical education, and enhance the quality and consistency of patient care delivery across the health system.

AC Health has conducted market research to confirm that only these vendors can provide the required functionality within Epic's certified ecosystem, ensuring compliance with Epic standards, maintain interoperability, and avoid operational risks. Moreover, each vendor provides a proprietary solution that is uniquely certified and approved by Epic, for seamless system integration. Utilizing alternative vendors would compromise data integrity, disrupt continuity of care, and pose potential risks to patient safety. Additionally, transitioning to non-certified vendors would require significant time to procure new solutions, establish vendor relationships with Epic, and reconfigure system integrations, resulting in increased costs, extended implementation timelines, and negative impacts to user experience and patient care.

As such, AC Health respectfully requests that your Board adopt a Resolution to waive the County's competitive procurement process, with respect to the contracts with Elsevier Inc., Experian Health, Inc, Intelligent Medical Objects, Inc., RxAssurance Corporation dba OpiSafe, Scandit Inc., Surescripts, LLC, and UpToDate, Inc.

FINANCING:

Funding for these recommendations (\$36,528,463) comes from Alameda County Behavioral Health Department (ACBHD), Mental Health Services Act (MHSA) funds (\$21,350,382); Alameda County Public Health Department (ACPHD) Public Health Infrastructure Grant (\$1,510,671) and Medi-Cal Administrative Activities and Targeted Case Management program funds (\$3,055,115); Alameda County Sheriff's Office (ACSO), Adult Medical Trust Fund 84630 (\$10,571,660); and Shared Health Information Exchange, Medi-Cal Administrative Activities (MAA) (\$40,635) and is not included in AC Health and ACSO's FY25-26 Approved Budgets.

AC Health requests an increase in appropriation in the amount of \$3,622,849 with offsetting revenue in the same amount. The \$9,218,418 of the remaining balance will be requested in the AC Health FY 2026-2027 Maintenance of Effort (MOE) Budget. The remaining \$23,687,197 will be included in the succeeding fiscal years per Exhibit 1 that provides additional financial details and cost allocation. ACPHD requests an increase in appropriation in the amount of \$390,729 with offsetting revenue in the same amount from PHIG. \$1,119,942 will be requested in the ACPHD



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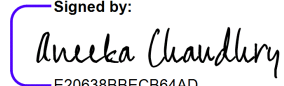
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FY26-27 MOE Budget and the balance in subsequent years per Exhibit 1. ACSO requests an increase in appropriation in the amount of \$1,009,648 with offsetting revenue in the same amount from Adult Medical Trust Fund 84630 and transferred to AC Health. Any excess funds will be returned to ACSO from ACH. The remaining amounts will be included in the subsequent fiscal years for AC Health per Exhibit 1. Approval of the recommendation will have no impact on net County cost.

VISION 2036 GOAL:

Building an integrated Electronic Health Record system meets the 10X goal pathway of **Health for All** and supports our shared vision of **Thriving and Resilient Population**.

Sincerely,

Signed by:

E20638BBE6B64AD...
Aneeka Chaudhry, Interim Director
Alameda County Health

DocuSigned by:

D7A375C24694430...
Yesenia L. Sanchez, Sheriff-Coroner
Alameda County Sheriff's Office



Exhibit 1 – Total Epic Costs and Associated Funding Sources from FY25-26 through FY29-30

County Department / Funding Source	FY25-26 (Jan - Jun) Implementation Cost	FY26-27 (Jul - Jun) Implementation Cost	FY27-28 (Jul - Jun) Support Cost	FY28-29 (Jul - Jun) Support Cost	FY29-30 (Jul - Jun) Support Cost	5 Year Total Contract Amount
Alameda County Behavioral Health Department (ACBHD) / Mental Health Services Act (MHSA)	\$ 2,181,836	\$ 5,373,772	\$ 6,545,893	\$ 4,123,262	\$ 3,125,619	\$ 21,350,382
Alameda County Public Health Department (ACPHD) / Public Health Public Health Infrastructure Grant (PHIG)	\$ 390,729	\$ 1,119,942				1,510,671
Alameda County Public Health Department (ACPHD) / Medi-Cal Administrative Activities and Target Case Management (MAA TCM)			\$ 1,415,894	\$ 902,747	\$ 736,474	\$3,055,115
Shared Health Information Exchange (SHIE) / Medi-Cal Administrative Activities (MAA)	\$40,635					\$40,635
Alameda County Sheriff's Office (ACSO) / Adult Medical Trust Fund 84630	\$ 1,009,648	\$ 2,724,704	\$ 3,296,670	\$ 2,019,730	\$ 1,520,908	\$ 10,571,660
Grand Total	\$ 3,622,849	\$ 9,218,418	\$ 11,258,457	\$ 7,045,739	\$ 5,383,001	\$ 36,528,463

1 **AGENDA DATE:** 3/24/2026

BOARD LETTER SUBJECT: APPROVE A LICENSE AND SUPPORT AGREEMENT, AND A HOSTING SERVICES AGREEMENT WITH EPIC SYSTEMS CORPORATION TO PROVIDE ELECTRONIC HEALTH RECORD SOFTWARE TO ALAMEDA COUNTY HEALTH (AC HEALTH) AND OTHER COUNTY ENTITIES; APPROVE A MEMORANDUM OF UNDERSTANDING BETWEEN ALAMEDA COUNTY BEHAVIORAL HEALTH DEPARTMENT AND ALAMEDA COUNTY SHERIFF’S OFFICE, ADOPT A RESOLUTION TO WAIVE COMPETITIVE BIDDING FOR THIRD-PARTY VENDORS TO PROVIDE EPIC SUPPORT SERVICES AND AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO NEGOTIATE THESE CONTRACTS; AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO EVALUATE THE EPIC TAPESTRY MANAGED CARE APPLICATION; AND APPROVE THE RELATED BUDGET ADJUSTMENTS

BUDGET YEAR: 2026

FUND: 10000

2 The use of Designations, as follows:

NAME OF DESIGNATION	ORG	AMOUNT

3 The increase (decrease) in anticipated revenue, as follows:

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
350100	660011	00000		\$2,613,201
	485110	00000		\$1,009,648
ORG TOTAL				\$3,622,849

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL ANTICIPATED REVENUE \$3,622,849

4 The increase (decrease) in appropriations, as follows:

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
350100	610000	00000		\$3,622,849
ORG TOTAL				\$3,622,849

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL APPROPRIATION \$3,622,849

1 AGENDA DATE: 3/24/2026

BOARD LETTER SUBJECT: APPROVE A LICENSE AND SUPPORT AGREEMENT, AND A HOSTING SERVICES AGREEMENT WITH EPIC SYSTEMS CORPORATION TO PROVIDE ELECTRONIC HEALTH RECORD SOFTWARE TO ALAMEDA COUNTY HEALTH (AC HEALTH) AND OTHER COUNTY ENTITIES; APPROVE A MEMORANDUM OF UNDERSTANDING BETWEEN ALAMEDA COUNTY BEHAVIORAL HEALTH DEPARTMENT AND ALAMEDA COUNTY SHERIFF’S OFFICE, ADOPT A RESOLUTION TO WAIVE COMPETITIVE BIDDING FOR THIRD-PARTY VENDORS TO PROVIDE EPIC SUPPORT SERVICES AND AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO NEGOTIATE THESE CONTRACTS; AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO EVALUATE THE EPIC TAPESTRY MANAGED CARE APPLICATION; AND APPROVE THE RELATED BUDGET ADJUSTMENTS

BUDGET YEAR: 2026

FUND: 10000

2 The use of Designations, as follows:

NAME OF DESIGNATION	ORG	AMOUNT

3 The increase (decrease) in anticipated revenue, as follows:

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
350905	456120	00000	PHG24AD11150	\$390,729
ORG TOTAL				\$390,729

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL ANTICIPATED REVENUE \$390,730

4 The increase (decrease) in appropriations, as follows:

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
350905	610441	00000	PHG24AD11150	\$390,729
ORG TOTAL				\$390,730

Informational				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL APPROPRIATION \$390,729

FINANCIAL RECOMMENDATION FORM

#140100-35 Rev 5/21/14

1 **AGENDA DATE:** 3/24/2026

BOARD LETTER SUBJECT: APPROVE A LICENSE AND SUPPORT AGREEMENT, AND A HOSTING SERVICES
AGREEMENT WITH EPIC SYSTEMS CORPORATION TO PROVIDE ELECTRONIC HEALTH RECORD SOFTWARE TO
ALAMEDA COUNTY HEALTH (AC HEALTH) AND OTHER COUNTY ENTITIES; APPROVE A MEMORANDUM OF
UNDERSTANDING BETWEEN ALAMEDA COUNTY BEHAVIORAL HEALTH DEPARTMENT AND ALAMEDA COUNTY
SHERIFF'S OFFICE, ADOPT A RESOLUTION TO WAIVE COMPETITIVE BIDDING FOR THIRD-PARTY VENDORS TO
PROVIDE EPIC SUPPORT SERVICES AND AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO NEGOTIATE
THESE CONTRACTS; AUTHORIZE AC HEALTH INTERIM DIRECTOR, OR DESIGNEE, TO EVALUATE THE EPIC TAPESTRY
MANAGED CARE APPLICATION; AND APPROVE THE RELATED BUDGET ADJUSTMENTS

BUDGET YEAR: 2026**FUND:** 10000

2 The use of Designations, as follows:

NAME OF DESIGNATION	ORG	AMOUNT

3 The increase (decrease) in anticipated revenue, as follows:

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
290561	469990	00000		\$1,009,648
ORG TOTAL				\$1,009,648

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL ANTICIPATED REVENUE \$1,009,648

4 The increase (decrease) in appropriations, as follows:

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
290561	670011	00000		\$1,009,648
ORG TOTAL				\$1,009,648

<i>Informational</i>				
ORG	ACCT	PROG	PROJ/GR	AMOUNT
ORG TOTAL				\$0

GRAND TOTAL APPROPRIATION \$1,009,648

**A RESOLUTION AUTHORIZING THE WAIVER OF THE COUNTY'S PROCUREMENT
PROCESS FOR COMPETITIVE BIDDING FOR THIRD-PARTY VENDORS TO PROVIDE
INTEGRATION SERVICES OF EPIC ELECTRONIC HEALTH RECORD SYSTEM FOR THE
COUNTY OF ALAMEDA**

RESOLUTION NUMBER R-2026-_____

WHEREAS, Alameda County Health (AC Health) is responsible for a broad range of services and programs that promote the health and well-being of Alameda County residents; and

WHEREAS, Alameda County Health, Behavioral Health Department (ACBHD) provides integrated, culturally competent, consumer and family-empowered systems of care for Alameda County residents, but uses computer systems that are siloed and outdated; and

WHEREAS, Alameda County Sheriff's Office (ACSO) is responsible for detainee and inmate services at Santa Rita Jail (SRJ), as well as for working in collaboration with ACBHD to support justice-involved persons in their successful reentry into the community; and

WHEREAS, on February 4, 2025, your Board delegated authority to the AC Health Director, or designee, to negotiate a contract including the term and the not-to-exceed amount with Epic; and your Board adopted a Resolution to waive the County's competitive procurement process with respect to the Epic contract; and

WHEREAS, AC Health seeks to enter into an agreement with third-party vendors to fully integrate the Epic Electronic Health Record system in Alameda County, now that the Epic contract is fully negotiated and ready for Board of Supervisors approval; and

WHEREAS, Elsevier Inc. is a third-party vendor that provides care coordination, clinical and evidence-based care management content in Epic; and

WHEREAS, Elsevier Inc. is a licensed clinical decision support software that improves patient outcomes by enabling timely, evidence-based decision-making, reducing diagnostic errors, and expediting appropriate treatment; and

WHEREAS, Elsevier Inc. is a global provider of medical and scientific information used by healthcare professionals worldwide; and

WHEREAS, Elsevier Inc. is integrated with Epic to deliver evidence-based care coordination tools such as clinical assessments, care tasks, patient goals, and patient education materials. These tools support consistent care planning, improve coordination among care teams, and enhance the quality of care delivered to patients; and

WHEREAS, Experian Health, Inc is a third-party vendor that provides a proprietary solution for healthcare revenue cycle, patient engagement, identity management, and care

coordination to enhance financial performance and deliver better patient experiences that is also uniquely certified and approved by Epic to support the integration of Epic; and

WHEREAS, Experian Health, Inc operates as a division of Experian, leveraging deep data and analytics capabilities to serve more than 60% of U.S. hospitals and healthcare organizations; and

WHEREAS, Experian Health, Inc would integrate with Epic to provide users with patient address verification, which would increase accurate claims and/or guarantor mailing; and

WHEREAS, Experian Health, Inc also offers a claims clearinghouse, which would eliminate the need to directly connect to all payers and claims, scrubbing would greatly reduce denials and increase revenue generation; and

WHEREAS, Experian Health, Inc is required for Real-Time Eligibility (RTE 270/271) checks in Epic Systems Corporation (Epic) to verify patient insurance eligibility and support insurance plan selection based on payer data; and

WHEREAS, Intelligent Medical Objects, Inc. is a third-party vendor that provides clinical terminology management solutions used by healthcare organizations nationwide; and

WHEREAS, Intelligent Medical Objects, Inc. is integrated with Epic, to enable clinicians to document patient encounters using natural language supported by a comprehensive library of more than 2.4 million clinical terms; and

WHEREAS, Intelligent Medical Objects, Inc.'s software automatically translates clinical documentation into standardized administrative and reimbursement code sets; and

WHEREAS, Intelligent Medical Objects, Inc.'s capabilities would support accurate documentation, regulatory compliance, data integrity, and optimized revenue cycle performance; and

WHEREAS, RxAssurance Corporation dba OpiSafe is a third-party vendor that would allow Epic to connect to the State of California's Prescription Drug Monitoring Program (PDMP) database, a state-run electronic database that tracks the prescribing and dispensing of controlled substances; and

WHEREAS, RxAssurance Corporation dba OpiSafe supports more than 6,000 prescribers nationwide with tools designed to promote safe opioid prescribing; and

WHEREAS, RxAssurance Corporation dba OpiSafe, through the integration with Epic, allows providers to access state prescription monitoring data directly within the patient record; and

WHEREAS, RxAssurance Corporation dba OpiSafe would allow providers to connect with the state's PDMP vendor to pull patient PDMP information without needing to leave the Epic system; and

WHEREAS, RxAssurance Corporation dba OpiSafe is essential for supporting compliance with federal and state opioid protocols; and

WHEREAS, Scandit Inc. is a third-party vendor that provides a mobile computer-vision platform enabling high-performance barcode scanning, identification and text recognition, and augmented reality overlays on smart devices, serving industries like retail, logistics, and especially healthcare; and

WHEREAS, Scandit Inc. utilizes Rover, Epic's mobile application, which would enable barcode-based patient identification and medication administration and promote replacement of expensive handheld scanners with more versatile mobile devices and reduces costs; and

WHEREAS, Scandit Inc. allows for wider deployment of barcode scanning across clinical teams. Additionally, it would enhance patient safety by validating identities and medications immediately during treatment; and

WHEREAS, Scandit Inc., when integrated with Epic's mobile application, enables clinicians to scan patient wristbands and medications using secure mobile devices; and

WHEREAS, Scandit Inc. supports safe medication administration, expands access to barcode scanning across clinical teams, and reduces reliance on specialized scanning equipment; and

WHEREAS, Surescripts, LLC is a third-party vendor that would support the Epic system and allow users to send prescriptions to outpatient pharmacies electronically, which would significantly reduce the need for paper prescriptions, faxing and the likelihood of prescription fraud; and

WHEREAS, Surescripts, LLC was built in 2001 to facilitate secure electronic prescribing, and benefits authorization transactions among prescribers, pharmacies, and payers; and

WHEREAS, Surescripts, LLC operates the largest health information network in the U.S., processing over 27 billion transactions annually and serving as a Qualified Health Information Network; and

WHEREAS, Surescripts, LLC would eliminate manual errors and delays by embedding prescribing tools, accurate pricing data, and clinical workflows within Epic, improving operational efficiency; and

WHEREAS, Surescripts, LLC's overall functionality would reduce administrative overhead by digitizing prescription management; and

WHEREAS, UpToDate, Inc., is a third-party vendor that provides software that supports evidence-based clinical decision tools for electronic health records at the point of patient care including clinical decision support, natural language-based queries, drug & patient interactions, and education; and

WHEREAS, UpToDate, Inc. is integrated within the Epic clinician workflow for medical diagnosis, treatment, and lab interpretation across 25+ medical specialties supporting whole person care and improving patient care; and

WHEREAS, UpToDate, Inc. provides curated medical content from over 7,600 clinicians to over 3 million users globally; and

WHEREAS, UpToDate, Inc. is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education credits to clinicians; and

WHEREAS, UpToDate, Inc. provides licensed clinical decision support software that improves patient outcomes by enabling timely, evidence-based decision-making, reducing diagnostic errors, and expediting appropriate treatment; and

WHEREAS, Alameda County Administrative Code sections 4.12.010, 4.12.020, and 4.12.070 require for expenditures exceeding \$100,000, the solicitation of bids except in unusual cases where the Board of Supervisors ("Board") has, by resolution, found and determined the public interest would not be served by complying with the bid solicitation process; and

WHEREAS, the Board has determined that Elsevier Inc., Experian Health, Inc, Intelligent Medical Objects, Inc., RxAssurance Corporation dba OpiSafe, Scandit Inc., Surescripts, LLC, and UpToDate, Inc. have the necessary professional qualifications and demonstrated competence in providing comprehensive electronic health record and suite of integrated healthcare software modules; and

WHEREAS, the Board has determined that Elsevier Inc., Experian Health, Inc, Intelligent Medical Objects, Inc., RxAssurance Corporation dba OpiSafe, Scandit Inc., Surescripts, LLC, and UpToDate, Inc. have expertise and are uniquely positioned within the community to meet the identified need, and the Board has determined that the public interest would not be served by requiring a bid solicitation process in this situation; and

NOW, THEREFORE, BE IT RESOLVED as follows:

1. The findings stated in the recitals to this Resolution are restated in full and adopted by reference.

2. The requirements in Administrative Code Sections 4.12.010 to 4.12.020 for the solicitation of bids are hereby waived for the selection of Elsevier Inc., Experian Health, Inc, Intelligent Medical Objects, Inc., RxAssurance Corporation dba OpiSafe, Scandit Inc., Surescripts, LLC, and UpToDate, Inc.

Adopted by the Board of Supervisors of the County of Alameda, State of California, on Board Date: _____, 2026, by the following called vote:

AYES:

NOES:

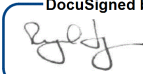
EXCUSED:

David Haubert
President of the Board of Supervisors
County of Alameda, State of California

ATTEST:
Clerk of the Board of Supervisors,
County of Alameda

APPROVED AS TO FORM:
Donna Ziegler, County Counsel
County of Alameda

By: _____

DocuSigned by:

By: _____
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Raymond J. Leung, Deputy County Counsel