

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

MEMORANDUM

DATE: January 17, 2025

TO: Supervisor Connie Chan, Chair
Board of Supervisors Budget and Finance Committee

FROM: Abbie Yant, Executive Director
San Francisco Health Service System

RE: Resolution to Approve a Third Amendment to the Agreement between Hyland Software, Inc. Agreement and the San Francisco Health Service System and extension of the term beyond 10 years

Attached please find a Resolution for the Board of Supervisors to approve a Third Amendment to the sole-source software licensing agreement between the City, acting by and through the San Francisco Health Service System (“SFHSS”), and Hyland Software, Inc. (“Hyland”) for the software and support services that facilitate the electronic capturing, organizing, indexing, retrieving, and storage of documents pertaining to SFHSS’s customer member services process.

The Resolution will allow SFHSS to (i) extend the term of the current agreement beyond ten (10) years to March 31, 2026, (ii) exercise four (4) additional one (1) year options to extend the agreement through March 31, 2030, (iii) increase the value of the agreement by up to \$191,936 for a total not-to-exceed (NTE) amount of \$574,000, and (iv) authorize the Executive Director of SFHSS to make necessary, non-material changes to the Third Amendment before its execution.

The following is a list of accompanying documents:


1. Executed Second Amendment to the Agreement (dated 9/1/2023)
2. Executed Novation Agreement with Hyland Software Inc. (dated 3/28/2023)
3. Executed First Amendment to the Agreement (dated 3/30/2019)
4. Executed Assignment and Novation Agreement with Hyland LLC (dated 5/18/2018)
5. Executed Agreement with Lexmark Enterprise Software, LLC (dated 1/04/2016)
6. Third Amendment to the Agreement (draft)

The following person may be contacted regarding this matter:

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Contracts Administration Manager
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Respectfully submitted,

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Abbie Yant, RN, MA
Executive Director
San Francisco Health Service System

CC: Members, Health Service Board
Jennifer Donnellan (CAT)
Gustin Gibert (CAT)
Iftikhar Hussain (HSS)