



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Human Services Agency



**Date:** June 17, 2015  
**Board Meeting Date:** August 4, 2015  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Iliana Rodriguez, Director, Human Services Agency

**Subject:** Amendment to the agreement with Bitfocus, Inc., for technology services

**RECOMMENDATION:**

Resolution authorizing an amendment to the agreement with Bitfocus, Inc., to provide system continuity, vendor license seat fees for the Core Agencies and the Homeless Management Information Systems users, Ad-Hoc Reports and ongoing system maintenance and modifications, extending the term through June 30, 2017, increasing the amount by \$239,202 to an amount not to exceed \$744,967.

**BACKGROUND:**

On April 8, 2014, your Board authorized an agreement with Bitfocus, Resolution Number 073095, for the purpose of hosted third party software as a service with respect to certain needs for information technology, for the term of April 8, 2014 through July 30, 2016, in the amount of \$180,000.

On August 5, 2014, your Board authorized an amendment to the agreement, Resolution Number 073331, to expand the services and add data migration services to accommodate the growing number of users within the current term of the agreement, in the amount of \$302,765.

On December 9, 2014, your Board authorized a second amendment to the agreement, Resolution Number 073566, for the purpose of developing revised enrollment and assessment screens and to develop a custom Performance Measure Report, and change the approval authorization for the Human Service Agency Director to sign amendment up to \$171,844 for licenses.

On February 21, 2015, the Director of the Human Services Agency approved a third amendment to the agreement to provide a Performance Measures Report and modifications for Profile, Assessment and Program Enrolment screens and increased the agreement by \$23,000 for a total obligation of \$505,765.

## **DISCUSSION:**

Bitfocus is the system administrator for the Clarity Human Services System. This system is used by the homeless shelter providers and the Core Agencies. It enables them to have a coordinated case management system. Clarity replaced Homeless Management Information System (HMIS), which was no longer Housing and Urban Development (HUD) compliant.

Clarity, Human Services System, is used by the Core Agencies, community-based homeless shelters and housing organizations to serve County residents. Deliverables by Bitfocus will include: ongoing system continuity, the recurring cost of items including vendor license seat fees for the Core Agencies and homeless shelter users, HMIS Data Analysis and ongoing system maintenance and modifications.

Funding is now needed to pursue system continuity, the recurring cost of items, including vendor license seat fees for the Core Agencies and HMIS users, HMIS Ad-Hoc Reports and ongoing system maintenance and modifications.

Contract amount includes a 3% licensing price increase for FY 2016-2017.

The fourth amendment to the agreement and resolution have been reviewed and approved by County Counsel as to form. ISD has signed the Special Service Review form.

The amendment to the agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing the Clarity software to both the HMIS users and the Core Agencies. It is anticipated that the customer satisfaction rating of use of the software will be 90% by end of FY 2016-17 for better tracking, reporting, and needs assessment, so both the Core Agencies and HMIS users can better serve the most vulnerable population of San Mateo County.

## **PERFORMANCE MEASURE(S):**

Measure	FY 2015-16 Projected	FY 2016-17 Projected
Customer satisfaction rating from Core Agencies, Homeless Service Providers, Human Services Agency and the County Manager's Office.	90%	90%
Continuity of Service – No outage time in excess of .0075 consecutive hours or no more than .001 percent total outage time per month.	0.001%	0.001%

## **FISCAL IMPACT:**

This fourth amendment to the agreement creates an obligation in the amount of \$239,202 for a total obligation of \$744,967. The term of the agreement is extended

through June 30, 2017. This amendment will be funded using Measure-A Sale and Use tax revenue. Budgetary appropriation for this amendment is included in the Recommended Budgets for FY 2015-16 and FY 2016-17. There is no net county cost.