



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: March 10, 2014

Board Meeting Date: April 8, 2014

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director, Information Services Department

Subject: Agreement with Bitfocus, Inc. for Clarity Human Services product for the Core Service Agencies Project

RECOMMENDATION:

Adopt a Resolution authorizing an agreement with Bitfocus, Inc. for Clarity Human Services product for the Core Service Agencies project for the term of April 8, 2014 through July 30, 2016, in an amount not to exceed \$180,000.

BACKGROUND:

The Board appropriated \$325,000 in Measure A Half-Cent Sales Tax funds in the FY 2013-15 County budget for a coordinated case management and performance reporting system for the eight Core Service Agencies. The Core Service Agencies provide information and referral services for the basic needs of low-income county residents including food, emergency shelter, clothing, housing, and utilities assistance. ISD allocated a Project Manager to facilitate the selection and implementation of the new system.

DISCUSSION:

ISD completed a comprehensive due diligence process with the assistance of the Human Services Agency (HSA), the County Manager's Office and the Core Service Agencies to evaluate three products that the Core Agencies had begun to explore that best met the project's requirements and desired business processes for intake and referral services. Vendor demonstrations and evaluation resulted in the selection of the Clarity Human Services product. Samaritan House, one of the Core Service Agencies, recently selected Clarity through a competitive process.

Clarity will enable the Core Service Agencies to collaborate and share services and program related data utilizing a master client list, services, and programs. It facilitates a higher level of service to County residents by increasing the ability to share data throughout the Core Agency network.

The new system will also automate evidence-based, accurate, and consistent analytics and reporting across the Core Service Agencies. Further, it will enable adherence to Housing and Urban Development (HUD) Data Standards giving the Core Service Agencies the ability to produce official HUD reports.

The five-year total cost of ownership for all three products was also considered. Clarity Human Services was the least expensive of the evaluated products.

Superior quality, seamless alignment with requirements and desired business processes, total cost of ownership and successful reference checks were main drivers for the selection of Clarity. The competitive process used by Samaritan House to select Clarity was also taken into consideration. Because of these factors, staff believe it is in the best interest of the County to select Clarity as the coordinated case management and performance tracking system for the Core Service Agencies, and recommend that your Board waive the Request for Proposals (RFP) process.

This agreement supports the Shared Vision 2025 outcomes for a Collaborative and Prosperous Community as this will result in better data collection and information sharing among the Core Service Agencies and the County. It will also allow for more informed decision making related to allocation of resources and increased community partnerships to address basic needs throughout the County.

With your Board's support, Bitfocus, Inc. will provide cloud-based configuration, set up, test, training and support for Clarity Human Services product for the Core Service Agencies. The system "go live" date will be July 30, 2014.

Performance Measure	FY 2013-15 Target
Project goals met and completed on time and on budget	90%
Customer satisfaction rating from Core Service Agencies, Human Services Agency and County Manager's Office	90%

County Counsel has reviewed and approved the agreement and Resolution as to form.

ISD requests that your Board authorize the Chief Information Officer or his/her designee to execute subsequent amendments which do not exceed an aggregate of \$25,000 and authorize the Purchasing Agent to issue purchase orders for continued annual cloud subscription to be invoiced separately and not subject to the agreement's not to exceed amount. The agreement can be terminated at any time with a 30-day notice.

FISCAL IMPACT:

The total not to exceed amount of the agreement is \$180,000, of which \$114,382 will be spent in the current fiscal year and \$60,317 next fiscal year. These costs, as well as ISD costs for managing the project through implementation, will be funded by Measure A funds already approved by the Board. The annual subscription cost after June 2016 will be \$60,317. This will be submitted as future budget requests with identified funding.