



County of San Mateo

Inter-Departmental Correspondence

Department: COUNTY EXECUTIVE

File #: 24-507

Board Meeting Date: 6/25/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael P. Callagy, County Executive
Subject: Agreement with Bonterra

RECOMMENDATION:

Adopt a resolution waiving the competitive bidding process and authorizing the County Executive, or designee, to execute an agreement with Bonterra Tech, LLC for case management and data analytics software for an amount not to exceed \$400,585 for a term of July 1, 2024, through June 30, 2026.

BACKGROUND:

Since 2015, the County has contracted with Bonterra Tech LLC (formerly known as Social Solutions Global, Inc.) to license software, called Efforts to Outcomes (ETO), to track case management of the public safety realignment population and collect and manage related data across County Departments and community-based organizations that provide services to this group.

ETO provides, *inter alia*, data collection, data storage, data extraction, dashboards, and customized workflows. ETO is used by all County Departments involved in the provision of services to the public safety realignment population, has been customized to suit their needs, and is a repository for data related to these services and population.

DISCUSSION:

The County's current agreement and associated licenses with Bonterra to utilize ETO are set to expire on June 30, 2024. To continue to use the software platform and to access this ongoing service and related data and workflows, staff recommends renewal of the agreement (the "Agreement") through June 30, 2026, at a cost to the County not to exceed Four Hundred Thousand, Five Hundred Eighty-Five Dollars (\$400,585). The Agreement is consistent with the terms and conditions on which the licenses are currently provided.

Given the critical role of this software to the County, that the software has lifespan exceeding five years, and that the benefits to the County in terms of cost and efficiency of maintaining the fully developed and customized system, outweigh the benefits procuring a new software solution, renewal

of the Agreement without competitive bidding is in the County's best interest. For this reason, the Procurement Manager has approved a waiver of competitive bidding to permit continued use of the software. Staff further recommends that the Board waive competitive bidding as in the best interest of the County in accordance with San Mateo County Ordinance Code § 2.83.050.

The County Attorney's Office has reviewed the proposed Agreement and resolution as to form.

EQUITY IMPACT:

ETO allows the County to provide better case management services to the County's AB109 Realignment and Unified Reentry populations, who are particularly vulnerable, across several departments within the County.

FISCAL IMPACT:

Funding for the proposed Agreement is included in the Non-Departmental Services FY **2024-25** Recommended Budget.