



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 16-326

Board Meeting Date: 6/27/2017

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Iliana Rodriguez, Director, Human Services Agency  
**Subject:** **Measure K:** Amendment to the agreement with Bitfocus, Inc.

**RECOMMENDATION:**

**Measure K:** Adopt a resolution authorizing an amendment to the agreement with Bitfocus, Inc. to provide information technology services for the Clarity Human Services system, increasing the amount by \$379,904 to an amount not to exceed \$1,404,871 and the term remains April 8, 2014 to June 30, 2019.

**BACKGROUND:**

On April 8, 2014, the Board of Supervisors authorized an agreement with Bitfocus, Inc. by Resolution No. 073095 for information technology services for the Clarity Human Services System (Clarity) used by the homeless shelter providers and Core Service Agencies for the term of April 8, 2014 through July 30, 2016 in an amount not to exceed \$180,000. Subsequent amendments modified services to include Children and Family Services (CFS) branch's Family Resource Center (FRC) program, increased the amount of the agreement by \$844,967, and extended the term to June 30, 2019.

Clarity facilitates a higher level of services to County residents by increasing the agencies' abilities to collect and report on information related to clients who are receiving services. Additionally, Clarity is used by homeless service provider agencies to meet the federal Department of Housing and Urban Development (HUD) requirements related to the Homeless Management Information System (HMIS). Furthermore, Clarity enables the Human Services Agency (HSA) and the homeless service agencies to be in compliance with HUD-mandated Data Standards and reporting requirements.

**DISCUSSION:**

This agreement supports services under two branches of HSA, the Center on Homelessness and the Children and Family Services. Clarity is used by the Core Service Agencies, community-based homeless shelters, housing organizations and family resource centers to serve San Mateo County residents. HSA is submitting for approval an amendment to continue services and cover the cost of licenses, agency management, system administrators, Data Analysis Ad-Hoc Query Tools, and the training site for services administered under HSA's Center on Homelessness. This agreement has

been extended to June 30, 2019 and has added funding for the continuation of services under the Children and Family Services branch through a prior amendment, and this amendment adds additional funding for the continuation of services under the Center on Homelessness branch through the term of the agreement.

The agreement and resolution have been reviewed and approved by County Counsel as to form. The County's Information Services Department has reviewed and signed the Special Services Review form.

The resolution contains the County's standard provisions allowing amendments of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

This amendment to the agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing a system to Core Service Agencies and homeless services agencies to continue collecting data on clients who receive services and reporting on program outcomes. Through data and reporting, utilization of Clarity will allow for more informed decision making to address basic needs throughout the County. It is anticipated that 90% or higher of satisfaction surveys will rate the Contractor's system performance as good or better. Surveys will include system users from Core Service Agencies, homeless providers, and system administrators. Additionally, it is anticipated that continuous service availability and uptime will be 99.999% of the time.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2016-17 Actual</b>	<b>FY 2017-18 Projected</b>
Percent of satisfaction surveys that rate the Contractor's system performance as good or better.	90%	90%
Percentage of continuous service availability and uptime.	99.999%	99.999%

**FISCAL IMPACT:**

The amount of this amended agreement is increased by \$379,904 to a new total obligation of \$1,404,871. The term remains through June 30, 2019. The agreement is 100% Net County Cost and is funded by **Measure K** Sales and Use Tax Revenue. Budgetary appropriation for this obligation is included in the FY 2017-18 and FY 2018-19 Recommended Budgets.