



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** HUMAN SERVICES AGENCY

**File #:** 19-657

Board Meeting Date: 6/25/2019

---

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

**To:** Honorable Board of Supervisors  
**From:** Nicole Pollack, Director, Human Services Agency  
**Subject:** **Measure K:** Agreement with Bitfocus, Inc.

**RECOMMENDATION:**

**Measure K:** Adopt a resolution waiving the Request for Proposals process, and authorizing an agreement with Bitfocus, Inc. to provide information technology services for the Clarity Human Services System for the term of July 1, 2019 through June 30, 2022, in an amount not to exceed \$617,043.24.

**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).

Since the Board's approval, Bitfocus, Inc. has provided access to and technological support of Clarity. Clarity is used by homeless service providers to meet the United States Department of Housing and Urban Development (HUD) requirements related to the Homeless Management Information System (HMIS) data and reporting. Additionally, Clarity is used by the Core Service Agencies to collect information and track services provided. Clarity has contributed to a higher level of services to County residents by increasing providers' abilities to collect and report on information regarding services, trends, and outcomes.

**DISCUSSION:**

The Human Services Agency (HSA) would like to enter into a new three (3) year agreement with Bitfocus, Inc. to continue receiving technical support and software maintenance services for Clarity. Bitfocus, Inc. will continue to provide continuous availability of Clarity, licenses for users, continuous compliance with current United States Department of Urban Development (HUD) data requirements, data analysis tools, and the training site for services administered under HSA's Center on Homelessness. Clarity is used by the homeless service providers and Core Service Agencies.

The technological support is necessary to ensure the ongoing maintenance of the system and to ensure that the system complies with all current and upcoming HUD requirements. Clarity is proprietary to and solely provided by Bitfocus, Inc. For these reasons, HSA is recommending the

Board waive the Request for Proposal process as Bitfocus, Inc. is the only vendor available to provide support of this data system.

The agreement and resolution have been reviewed and approved by County Counsel as to form.

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

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing a system to Core Service Agencies and homeless service providers to collect client data to make informed decisions on how to best address the basic needs of homeless clients 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 MEASURES:**

<b>Measure</b>	<b>FY 2019-20 Target</b>	<b>FY 2020-21 Target</b>
Percentage of surveys that rate system performance as good or better.	90%	90%
Uptime percentage	99.999%	99.999%

**FISCAL IMPACT:**

This agreement creates an obligation in the amount of \$617,043.24. The term of this agreement is for FY 2019-20, FY 2020-2021, and FY 2021-22. This agreement will be funded using **Measure K** funds, the HUD reimbursement, and HSABF. Budgetary appropriation for this agreement will be included in the Recommended Budgets for FY 2019-20, FY 2020-2021, and FY 2021-22.