



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 20-774

Board Meeting Date: 10/6/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Ken Cole, Director, Human Services Agency
Subject: Agreement with BitFocus, Inc. for Hosted Third-Party Software Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with BitFocus, Inc. to provide hosted third-party software services for the term of October 1, 2020 through June 30, 2023 in an amount not to exceed \$270,000.

BACKGROUND:

Therapists, case managers, supervisors, managers, directors, and community-based contractors providing mental health services require a database onto which all types of clinical and case management services provided to clients are documented. This database must meet all therapeutic privacy and confidentiality requirements. The user must be able to enroll each client into one or more clinical programs, which are identified by the Human Services Agency's (HSA) Children & Family Services (CFS) branch and community-based organizations.

Prior to October 16, 2018, CFS used an internal database to track such data. HSA's Community Collaborative Outcomes branch had been utilizing BitFocus as its hosted third-party software services for its database. CFS was able to utilize BitFocus for such services from October 16, 2018 through June 30, 2020 until the agreement with HSA expired.

On March 25, 2020, CFS released a Request for Proposals (RFP) for a clinical and case management database to be utilized by internal and external mental health providers that can generate reports of services provided, program caseloads, and outcomes. BitFocus, Inc. was chosen as the vendor whose proposal best meets the needs of HSA.

DISCUSSION:

This agreement with BitFocus funds the licensing, storage, and maintenance of this database which includes data from CFS's family resource centers for the next three years. This database includes electronic signatures for users to sign clinical notes, assessments, and service plans. It also protects client data by limiting community-based contractors' access to client information.

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

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

PERFORMANCE MEASURE:

Measure	FY 2020-21	FY 2021-22	FY 2022-23
Percentage of satisfaction surveys that rate the contractor's system performance as good or better.	85%	88%	91%
Percentage of continuous service availability and uptime.	95%	97%	99%

FISCAL IMPACT:

This agreement is for three years from October 1, 2020 through June 30, 2023, with an amount not to exceed \$270,000. Of this amount, \$175,500 is funded by State Realignment funds and \$94,500 is Net County Cost. Budgetary appropriation for this agreement has been included in the FY 2020-21 Recommended Budget and will be included in future budgets.