



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 23-502

Board Meeting Date: 6/13/2023

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**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 a Homeless Management Information System

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Bitfocus, Inc. to provide information technology services for the Clarity Human Services system for the term of July 1, 2023 through June 30, 2026, in an amount not to exceed \$639,987.

**BACKGROUND:**

On April 15, 2022, HSA released an RFP for a Homeless Management Information System and Bitfocus, Inc., was selected to continue to provide these services for the period of July 2023 through June 2026. The features offered by its software tool Clarity Human Services (Clarity) aligned most closely with the need for data storage and analytics.

Bitfocus, Inc., provides 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 contributes 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:**

HSA would like to enter into a new three (3) year agreement with Bitfocus, Inc., to receive technical support and software maintenance services for Clarity. They would provide licenses for users, continuous compliance with current HUD data requirements, data analysis tools, and the training site for services administered under HSA's Center on Homelessness.

The technological support is necessary to the ongoing maintenance of the system and to ensure that the system complies all current and upcoming HUD requirements.

The agreement and resolution have been reviewed and approved by County Attorney 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).

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2023-24 Target</b>	<b>FY 2024-25 Target</b>	<b>FY 2025-26 Target</b>
Percentage of surveys that rate system performance as good or better.	80%	80%	80%
System availability	99.9%	99.9%	99.9%

**FISCAL IMPACT:**

The term of this agreement is from July 1, 2023, to June 30, 2026. This agreement includes a total obligation amount not to exceed \$639,987. Funding for this agreement is provided by Measure K sales and use tax and a Continuum of Care (CoC) grant from the United States Department of Housing and Urban Development. Budgetary appropriation for this agreement was included in the FY 2023-24 Recommended Budget and in all subsequent budgets that are affected by this agreement. There is no Net County Cost associated with this agreement.