

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

November 18, 2025

FROM

JOSHUA DUGAS, Director, Department of Public Health

SUBJECT

Amendment to Contract with HLP, Inc. for Licensing, Support, and Maintenance of the Chameleon Case Management System and WebLicensing Software

RECOMMENDATION(S)

Approve **Amendment No. 8 to Contract No. 07-950** with HLP, Inc., for continued licensing, support and maintenance of the Animal Care Chameleon Case Management System and WebLicensing propriety software, including the WebChameleon module, increasing the total contract by \$31,622.40, from \$835,095 to \$866,717.40 and extending the contract an additional six months, for a total contract period of September 1, 2007 through June 30, 2026.
(Presenter: Joshua Dugas, Director, 387-9146)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

**Provide for the Safety, Health and Social Service Needs of County Residents.
Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.**

FINANCIAL IMPACT

This item will not result in the use of additional Discretionary General Funding (Net County Cost). The increase in contract costs of \$31,622.40 will be funded with existing budgeted Discretionary General Funding and animal care fee revenue. Adequate appropriation and revenue have been included in DPH's 2025-26 recommended budget.

BACKGROUND INFORMATION

Chameleon Case Management System and WebLicensing software (Chameleon/CMS) is an integrated animal shelter case management system and is utilized by DPH to manage shelter and field operations within the Animal Care Division. Chameleon/CMS software is used to record customer transactions, track field activities, and manage animal inventories, including individual animal veterinary history, behavior profiles, and documents. Since 2007, HLP, Inc. (HLP), the creator and sole provider of Chameleon/CMS, has provided DPH software access, maintenance, and technical support according to the terms outlined in the contract.

On November 6, 2007 (Item No. 95), as the result of a formal solicitation, the Board of Supervisors (Board) approved Contract No. 07-950 with HLP, in an amount not to exceed \$97,253, to provide licensing to the software, along with support and maintenance to Chameleon/CMS to facilitate online payments for dog licenses and other fees for the period of September 1, 2007 through June 30, 2010.

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On June 22, 2010 (Item No. 76), the Board approved Amendment No. 1 to Contract No. 07-950, to provide continued licensing, support, and maintenance of Chameleon/CMS, increasing the total contract amount by \$129,145, from \$97,253 to \$226,398, and extending the term an additional three years, for a total term of September 1, 2007 through June 30, 2013.

On June 25, 2013 (Item No. 69), the Board approved Amendment No. 2 to Contract No. 07-950, to provide continued licensing, support, and maintenance of Chameleon/CMS, increasing the total contract amount by \$103,763, from \$226,398 to \$330,161, and extending the term an additional three years, for a total term of September 1, 2007 through June 30, 2016.

On May 24, 2016 (Item No. 103), the Board approved Amendment No. 3 to Contract No. 07-950, to provide continued licensing, support, and maintenance of Chameleon/CMS, increasing the total contract amount by \$103,854, from \$330,161 to \$434,015, and extending the term an additional three years, for a total term of September 1, 2007 through June 30, 2019.

On May 21, 2019 (Item No. 82), the Board approved Amendment No. 4 to Contract No. 07-950, to provide continued licensing, support, and maintenance of Chameleon/CMS, increasing the total contract amount by \$120,927, from \$434,015 to \$554,942, and extending the term an additional three and a half years, for a total term of September 1, 2007 through December 31, 2022.

On January 26, 2021 (Item No. 69), the Board ratified Amendment No. 5 to Contract No. 07-950 with HLP, which was approved and signed by the Chief Executive Officer on December 11, 2020. The amendment was to add the WebChameleon feature, which allowed online access through a web-based module, allowing staff to access the Chameleon/CMS software remotely. Amendment No. 5 increased the total contract amount by \$34,215, from \$554,942 to \$589,157, with no change to the contract period of September 1, 2007 through December 31, 2022.

On June 8, 2021 (Item No. 60), the Board approved Amendment No. 6 to Contract No. 07-950 to continue support and maintenance services of the WebChameleon module of Chameleon/CMS, increasing the total contract by \$37,066, from \$589,157 to \$626,223, with no change to the period of September 1, 2007 through December 31, 2022.

On November 15, 2022 (Item No. 58), the Board approved Amendment No. 7 to Contract No. 07-950, to provide continued licensing, support, and maintenance of Chameleon/CMS, including the WebChameleon module, increasing the total contract amount by \$208,872, from \$626,223 to \$835,095, and extending the contract period an additional three years, for a total term of September 1, 2007 through December 31, 2025.

Approval of Amendment No. 8 to Contract No. 07-950 will allow DPH to continue using Chameleon/CMS, including the WebChameleon module, to manage shelter and field operations, increasing the total contract amount by \$31,622.40, from \$835,095 to \$866,717.40 and extending the contract an additional six months, for a total contract period of September 1, 2007 through June 30, 2026. DPH is in process of negotiating a new five-year contract with HLP, which will be brought forward for consideration prior to the expiration of Contract No. 07-950.

PROCUREMENT

Not applicable.

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REVIEW BY OTHERS

This item has been reviewed by County Counsel (Daniel Pasek, Deputy County Counsel, 387-5455) on October 27, 2025; and County Finance and Administration (Iliana Rodriguez, Administrative Analyst, 387-4205) on October 28, 2025.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.
Ayes: Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.
Absent: Col. Paul Cook (Ret.)

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: November 18, 2025



cc: PH - Padilla w/agree
Contractor - c/o PH w/agree
File - w/agree
CCM 11/26/2025