

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

November 15, 2022

FROM

JOSHUA DUGAS, Director, Department of Public Health

SUBJECT

Amendment to Contract with HLP, Inc. for the Animal Care Chameleon/Case Management System Software

RECOMMENDATION(S)

Approve **Amendment No. 7 to Contract No. 07-950** with HLP, Inc. for continued support and maintenance of the WebChameleon portion of the Animal Care Chameleon Case Management System software and WebLicensing propriety software, increasing the total contract by \$208,872, from \$626,223 to \$835,095 and extending the contract an additional three years, for the total contract period of September 1, 2007 through December 31, 2025.
(Presenter: Joshua Dugas, Director, 387-9146)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Operate in a Fiscally-Responsible and Business-Like Manner.

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). The increase of \$208,872 is funded by existing Discretionary General Funding, contract revenue and fees collected by the Department of Public Health (DPH) Animal Care (AC). Adequate appropriation and revenue have been included in the DPH's 2022-23 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

Chameleon/Case Management System (Chameleon/CMS) software is an animal shelter and case management tool. It is utilized by DPH to manage all aspects of its AC Program. Chameleon/CMS software is used to record customer transactions, track field activities, and manage animal inventories at the animal shelters. Since 2007, HLP, Inc. (HLP), the creator of Chameleon database software and the sole company that supports the Chameleon database software, has been able to provide maintenance and support of the software for the AC Program.

This amendment ensures that DPH will continue to receive technical support and maintenance for all system functions and modules throughout the duration of the contract. DPH has utilized HLP's proprietary software under Board of Supervisors (Board) approved contracts since 2002.

On November 6, 2007 (Item No. 95), as the result of a formal procurement, the Board of Supervisors (Board) approved Contract No. 07-950 with HLP, in an amount not to exceed

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\$97,253, effective September 1, 2007, to provide support and maintenance of the AC Chameleon/CMS software and WebLicensing software to facilitate online payments for dog licenses and other fees for the period of September 1, 2007 through June 30, 2010.

On June 22, 2010 (Item No. 76), the Board approved Amendment No. 1, effective July 1, 2010, to Contract No. 07-950 with HLP, to provide continued support and maintenance of the AC Chameleon/CMS software and WebLicensing software, increasing the total contract amount by \$129,145, from \$97,253 to \$226,398, and extending the term through June 30, 2013.

On June 25, 2013 (Item No. 69), the Board approved Amendment No. 2, effective July 1, 2013, to Contract No. 07-950 with HLP, to provide continued support and maintenance of the AC Chameleon/CMS software and WebLicensing software, increasing the total contract amount by \$103,763, from \$226,398 to \$330,161, and extending the term through June 30, 2016.

On May 24, 2016 (Item No. 103), the Board approved Amendment No. 3, effective July 1, 2016, to Contract No. 07-950 with HLP, to provide continued support and maintenance of the AC Chameleon/CMS software and WebLicensing software, increasing the total contract amount by \$103,854, from \$330,161 to \$434,015, and extending the term through June 30, 2019.

On May 21, 2019 (Item No. 82), the Board approved Amendment No. 4, effective July 1, 2019, to Contract No. 07-950 with HLP, to provide continued support and maintenance of the AC Chameleon/CMS software and WebLicensing software, increasing the total contract amount by \$120,927, from \$434,015 to \$554,942, and extending the term through December 31, 2022.

On December 11, 2020 the CEO approved Amendment No. 5 to Contract No. 07-950 with HLP, to add WebChameleon licenses, support and maintenance for the period of December 1, 2020 through November 30, 2021 to the contract, increasing 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. AC implemented the web-based solution to prevent the possible spread of the Coronavirus disease (COVID-19) between the public and employees by reducing the interactions with the public through social distancing. This web based module reduced staff time spent directly interacting with constituents by having current and historical information readily available to employees who responded to calls.

On June 8, 2021 (Item No. 60), the Board approved Amendment No. 6, effective June 8, 2021, to Contract No. 07-950 with HLP for continued support and maintenance of the Web Chameleon portion of the Animal Care and Control Chameleon Case Management System software and WebLicensing propriety software, increasing the total contract by \$37,066, from \$589,157 to \$626,223, with no change to the contract period of September 1, 2007 through December 31, 2022.

HLP performance will be monitored by review of monthly reports and an annual site visit to ensure compliance with the administrative, program, and fiscal terms and conditions of the contract. HLP will cooperate with the County in the implementation, monitoring and evaluation of this Contract and comply with any and all reporting requirements established by this Contract. HLP charges must be for services provided to eligible beneficiaries under this funded program. The County reserves the right to request additional program and/or fiscal reports to facilitate this monthly review. The Contract may be terminated without cause by the County with 30 days written notice.

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PROCUREMENT

HLP is the sole developer, owner, and marketing source for the Chameleon licensed and copyrighted software programs. There are no comparable products on the market that can provide the interaction and integration that DPH AC has utilized since 2007. The software is the industry leader in software solutions for Animal Control agencies, Humane Societies, and other animal shelter organizations that all utilize this platform. This allows DPH AC to be more efficient in providing animal care services to the County.

The Purchasing Department supports the continued non-competitive procurement of HLP's software license, based on compatibility and existing agreement, allowing continuity in use of this software, and resulting in a significant cost savings.

DPH and AC will utilize the three year contract period with HLP to evaluate the needs of the program and the viability of the software. If needed, DPH will initiate a formal procurement for future services.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on October 13, 2022; County Counsel (Daniel Pasek, Deputy County Counsel, 387-9000) on September 14, 2022; Purchasing (Bruce Cole, Supervising Buyer, 387-2148) on September 22, 2022; Finance (Paul Garcia, Administrative Analyst, 386-8392) on October 6, 2022; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on October 28, 2022.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY



DATED: November 15, 2022



cc: PH - Shin w/agree
Contractor - C/O PH w/agree
File - w/agree
CCM 11/22/2022