

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

June 8, 2021

**FROM**

**ANDREW GOLDFRACH, Interim Director, Department of Public Health**

**SUBJECT**

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

**RECOMMENDATION(S)**

Approve **Amendment No. 6**, effective June 8, 2021, to **Contract No. 07-950** with HLP, Inc. for continued support and maintenance of the WebChameleon 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.

(Presenter: Andrew Goldfrach, Interim 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 \$37,066 is funded by Discretionary General Funding, contract revenue and fees collected by Department of Public Health (DPH) Animal Care and Control (ACC). Adequate appropriation and revenue have been included in the DPH's 2020-21 budget – prepared with the expectation the contract would be extended in this manner – and will be included in the 2021-22 recommended budget.

**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 ACC Program. Chameleon/CMS software is used to record customer transactions, track field activities, and manage animal inventories at the animal shelters. HLP, Inc. (HLP) is the only vendor able to provide maintenance and support for Chameleon software. The prior contract amendment incorporated WebChameleon support and maintenance into the contract for the period of December 1, 2020 through November 30, 2021. The recommended amendment to the contract with HLP will ensure DPH will extend the existing support and maintenance specific to the WebChameleon portion of the software by 13 months to be in alignment with the overall contract end date of December 31, 2022. This amendment will ensure 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.

**Amendment to Contract with HLP, Inc. for the Animal Care and Control  
Chameleon/Case Management System Software  
June 8, 2021**

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, Inc., in an amount not to exceed \$97,253, effective September 1, 2007 to provide support and maintenance of the ACC 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, Inc., to provide continued support and maintenance of the ACC 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, Inc., to provide continued support and maintenance of the ACC 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, Inc., to provide continued support and maintenance of the ACC 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, Inc., to provide continued support and maintenance of the ACC 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 ratified Amendment No. 5 to Contract No. 07-950 with HLP, Inc., 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. ACC implemented the web based solution to prevent the possible spread of the corona virus (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.

**PROCUREMENT**

N/A

**REVIEW BY OTHERS**

This item has been reviewed by Human Services Contracts (Jennifer Mulhall-Daudel, Contracts Manager, 388-0241) on May 20, 2021; County Counsel (Daniel Pasek, Deputy County Counsel, 387-5455) on May 18, 2021; Purchasing (Bruce Cole, Supervising Buyer, 387-2148) on May 21, 2021; Finance (Paul Garcia, Administrative Analyst, 386-8392) on May 20, 2021; and County Finance and Administration (Tanya Bratton, Deputy Executive Officer, 388-0332) on May 20, 2021.

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Record of Action of the Board of Supervisors  
County of San Bernardino

**APPROVED (CONSENT CALENDAR)**

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

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: June 8, 2021



cc: PH- Shin w/agree  
Contractor- C/O PH w/agree  
File-w /agree  
LA 06/14/2021