

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

924



**FROM:** Department of Animal Services

**SUBMITTAL DATE:**  
September 18, 2014

**SUBJECT:** Ratify the Sole Source annual renewal of Chameleon support & maintenance, components and licenses from HLP, Inc. for the Co. of Riverside Dept. of Animal Services. [Districts – All] [ \$225,000 General Fund]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Authorize the Purchasing Agent to complete the annual renewal of Chameleon/Case Management System (CMS) unlimited support & maintenance, the annual renewal of Certified Data Connection/Violation Table support & maintenance, the Web Licensing/Web Donation for Public Access support & maintenance and the annual Data Entry Service fee.
2. Authorize the Purchasing Agent to complete the above mentioned support & maintenances for the period of July 1, 2014 through June 30, 2019; renewable annually, not to exceed \$45,000 annually except with CPI increases.

**BACKGROUND:**

Summary  
(See page 2)

Robert P. Miller, Director  
Department of Animal Services

RPM:lcb

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost:</b>	<b>POLICY/CONSENT (per Exec. Office)</b>
<b>COST</b>	\$ 45,000	\$ 45,000	\$ 225,000	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
<b>NET COUNTY COST</b>	\$ 45,000	\$ 45,000	\$ 225,000	\$ 0	
<b>SOURCE OF FUNDS:</b> 100% General Fund				<b>Budget Adjustment:</b> No	
				<b>For Fiscal Year:</b> 14/15	

**C.E.O. RECOMMENDATION:**

APPROVE

BY: Jennifer L. Sargent

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

**FISCAL PROCEDURES APPROVED**  
 PAUL ANGULO, CPA, AUDITOR-CONTROLLER  
 BY: Esteban Hernandez 10/1/14

Departmental Concurrence

Purchasing: Mark Seiler, Assistant Director

- A-30
- 4/5 Vote
- Positions Added
- Change Order

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

**FORM 11:** Ratify the Sole Source annual renewal of Chameleon support & maintenance, components and licenses from HLP, Inc. for the Co. of Riverside Dept. of Animal Services. [Districts – All] [ \$225,000 General Fund]

**DATE:** September 18, 2014

**PAGE:** Page 2 of 2

**BACKGROUND:**

**Summary (continued)**

HLP, Inc. is the sole source proprietary company selling Chameleon software; which is an integrated shelter software case management system for the entire animal care facility needs. It was developed to help manage and track all data on animals coming into the shelters. The initial database was purchased back on April 16, 2002 for the Department of Animal Services (DAS). DAS has been using the basic software and its components to store all of the departmental animal records as well as the pet licenses; both new and renewals, that the public can access on-line. Recent revenues have increased by allowing the Web application to process credit card payment on-line as well. Chameleon software also allows DAS to control, document and audit animal impounds and field activities. Chameleon is the standard by which animal control, humane society and the Society for the Prevention of Cruelty to Animals (SPCA) utilize throughout the United States.

Most recently in an effort to facilitate staff in the field, Chameleon has developed a new service which will replace the current Pocketcham application. HLP, Inc. is no longer supporting Pocketcham. The new service allows License Inspectors to perform an address or license inquiry in the field to determine if an Administration citation should be issued to a pet owner. This service also has the capability to handle off-site adoption events.

**Impact on Residents and Businesses**

The continued use of this software system, allows DAS to better inform the communities on the status of their impounded animal; so they may be reunited as quickly as possible.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

There is no additional impact on the general fund as this funding has been included in the department's budget.

**Contract History and Price Reasonableness**

If DAS were to invest in another software tracking system, along with the cost factor, it would require moving all of the departmental records, history, and retraining of departmental staff. HLP has held its basic software and other applications pricing for the last twelve (12) years. The financial annual renewal impact is equivalent to what other counties, State and local governments were quoted. RCIT has reviewed and approved under tracking#PR2014-01687 to continued usage of this software system.

FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19
\$45,000	\$45,000	\$45,000	\$45,000	\$45,000
			<b>TOTAL:</b>	<b>\$225,000</b>

**Date:** September 18, 2014  
**From:** Robert Miller, Director **Department/Agency:** Animal Services  
**To:** Board of Supervisors/Purchasing Agent  
**Via:** Purchasing Agent  
**Subject:** Sole Source Procurement - **Purchase of annual renewals of Chameleon support & maintenance, components and licenses from HLP, Inc.**

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

1. Supply/Service being requested: **Purchase annual renewals of Chameleon/Case Management System (CMS), Certified Data Connection/Violation Table, Web Licensing/Web Donation for Public Access and WebChameleon support & maintenances.**
2. Supplier being requested: **HLP, Inc.**
3. Alternative suppliers that can or might be able to provide supply/service: **None. HLP holds the patent on the software program Chameleon that all components listed above run off of.**
4. Extent of market search conducted: **Internet, speaking with other I.T. software vendors**
5. Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide: **HLP, Inc. is the sole source proprietary company selling Chameleon software; which is an integrated shelter software case management system for the entire animal care facility needs. It was developed to help manage and track all data on animals coming into the shelters.**
6. Reasons why my department requires these unique features and what benefit will accrue to the county: **The initial database was purchased back on April 16, 2002 and DAS has been using the basic software and its components to store all of the departmental animal records as well as the pet licenses; both new and renewals, that the public can access on-line. Recent revenues have increased by allowing the Web application to process credit card payments on-line as well. Chameleon is the standard by which animal control, humane society and the Society for the Prevention of Cruelty to Animals (SPCA) utilize throughout the United States.**
7. Price Reasonableness including purchase price and any ongoing maintenance or ancillary costs from the supplier: **If DAS were investing in another software tracking system, along with the cost factor, it would require moving all of the department records, history, and retraining of department staff. The financial annual renewal impact is equivalent to what other Counties/State/Local government pricing was quoted.**
8. Does moving forward on this product or service further obligate the county to future similar contractual arrangements or any ongoing costs affiliated with this sole source? (Maintenance, support, or upgrades, if so, please explain). **Yes. The cost of the annual maintenance & support for CMS, Certified Data Connection/Violation Table and Web Licensing/Web Donation for Public Access has remained the same since installation. The Image Entry – Data Entry annual service fee is based on the number of entries sent to HLP for uploading. The unit cost is \$0.79 and the average number of entries sent is 5317. Not to exceed \$45,000 annually except with CPI increases.**

9. Period of Performance: **July 1, 2014 to June 30, 2019; renewable annually, for Sole Source purchases based on the availability of department's operating budget.**

*[Signature]* 10-9-14  
Department Head Signature Date

Purchasing Department Comments:

Approve                      Approve with Condition/s                      Disapprove

Not to exceed: \$ 45,000                      One time                      ~~Annual Amount through~~ 6-30-19

*[Signature]*                      15-248  
Purchasing Agent                      Date                      Approval Number  
(Reference on Purchasing Documents)