



Meeting Date: December 11, 2025

To: Public Works Commission

Through: Carla Short, Public Works Director
Alaric Degrafinried, Deputy Director of Support Services

From: Bernie Tse, Project Manager

Subject: Permitting and Inspections Software-as-a-Service Hosting and Licensing with Clariti Cloud Inc. – – Contract Award

Director’s Recommendation: Approve the Contract Award of 1000032152 Permitting and Inspection Software as a Service with Clariti Cloud Inc. (“Clariti”) for the procurement of Clariti Application and related hosting and licensing services for a new not-to-exceed amount of \$4,003,929.

Contract Background: In 2021, the Public Works Bureau of Street-Use and Mapping issued a Technology Marketplace (“TM”) Request for Proposal (“RFP”) to solicit a new software-as-a-service (“SaaS”) product to replace the department’s on-line permitting database and inspections system. Through this solicitation, Public Works awarded the contract to Insight Technologies for the proposed solution to be provided by Clariti and implemented by Avocette Technologies. The new software application provides a variety of new permitting and inspections functions, including allowing on-line permit application submissions by private and City contractors, and property owners. The implementation and configuration of this system began in March of 2022.

On May 2024, the Public Works Commission approved Resolution No. 2024-0033, awarding the Public Works Permitting and Inspections Software Licensing Agreement in the amount not to exceed \$2,716,005 to Clariti Cloud, Inc. to implement and configure a software as service (“SaaS”) by Clariti Cloud, Inc. to provide a variety of new permitting and inspections functions, including allowing on-line permit application submissions by private and City contractors, and property owners.

Over the last several months, during analysis sessions with Clariti and other City departments, additional system integrations were discovered that increased the scope of professional services. These integrations include Treasurer & Tax Collector’s Lockbox software and Public Works’ enterprise asset management and document management systems. Also, additional document and report configurations have been identified as outside the original scope of professional services. These change amount to a contract increase of \$313,449.

In addition, in consultation with the Public Works IT Team, an additional scope of professional services for post “go-live” technical support services needs to be added to the contract to ensure

the system operates smoothly and to assist in future changes, and updates to the system. Technical support is typically performed by the same vendor who implemented the system, so we are incorporating the support into the contract with Clariti. The support cost is estimated at \$631,618 for 6 years.

Approval request to award contract and add implementation and support services to the direct licensing agreement: Public Works is seeking to incorporate the remaining implementation services and add post “go-live” support services into the licensing agreement with Clariti.

Contract Details:

Contract Title:	Permitting and Inspections Software-as-a Service Hosting & Licensing
Personal Services Contract No. (Required for Professional Services Only):	PSC0005496 approved by Civil Service Commission on August 11, 2025.
Total Not to Exceed Contract Award Amount (if approved):	<div>Previously approved amount \$2,716,005</div> <div>Interim contract amount (\$ 300,055)</div> <div>Implementation and support <u>\$1,587,979</u></div> <div>Contract Total \$4,003,929</div>
Cost Estimate (if applicable):	N/A
Contract Funding Sources (if applicable):	Public Works Overhead Fund
Anticipated Project Schedule:	Licensing agreement commencement: March 15, 2025. Expected system activation: February 28, 2027
Contract Duration:	2,816 consecutive calendar days (8 years) with option to extend up to additional two (2) years
Contractor Name:	Clariti Cloud Inc.
Compliance with Chapter 14B Local Business Enterprise Ordinance:	The Contract Monitoring Division (CMD) waived the Local Business Enterprise (LBE) subcontracting requirement for this project.
Environmental Determination (if applicable):	N/A
Other Compliance:	N/A

Clariti Contract Modification
Public Works Commission Meeting: December 11, 2025

Additional Information:	N/A
Attachments:	Attachment 1: PSC0005496 Approval Attachment 2: OCAWVR0012102 to waive competitive solicitation requirements

**PUBLIC WORKS COMMISSION
CITY AND COUNTY OF SAN FRANCISCO**

RESOLUTION NO. _____

WHEREAS, on May 13, 2024, the Public Works Commission approved Resolution No. 2024-0033, authorizing a Permitting and Inspections Software Licensing Agreement with Clariti Cloud, Inc. (“Clariti”) in the not-to-exceed amount of \$2,716,005 with a contract duration of 2,816 calendar days; and

WHEREAS, On December 31, 2024, Public Works executed an Interim Agreement with Clariti in the amount of \$300,055.17 to continue hosting and licensing services through March 14, 2025 while negotiations for a longer-term agreement were completed; and

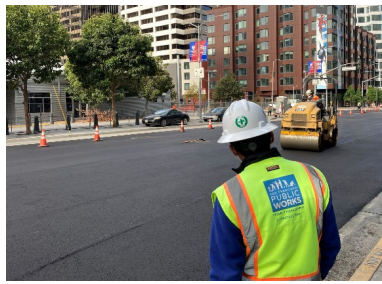
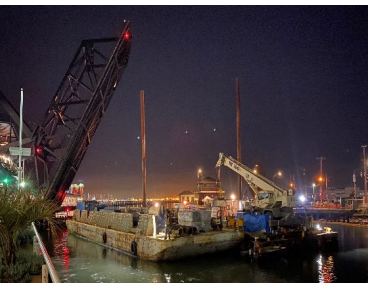
WHEREAS, Public Works and Clariti desire to enter into a new agreement that combines software licensing with implementation services, expanded integration and reporting, and ongoing software support; and

WHEREAS, The contract amount must be increased by \$1,587,979, and the contract term extended to March 14, 2032, resulting in a revised not-to-exceed total of \$4,003,929; now, therefore, be it

RESOLVED, that this Commission hereby approves a new not-to-exceed contract amount of \$4,003,929 and extend the contract term through March 14, 2032 to complete software implementation, licensing fees and ongoing software support services.

I hereby certify that the foregoing resolution was adopted by the Public Works Commission at its meeting of _____.

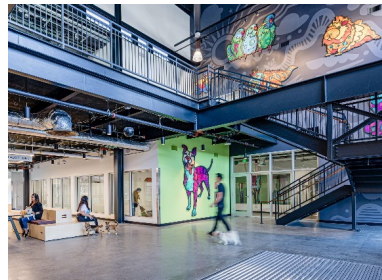
Commission Affairs Manager
Public Works Commission



December 11, 2025

Clariti Implementation

Bernie Tse
Project Manager



Objectives



San Francisco Public Works Permits Portal

Clear. Connected. Customer Focused.

LOG IN

REGISTER AN ACCOUNT

PERMIT LOOKUP

bernie.tse+@sfdpw.org

Forgot your password?

LOG IN



Resident/Homeowner

Register as a homeowner to submit and monitor permit, license, and land use applications.



Business

Register as a business to submit and monitor permit, license, and land use applications.

We also provide permit data for members of the public who need to look up permit details for informational purposes, for example, to verify a permit referenced on a posted tow-away sign.

PERMIT LOOKUP

- Project Update
- Contract modification scope
- Contract modification cost
- Q & A

Project Update

- **Public focus groups**

- Sessions were held November 12th and 13th with approximately 25 attendees who were contractors, permit consultants, architects and engineers, and other department permitting staff.
- Based on feedback from the sessions there were 15 actionable items that are currently being implemented.

- **What's next**

- Complete final iteration by December 19, 2025.
- User Acceptance Testing and Training in January.
- Go-live scheduled for January 27, 2026.



Contract modification scope

A. Incorporate the system implementation services from the 2021 Technology Marketplace (TM) contract into the Clariti licensing contract.

- Implementation services were always contemplated for this project (they were simply going to be performed thru a separate contract)
- There are no additional costs associated with these implementation services...this is simply a reallocation
- Remaining funds from 2021 TM contract will be transferred to the licensing contract with Clariti

B. Additional scope not specified in the original contract.

- Integration with Treasurer & Tax Collector's Office "lockbox" workflow for processing of mailed-in check payments
- Integration with Public Works document management platform for long term data storage and future integrations with other systems
- Integration with enterprise asset management system

C. Annual software support service for the duration of the contract

Contract modification cost

Licensing Fee (currently approved contract amount)	\$ 2,415,950
+ A. Implementation (balance of funds from TM contract)	\$ 642,912
+ B. Additional scope not specified in original contract	\$ 313,449
+ C. Software support services	\$ 631,618
Revised Contract Total	\$ 4,003,929

Recommend Commission:

Approve increases to contract cost and authorize Public Works to approve modifications for implementation of Clariti Software

Approved Contract Amount (Current): **\$2,415,950**

Increase Contract Cost by: **\$1,587,979**

Reason: **Allows for the execution of change orders, to complete the project.**



QUESTIONS

From: [The Civil Service Commission](#)
To: [Sy, Don \(DPW\)](#); [Macaranas, Belle \(DPW\)](#); [Degrafinried, Alaric \(DPW\)](#); [Thrasher, Eric \(DPW\)](#); [Tse, Bernie \(DPW\)](#)
Subject: DPW [DHRPSC0005496] was approved by CSC on 2025-08-11
Date: Thursday, August 14, 2025 8:58:12 AM
Attachments: [image](#)
[image](#)



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

NOTICE OF CIVIL SERVICE COMMISSION ACTION

Hello Belle Macaranas,

At its meeting on **2025-08-11 14:00:00 PDT**, the Civil Service Commission had for its consideration the DPW PSC [DHRPSC0005496].

The Civil Service Commission, APPROVED PSC [DHRPSC0005496] on 2025-08-11.

CSC Approval Type: Approval Granted

Relevant Comments:

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

NOTE: It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.

CIVIL SERVICE COMMISSION

Sandra Eng | Executive Officer

PSC Summary

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Record Number: DHRPSC0005496 v 1.0

Description of Proposed Work: Permitting and Inspections Software-as-a-Service (SaaS) Implementation, Hosting and Licensing

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: DPW

Dept PSC Coordinator: Belle Macaranas

Dept PSC Coordinator Email: belle.macaranas@sfdpw.org

Dept PSC Coordinator Phone: +1 (628) 271-3138

DHR Admin/Reviewer: Suzanne Choi

CSC Admin/Reviewer: Lavena Holmes

PSC Amount: \$1,650,000.00

PSC Duration (months): 108

Funding Source(s): City Funds

Scope of Work: Software implementation, hosting/licensing and support services for cloud-based permit and inspection system. Implementation includes, customization/ configuration of the solution, integration with existing systems, data migration, and training.

Job Class(es): 1051 - IS Business Analyst-Assistant, 1052 - IS Business Analyst, 1061 - IS Program Analyst-Assistant, 1062 - IS Programmer Analyst, 1823 - Senior Administrative Analyst

PSC Justification(s)

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✔ Proprietary services such that City is not authorized to perform them

[Take me to the PSC Record](#)

Ref:TIS6061072_h6ceXSz7OjNaODUBapnO

From: [CCSF IT Service Desk](#)
To: [Sy, Don \(DPW\)](#); [NGUYEN, DEE \(CAT\)](#); [Macaranas, Belle \(DPW\)](#); [Degrafinried, Alaric \(DPW\)](#); [Thrasher, Eric \(DPW\)](#); [Tse, Bernie \(DPW\)](#)
Subject: OCAWVR0012102 – "Waive Competitive Solicitation Requirements" has been Approved
Date: Tuesday, December 2, 2025 8:16:41 PM

Dear Eric Thrasher,

This is to inform you that OCAWVR0012102 - 'Request to Waive Competitive Solicitation Requirements' has been approved.

Please include a copy of this email in your purchase /contract request to OCA.

Summary of Request: Public Works Permitting and Inspections SaaS Implementation, Hosting and Licensing - Solicitation Waiver
Admin Code for Determination:

Reg 21.30: Proprietary Articles Software Licenses and Support and Proprietary Articles Equipment Maintenance.

Contract ID: 1000032152

Reason for determination: In 2022, through the Tech Marketplace, Department of Public Works (DPW) solicited and awarded a procurement to configure and implement a permitting and inspection software application manufactured by Clariti Cloud Inc. (Clariti). Clariti's system provides permitting and inspection workflows (application submission, document upload, permit creation, storing of construction related documents and artifacts, invoicing, etc.) to support DPW bureaus, including BSM and BUF. Clariti offers a range of unique and feature-rich solutions that are unavailable through other vendors and were designed and developed to cater to the specific needs of public sector customers. Clariti's proprietary technology ensures a seamless and efficient experience that is unavailable through other vendors and is only supported by Clariti.

Public Works seeks to establish a long-term contract with Clariti Cloud Inc. (Contract No. 1000032152) for the continued licensing and hosting of its Permitting and Inspections Software-as-a-Service (SaaS) platform. This agreement will support citywide permitting operations, replace the prior interim contract used during the initial configuration phase, and expand the scope to include implementation services. According to Clariti, they are the sole provider of their software, services, and related support.

For these reasons, the waiver is approved.

Total approved amount: \$5,000,000.00

[Take me to the OCA Waiver Request](#)

Thank you.

Ref:TIS6305772_HdsP3VbXVUJFqsh1bNkb