



Meeting Date: May 13, 2024

To: Public Works Commission

Through: Carla Short, Interim Public Works Director
Albert Ko, City Engineer & Deputy Director

From: Bernie Tse, Permit Manager

Subject: Bureau of Street-use and Mapping Permitting and Inspections Software Licensing Agreement – Contract Award

Director’s Recommendation: Approve Contract 1000032152 Permitting and Inspection Software as a Service with Clariti Cloud, Inc., in the amount of \$2,716,005 for 2,816 consecutive calendar days with an option to extend for up to two additional years for software licensing.

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 TM vendor Insight Technologies for the proposed solution to be provided by Clariti Cloud, Inc. The new software application which is currently undergoing configuration, will provide 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 and is anticipated to be activated by January 29, 2025. In addition to improving the application experience for BSM clients, the new system will offer a range of process improvements. As is standard with commercial software applications, the ongoing use of the software by the Bureau of Street-use and Mapping requires a licensing agreement and payment of annual subscription fees.

Approval request for a direct licensing agreement: Rather than continuing to pay annual hosting/licensing and software subscription fees for the Clariti Cloud system to TM vendor Insight Technologies, Public Works is seeking Commission approval for a direct agreement with Clariti Cloud, Inc. A direct contract with Clariti will reduce costs for the City and eliminate the need for additional TM contract renewals with Insight Technologies. Approval of this agreement with the vendor will also serve to fix annual licensing fees for the duration of the contract.

Contract Justification: Clariti Cloud SaaS solution is the provider for the new Permit and Inspection System. The Office of Contract Administration approved the request for sole source waiver (OCAWVR0009377) on March 18, 2024.

Contract Details:

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| Contract Title: | Bureau of Street-use and Mapping Permitting and Inspections Software Licensing agreement |
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| Personal Services Contract No. (Required for Professional Services Only): | TBD |
| Contract Award Amount: | \$2,716,005 |
| Cost Estimate (if applicable): | N/A |
| Contract Funding Sources (if applicable): | Public Works Overhead Fund |
| Anticipated Project Schedule: | Licensing agreement commencement: March 15, 2024. Expected system activation: February 29, 2025 |
| 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: | 12B (Equal Benefits), 12P (MCO), 12Q (HCAO), First Source Hiring Program (Admin. Code Chapter 83) |
| Additional Information: | N/A |
| Attachments: | Attachment 1: Sole Source Wavier OCA approval email |

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

RESOLUTION NO. _____

WHEREAS, The San Francisco Public Works Bureau of Street-use and Mapping is responsible for annually processing and reviewing between twenty-five thousand and thirty thousand applications for constructions and occupancy within the public right-of-way; and

WHEREAS, Public Works seeks to improve process efficiencies for staff, contractors, homeowners and City partners; and

WHEREAS, Public Works recognized the current permitting and inspections system is built with outdated technology and is not conducive to modern business needs; and

WHEREAS, In February 2022, Public Works executed a professional services contract to implement and configure a software as a service by Clariti Cloud, Inc. to replace the current system; and

WHEREAS, The ongoing use of the software as service requires a licensing agreement and payment of annual subscription fees; and

WHEREAS, The not-to-exceed contract amount is anticipated to be up to \$2,716,005 and the agreement will have a duration of 2,816 calendar days; and

WHEREAS, The San Francisco Office of Contract Administration waived the competitive solicitation requirements for this agreement on March 18, 2024; now, therefore, be it

RESOLVED, That this Commission hereby awards Public Works Permitting and Inspections Software Licensing Agreement in the amount of \$2,716,005 with a contract duration of 2,816 calendar days to Clariti Cloud, Inc.

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

Commission Affairs Manager
Public Works Commission

From: [Thrasher, Eric \(DPW\)](#)
To: [Burns, Alexander \(DPW\)](#); [Macaranas, Belle \(DPW\)](#)
Subject: FW: OCAWVR0009377 – "Waive Competitive Solicitation Requirements" has been Approved
Date: Monday, April 15, 2024 11:09:29 AM
Attachments: [image001.png](#)



Eric Thrasher

Bureau of Street-Use and Mapping | San Francisco Public Works | City and County of San Francisco
49 South Van Ness Ave, suite 300 | San Francisco, CA 94103 | sfpublicworks.org

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Monday, March 18, 2024 12:50 PM
To: Thrasher, Eric (DPW) <eric.thrasher@sfdpw.org>
Subject: OCAWVR0009377 – 'Waive Competitive Solicitation Requirements' has been Approved

Dear Eric Thrasher,

This is to inform you that OCAWVR0009377 - '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: Clariti Permitting & Inspections Software sole source waiver request

Admin Code for Determination:

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

Contract ID:

Reason for determination: In 2022, through the Tech Marketplace, DPW solicited and awarded a procurement to configure and implement a permitting and inspection software application manufactured by Clariti Cloud solution. The Clariti system provides permitting and inspection workflows (application submission, document upload, permit creation, storing of construction related documents and artifacts, invoicing, etc.) to support Public Works bureaus including BSM and BUF. Clariti offers a range of unique and feature-rich solutions that are unavailable through other vendors. Their proprietary technology ensures a seamless and efficient experience that is unavailable through other vendors and is only supported by Clariti. Now that the system is established, DPW requires an 8-year product licensing contract for their Clariti system. Per the vendor, Clariti Cloud Inc. is the Sole Provider of Clariti software, services, and products. DPW confirmed this is for the SaaS subscription only. Additional customization or future

integrations may be required as business needs evolve. If they are required, DPW will amend waiver and contract at that time.

Total approved amount: \$2,800,000.00

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

Thank you.

Ref:TIS4906924_6cHuTXfAzEVL1AOFbMG