



Suspension of Competition Acquisition Request

[\[Email Me\]](#)
Double click!

1. Fully describe the product(s) and/or service(s) being requested.

Domo is an Enterprise Platform Business Intelligence (BI) software/solution that the Department of Behavioral Health (DBH) uses to create dashboards, interactive cards, reports, etc. that allow the department to track various metrics, complete various types of mandatory state reporting tasks, and monitor staff productivity.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Vendor: Domo Technologies Inc.
Contact: Samuel Albornoz, Customer Success Manager, samuel.albornoz@domo.com, (801) 979-3667
3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

Domo has begun rolling out a consumption-based price model which would represent better value for money and cost effectiveness for the County. Previously, DBH was required to pay for a specific number of Authorized User and Embed licenses, and pay for a set amount of data usage that was in excess of what was actually required. Under a contract using the consumption model, DBH will acquire a set number of "tokens" which are consumed as DBH staff make use of the system. This ensures that we are paying for our specific usage of the system; purchase of individual developer/user licenses and modules is no longer required. We anticipate that this will result in lower costs when seeking to expand the use of Domo throughout DBH. Domo will be providing "legacy credits" at a cost similar to the last year on the previous agreement, which will cover our historical usage of Domo, and serve as a baseline number of credits for DBH to use. DBH will need to purchase additional "credits" in order to expand the use of Domo beyond current levels, as we have planned. We will also be able to expand the use of Domo to other DBH divisions more cost effectively than under the previous pricing model. The previous contract arrangement made it prohibitively expensive to expand the use of Domo to other divisions. This is due to the fact that the new contract doesn't charge per user/license, meaning DBH will be able to add more developers (if divisions request them). This will allow staff from other DBH divisions to create their own dashboards, decreasing the workload on DBH HIT staff, and allowing for greater use of the BI software in our department. Domo's consumption-based model will give DBH access to BI tools that were previously a separate cost (not purchased previously due to cost concerns,) which we did not have access to under our previous agreement. We will now have access to these new tools at no additional cost under the consumption-based model.

DBH is proposing an agreement with a three-year term. The total cost of the proposed 3-year term is \$416,893. These contract term amount is what DBH projects it will expend during the three year term. Usage will be carefully monitored during the term of the agreement. If DBH's usage were to exceed the projected amounts, DBH would work to execute an Amendment to add additional funding as needed. DBH has been looking to increase the usage of Domo, but the previous pricing structure made that prohibitively costly. The new pricing structure would allow DBH to expand BI usage as needed, and pay only for those increases, rather than guessing how much of an increase we will need by purchasing individual licenses, storage space, database storage, etc. The possibility even exists under the consumption-based model that our actual consumption of resources could go down when converted from the prior agreement payment structure; in that case we may not need an increase at all and there could be the possibility of cost savings.
4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.
 1. HIPAA Compliance - DBH initially selected Domo over several other competing software products because it is a cloud-based Business Intelligence system that also remains HIPAA-compliant. DBH shares information and dashboards within the system to multiple non-county contracted providers securely using Domo. By using Domo, we are effectively obtaining two products in one. The first product is the BI software. The second product is the data warehouse (the "cloud" where Domo stores our data.) Since Domo is capable of storing all of our data within their secure cloud servers, we are able to access it, and also provide access to it to our contracted providers. In order to comply with HIPAA regulations and provide access to the BI software to our contracted providers, many competing software products would require the purchase of software licenses/subscriptions AND the purchase of a data warehouse. In virtually all cases, the cost for acquiring both of these products separately could well exceed the proposed cost for Domo.
 2. Continued Use of Existing Digital Infrastructure - DBH has been using Domo for nearly five years and has invested incalculable staff time and resources on developing dashboards, cards, and reports within Domo. Many current DBH business processes depend on the Dashboard Apps developed in Domo. There are over 30 Domo Apps

that have been developed over the last four years. These apps allow users to review large sets of data from disparate data sources. These Domo apps allow supervisors to monitor staff productivity and timeliness, allow program analysts the ability to review the performance of individual programs/contractors, allow our fiscal teams to review and analyze the department's funding, and allow HIT staff to review various aspects of enterprise applications supported by DBH. These apps save countless hours automating the manual running of these necessary reports. DBH HIT estimates that rebuilding these apps and dashboards into another BI platform would take several years, given current staff assignments and obligations. We have the previous experience of migrating from Sisense, our prior BI solution, where it took over a year to rebuild the needed dashboards in Domo. That migration involved considerably fewer dashboards and applications, and DBH's use of business intelligence/data analysis and obligations for data reporting to the state Department of Health Care Services (DHCS) have only grown since that time, so a new migration would be significantly larger in scope.

3. Possibility of Revenue Loss and Non-Compliance with State Requirements - Here are several specific examples of the unique qualities and capabilities of Domo and how they relate to DBH operations:

Domo Supervisor App - A Domo app developed by DBH HIT that provides various county employee monitoring metrics to ensure that revenue generating staff (licensed and unlicensed clinicians) remain productive. The app includes a dashboard that reviews Direct Service Rate, specific procedures billed, No-Show rates, caseload compliance, and timeliness of documentation. Under state-mandated CalAIM behavioral health payment reform, DBH has moved to a fee-for-service claims model for billing and obtaining reimbursement from DHCS. Our Electronic Health Record (EHR), SmartCare, has proven to be quite sensitive to even the most minor of errors and omissions within claims for services. The app allows for Supervisors to monitor all claims submitted by their staff, and identify the types of minute errors and omissions that can be made by staff very efficiently, ensuring that claims submitted are reimbursable, so that DBH can claim every dollar we are entitled to from DHCS.

274, TADT, MH and SUD Timeliness, CARE Act - Domo dashboards compile and report data for these various state mandated reports. Many of these state mandated reports are submitted on a monthly (or other similar recurring timeline) basis, so any significant interruption (such as caused by a delay in procurement or inability to procure Domo) could result in severe sanctions, fines, and penalties being imposed on DBH (up to and including termination of our state agreement) by DHCS for failure to provide state mandated reports.

Emergency Backup Platform - This Domo-based tool is used to provide a backup of key data elements to remain operational during an emergency downtime if our EHR, SmartCare, were to become unavailable for any reason. Not having this data available would result in DBH's inability to provide services during such downtime.

BHSA Reporting - DBH HIT is currently developing Domo apps to support the data collection and reporting requirements to meet additional BHSA reporting requirements that will be necessary in the very near future.

4. Ease of Use and System Accessibility - Under the County's current agreement with Domo, DBH HIT staff can administrate and manage Domo directly without having to go through any other third party, such as the county Information Technology Security Department (ITSD). The next most viable alternative BI solution is Power BI, which is accessible to DBH via an existing contract. While Power BI is an industry standard BI solution, it presents several problems that Domo does not.

Potential Issue #1: Power BI is a significantly more complex product. It requires a far greater degree of programming knowledge than Domo and would not be a viable option to roll out to other divisions within DBH that might want to create their own reports or dashboards. Our own DBH HIT staff have needed to research Power BI extensively to learn how to re-create relatively simple Domo dashboards in Power BI to see how the process might be done. It may not even be possible to re-create the more complex Domo dashboards within Power BI given some of the technical restraints that are placed upon DBH. These restraints are put in place by ITSD, which is not seeking to limit departments' capabilities intentionally, but must do so because Power BI is used by multiple county departments and it is not as flexible as Domo.

Potential Issue #2: Power BI is closely managed by county ITSD, as it is used by multiple county departments. As a result, ITSD has tight control over administrative permissions in Power BI that DBH HIT staff have access to in Domo (or the equivalents of such.) For example, DBH HIT staff would not be able to control with specificity the timeframes that a report or dashboard can have its data refreshed in Power BI, being limited to daily. In Domo, DBH HIT staff can easily set an app, report, or dashboard to refresh at a set time each day, week, etc., allowing a fine degree of control of when data is refreshed. DBH HIT staff also cannot add non-county staff users to Power BI reports with the same ease that they can with Domo. DBH HIT staff would need to work with ITSD on almost any occasion involving non-county contracted staff (specifically, adding non-county users to a private group in the

County's Active Directory, which can be a complex process requiring time and specific approvals), which can be a significant administrative burden that slows down response times. Since DBH HIT can administratively manage Domo directly, and because it is cloud-based rather than County network based, DBH HIT staff can quickly and easily add non-county users to Domo apps, reports, and dashboards, cutting down response time significantly.

5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.

- ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
- ☐ When the contract is with a federal, state, or local governmental agency.
- ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
- ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
- ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
- ☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

The continuing use of Domo is essential to DBH for several reasons:

1. HIPAA Compliance - HIPAA compliance is mandatory for DBH, and Domo's unique setup as a cloud-based BI solution solves multiple issues relating to HIPAA compliance. First, Domo itself is a HIPAA-compliant BI solution. Second, Domo's cloud-based setup allows DBH to share apps and dashboards within Domo to our non-county contracted providers securely in a HIPAA-compliant manner. Competing products, such as Power BI, would not give us the ability to share dashboards with our non-county contracted providers quite so easily. Any such solution that could be found would likely bring the total cost of using an alternative BI solution above the cost of procuring Domo, since we would have to purchase additional licenses, a data warehouse, or require the assistance of county ITSD on almost every occasion that we want to involve non-county staff in our BI solution.

2. Continued Use of Existing Digital Infrastructure - As stated previously, there is a lot of existing digital infrastructure (over 30 Domo apps, and a similar number of dashboards) that have been developed in Domo over the last four years. If we were to switch to another BI solution, such as Power BI, everything created in Domo would have to be re-created in Power BI (or other solution) entirely from scratch. Re-creating all of these apps and dashboards in Power BI, or any other BI solution, would not be trivial, as different BI solutions require the use of somewhat different programming language and techniques. DBH HIT staff would need time to learn how to create within Power BI, and due to these differences, it may not be possible to re-create everything that has been created in Domo in Power BI or another solution. It would also be extremely difficult for our current staff to take on the increased workload, as there is constant demand for new Domo apps, reports, dashboards, conversions of older dashboards to apps, etc., in addition to the many other responsibilities managed by those staff. If we did stop using Domo, and switched to a different solution, the sudden, sharp increase in workload for our staff would significantly slow down all BI related development, and possibly much of DBH HIT's operations at large.

3. Possibility of Revenue Loss and Non-Compliance with State Requirements - If we had to stop using Domo, even with months of lead time, there is a significant risk of revenue loss and non-compliance with state requirements. There is no guarantee that our staff would be able to re-create the Supervisor app and the 274, TADT, MH and SUD Timeliness and CARE Act dashboards in time to avoid significant negative impacts to DBH's revenue and compliance with state requirements. DBH clinicians bring in hundreds of thousands to millions of dollars of revenue each month and this revenue would be at risk if supervisors were suddenly unable to monitor the Direct Service Rate, procedures billed, No-Show rates, caseload compliance and timeliness of documentation metrics that they are able to do currently via Domo. DBH also uses Domo dashboards to compile and report data for the aforementioned various state mandated reports, many of which occur monthly or on other similar recurring timeframes. Without Domo, DBH could potentially be unable to compile and report data for these state mandated reports and be subject to significant fines, fees, and sanctions by DHCS. The financial sanctions were recently updated by DHCS and could be \$25,000 for a first violation, up to \$50,000 for a second violation, and up to \$100,000 for each subsequent violation. For any deficiency impacting County persons served/Medi-Cal recipients, each person impacted constitutes a separate violation. In addition, DHCS may separately and independently assess a monetary sanction for each day we fail to correct an identified deficiency, which could easily multiply with the various reports we are required to provide. DHCS could potentially withhold as much as 25% of the funding they provide to us each month when collecting the full amount of the sanction.

4. Ease of Use and System Accessibility - DBH's ability to freely use the full capabilities of BI software would be constrained if we used Power BI as an alternative. With Domo, DBH HIT staff have full administrative control and can fine tune various aspects of the system (such as how often various reports can be refreshed, and how county and

non-county users can be added to reports and given access to the BI software. With Power BI, only DBH HIT staff will be able to create reports and dashboards (and only after a lengthy training period while they adapt to using the new software.) With Domo, the possibility exists that other staff across various DBH divisions could create their own reports or dashboards, lessening the workload on DBH HIT staff and allowing divisions more freedom to use Domo in new, creative ways to potentially improve business processes across the department.

There are also concerns that even if ITSD is able to give non-county contracted providers access to created Power BI dashboards and reports, they may not be able to access them. It may be necessary for many of those providers to obtain a Power BI license. It is not clear if DBH would (or could) be able to purchase Power BI licenses for our contracted providers (where they could access our lower rate), or if they would have to purchase them on their own (which could require a large number of budget modifications in the near term, and ultimately amendments to providers' agreements in the long term.) Either way, this would likely be a cost increase above what we would have to pay if we were using Domo instead, which will no longer charge per license.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

DBH can only continue to use its existing Domo apps, dashboards, and reports if we enter into a new agreement with Domo, Inc. As stated above, if we were to cease using Domo and acquire a new BI solution, the negative consequences could have a severe impact to DBH's day to day operations, our revenue, and our ability to provide quality services to our persons served. DBH is dependent on the service that Domo provides, and the down-time DBH will experience with any changeover will cause too much disruption.

DBH HIT has looked into using Power BI as our BI solution. On paper, it appears to be a viable alternative, not requiring a separate procurement because it is already accessible to us via one of ITSD's existing agreements with Microsoft, however, there are still quite a few costs to account for when examining Power BI as an alternative. Power BI, unlike Domo, still requires the purchase of licenses for each user. To begin with, we would need to acquire a minimum of 300 licenses for each user to meet current demand, which cost \$7.50 per user monthly, and since we are planning to expand BI software use in the department, we may need to increase the number of view licenses to 650 or more (which could increase even more if it becomes necessary to acquire licenses for our non-county contracted providers.) That would represent a baseline minimum cost of approximately \$60,000.00 per year just for user licenses. There would also be an as-yet unknown amount of costs for data storage. DBH HIT's research shows that we may need more than just the base packages of Power BI; we may also need to upgrade to Microsoft Fabric, which is integrated with Power BI, but may cost an additional \$5,000.00 per month (another \$60,000.00 per year.) Given these known and unknown costs, we can expect that Power BI will cost at least as much, if not significantly more than Domo, meaning that switching to Power BI purely for cost savings is not a viable option. The aforementioned potential administrative problems are also a factor affecting Power BI's viability as an alternative. DBH would not have nearly as much control over Power BI as we currently do have over Domo, and limiting our BI software capabilities will only limit our ability to function efficiently. The risks of switching to an alternative like Power BI at this time are simply too high to consider. There is little, if any potential for cost savings, no potential for compatibility, and we would be putting more constraints on our ability to analyze and process data by using Power BI over Domo at this point in time.

It is DBH's evaluation that entering into a new agreement with Domo, Inc. is the option in the best interest of the County. Domo's cloud-based, HIPAA compliant setup can be easily shared with our non-County contracted providers, which ensures that we can share data as needed in a secure manner. It would also ensure that DBH's investment of time and resources over the past four years would not be lost, allowing DBH to use staff time to continue creating new apps and dashboards to improve DBH operations. Finally, a new agreement with Domo, Inc. will be under their new consumption-based model, which will represent better value for money and cost-effectiveness for the County, even while expanding the use of Domo throughout DBH.

stbrown 6/25/2026 1:42:56 PM

Requested By:

Staff Analyst

Title

[\[✕ Sign\]](#) Double click!

I approve this request to suspend competition for the service(s) and/or product(s) identified herein.

mkerr 6/25/2026 2:33:46 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 6/26/2026 10:14:21 AM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!