



Board Agenda Item 40.1

DATE: July 14, 2026

TO: Board of Supervisors

SUBMITTED BY: Mike Kerr, Director of Information Technology/Chief Information Officer
Susan L. Holt, Director, Department of Behavioral Health

SUBJECT: Retroactive Agreement with Domo, Inc.

RECOMMENDED ACTION(S):

- 1. Under Administrative Policy No. 34 for competitive bids or requests for proposals (AP 34), determine that an exception to the competitive bidding requirement under AP 34 is satisfied and a suspension of competition is warranted due to unusual or extraordinary circumstances as Domo, Inc. is the only vendor that provides a comprehensive analytic software that is compliant with the Health Insurance Portability and Accountability Act, and that the best interests of the County would be served by entering into an Agreement with Domo, Inc.; and**
- 2. Approve and authorize the Chairman to execute a retroactive Agreement with Domo, Inc. for software licenses, usage credits, maintenance, support, and related services for its business intelligence and analytics platform, effective July 13, 2026, not to exceed three consecutive years, total not to exceed \$416,893.**

There is no increase in Net County Cost associated with the recommended actions, which suspend the competitive bidding process under AP 34 and will authorize Domo, Inc. (Domo) to continue providing software licenses, usage credits, maintenance, support, and hosting services for the Department of Behavioral Health's (DBH) cloud-hosted business intelligence system. to provide data, applications, and dashboards to DBH staff and contracted providers. The system enables DBH staff and contracted providers to securely access data analytics and dashboards that support program oversight, performance monitoring and informed decision-making in compliance with the Health Insurance Portability and Accountability Act (HIPAA). This item is countywide.

ALTERNATIVE ACTION(S):

Should your Board not approve the recommended actions, DBH will not have the necessary data analytics tools to comply with State-mandated reporting and claims submission requirements. This may result in reporting delays, increased claim rejections, monetary sanctions, and reduced State funding and reimbursement.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

The Department's request to suspend the competitive bid process is consistent with AP 34 as Domo is the only vendor able to provide a single software solution that meets all of DBH's needs in a HIPAA-compliant cloud environment. The General Services Department - Purchasing Division reviewed and concurs with the Department's assessment that this satisfies the exception to the competitive bidding process required by

AP 34.

RETROACTIVE AGREEMENT:

The recommended Agreement is retroactive due to extended contract negotiations.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The maximum compensation under the recommended Agreement is \$416,893. Costs associated with the recommended Agreement will be recovered through chargebacks to DBH. Sufficient appropriations and estimated revenues will be included in the ITSD Org 8905 FY 2026-27 Recommended Budget and subsequent ITSD Budget requests for the duration of the Agreement term.

DISCUSSION:

On July 13, 2021, the Board approved Agreement No. A-21-262 with Domo for software licenses, maintenance, support, hosting and implementation services for a HIPAA-compliant data analytics software, effective July 13, 2021, through July 12, 2026, with a maximum compensation not to exceed \$523,155. Domo is a cloud-hosted, HIPAA-compliant data analytics, business intelligence tool that DBH uses to query large amounts of disparate data and visualize that data to make meaningful and timely decisions on business operations. It allows for the automation of complex queries, producing simplified dashboards to allow DBH staff and contracted entities to monitor staff, program, and person-served progress and outcomes.

DBH, in partnership with ITSD, reviewed alternative business intelligence platforms and determined that maintaining the County's existing Domo environment is the most effective way to support timely, data-driven behavioral health services for the community. Rebuilding the extensive dashboards and reports developed over the past five years would significantly delay DBH's ability to monitor programs, guide interventions, and meet state-mandated reporting requirements that protect funding and ensure uninterrupted care for vulnerable individuals. Sustaining a stable, fully functional analytics solution is therefore essential to safeguarding service continuity, compliance, and the wellbeing of the individuals and families DBH serves.

The recommended Agreement includes non-standard insurance provision stating Domo will only indemnify the County for intellectual property infringement and the County will indemnify Domo for the County's misuse of the system. Domo also included a cap on limitation of liability equal to fees paid in the previous 12 months. ITSD and DBH consulted with the Human Resources - Risk Management Division regarding these deviations and were advised that accepting them would be a departmental business decision. These provisions are common in software agreements, and ITSD and DBH have determined that accepting the deviations is in the County's best interest.

Approval of the recommended actions will approve the recommended three-year Agreement. The total maximum compensation for the full three-year term of the Agreement is \$416,893. The recommended Agreement deviates from the County's standard term language and does not include the two optional one-year extensions as Domo was unable to estimate and hold pricing for years four and five.

REFERENCE MATERIAL:

BAI #36, July 13, 2021

ATTACHMENTS INCLUDED AND/OR ON FILE:

Suspension of Competition
On file with Clerk - Agreement with Domo

CAO ANALYST:

Amy Ryals