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SAN FRANCISCO
HUMAN SERVICES AGENCY

Memorandum

To:	Human Services Commission				
Through:	Trent Rhorer, Executive Director				
From:	Daniel Kaplan, Deputy Director of Finance & Administration Esperanza Zapien, Director Of Contracts DS				
Date:	April 17, 2026				
Subject:	New Contract: **BINTI, Inc.** (For-Profit) For Provision Of Resource Family Approval (RFA) Portal Support 26-29				
	Full Term	Contingency	Total		
Contract Term:	7/1/26- 6/30/29				
Contract Amount:	$353,108	$35,311	$388,419		
Annual Amount:	FY 26-27 $114,241	FY 27-28 $117,669	FY 28-29 $121,198		
Funding Source:	County $197,740	State $49,435	Federal $105,933	Contingency $35,311	Total $388,419
Percentage:	56%	14%	30%		100%

The Human Services Agency (SFHSA) requests authorization to enter into a new contract with **Binti, Inc.** for the period of July 1, 2026, to June 30, 2029, in the amount of $353,108 plus a 10% contingency for a total amount not to exceed $388,419. The purpose of this contract is to provide a web-based resource family recruitment and approval solution to the Department of Family and Children's Services of the Human Services Agency (FCS).

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Background

Continuum of Care Reform, mandated by AB 403, established a process for approving all foster homes, called Resource Family Approval (RFA). Under RFA, relatives, non-relative extended family members, non-relative (community) applicants, and prospective adoptive parents are approved to be considered for the potential placement of a child, youth, or young adult (non-minor dependent). RFA staff from Family & Children's Services (FCS) work with resource family applicants to complete training, criminal background clearances, and monitor home studies to ensure that their homes are safe and appropriate as resource family homes for children and youth in care. This approval process is complex and involves tracking extensive data, and is conducive to online automation.

Continuum of Care Reform also mandates that children be served in a family setting whenever possible, and necessitated improved recruitment strategies in order to meet the demand for resource families.

In an effort to meet those two critical needs, FCS has collaborated with Binti through the Mayor's office Startup in Residency Program since 2016. Through this contract, Binti successfully developed and launched a set of recruitment webpages that has allowed FCS to centralize recruitment activities for resource families, and collaborate with partners to ensure that adequate resource families are available. Binti also developed a web-based portal that allows for resource families and staff to complete and track progress in getting a home approved in an online, secure environment.

The State is currently working on a new system to replace the existing child welfare system, Child Welfare Services/Case Management System (CWS/CMS), with a compliant system that supports child safety, promotes process efficiency, practice fidelity, upholds policy and program alignment, and strives for continuous improvement: the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES). CWS-CARES will have the same capabilities for Resource Family Approval, which Binti currently provides. The projected implementation is October 2026.

CWS-CARES will eliminate the need for RFA and Placement Social Workers to work across two systems. FCS will need to continue using Binti until the implementation of CWS-CARES and will assist in a seamless transfer of the data from Binti. Additionally, there is a clause for early termination and discontinuance of Binti upon CWS-CARES implementation.

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Services to be Provided

Binti will continue to supplement and support three related web-based tools:

1. The RFA Recruitment webpages consist of an interactive set of webpages that provide information to prospective resource families and allow them to contact FCS and other partners. They also have the ability to collect data on prospective resource families in order to coordinate recruitment efforts, and link potential volunteers to partner agencies.
2. The RFA Portal which is an interactive, mobile optimized, web-based tool that automates the RFA process by allowing resource families and/or FCS staff to enter data and upload and approve documents necessary to obtain approval to become a resource family that can care for foster children.
3. A Placement module was developed and launched during the past contract term and refinements continue to be initiated as needed.

Selection

Contractor was originally selected through Request for Proposal for 2016 Start Up In Residence (STIR) Program, conducted by the Mayor's Office of Civic Innovation (MOCI) issued February 2016. It has since been renewed as a sole source based on proprietary software via OCAWVR0013114 approved April 2, 2026.

Funding

Funding for this contract is provided through Federal, State, and County General Funds.

Attachments

Appendix A, Scope of Services
Appendix B, Budget
Sole Source Approval

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Exhibit 1: Saas Implementation & Training Services
Binti, Inc. – Resource Family Approval (RFA) Solution
July 1, 2026 to June 30, 2029

I. Purpose of Contract

The purpose of the contract is to provide a web-based tool to assist Family and Children's Services (FCS) in recruiting and approving resource families to serve as foster parents.

II. Definitions:

FCS: Family and Children's Services, a division of the Department of Human Services

Resource Family: An adult or set of adults that serve as foster parents.

Resource Family Approval (RFA): The process for Resource Families to be approved to become a foster parent and/or an adoptive parent for a child in California. Relative and non-relative caregivers undergo the same application and approval process.

III. Target Population

The tool will assist FCS in recruiting and approving resource families to serve as foster parents for children and youth who are detained and placed in foster care due to allegations of maltreatment. The tool will be used by prospective and existing resource families, FCS staff, and key partners providing training and other services for resource families.

IV. Description of Services

During the contract period, Binti will

A. Assist with the transfer of web content to the SFHSA and establish the necessary redirects in coordination with the SFHSA.org web team, within specified timelines.

B. Maintain the Portal and host it on an ongoing basis;

C. Conduct maintenance, including upgrading software, renewing domain name, renewing SSL certificate and any other necessary activities;

Additional refinements and additions to the Portal will be developed as part of this agreement, at the request of FCS.

During the term of this contract, Binti will maintain one related web-based tool to assist in recruiting and approving resource families:

The RFA Portal

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The RFA Portal is an interactive, mobile optimized, web-based tool that allows resource families and/or FCS staff to enter data and upload and approve documents necessary to obtain approval to become a resource family that can care for foster children.

A. *Features for RFA applicants include, but not limited to:*

1. Online access for resource families to input information to complete the RFA required forms via a computer, tablet or mobile device.
2. Unlimited number of applicant accounts for potential resource families.
3. Full digital signature capability for all forms.
4. Auto population of demographic data and responses.
5. Ability to upload documents as attachments both via scanner or smartphone.
6. Email notification and reminders.
7. Full encryption of all data entered.
8. Capacity for multiple users simultaneously.

B. *Features for FCS staff include but not limited to:*

1. Online access for FCS staff to input information via a computer, tablet or mobile device.
2. An unlimited number of administrative accounts, with multiple levels of access based on the level of the employee and the need for data. Levels of access for data will be determined by FCS.
3. Ability for administrative users to track progress of the applicants assigned to them online, and to generate or download and print all documents necessary for the RFA process.
4. Ability for admin users and supervisors to assign applications to caseworkers, sort the applications by caseworker, and monitor progress and completion by caseworker.
5. Email notification and reminders.
6. Ability to manage access depending on FCS staff user needs.
7. Ability for caseworkers, supervisors and admin staff to track individual and aggregate progress of all resource family applications for each step of the process.
8. Full digital signature capability for all forms.
9. Ability to filter families by attributes or characteristics specified by FCS.

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10. Ability for staff selected by FCS to download .csv files for custom data analysis reports.
11. Ability to generate ongoing reports and customized forms, with data agreed to by Binti and FCS.
12. Ability for caseworker to record case notes for a given family, including note, date and type of case note.
13. Ability to record complaints, as well as record if and how they are resolved (to be added within 3 months of beginning of Agreement).
14. Ability to manage reminders and processes for annual renewals for approved resource families, including training requirements (to be added within 3 months of beginning of Agreement).
15. Ability for FCS staff to classify and sort applications by specific statuses determined by FCS and Binti.
16. AI Package featuring a translation enhancement that allows caregivers to access and fill forms in select languages and translate the responses back into English for the agency worker
    a. Caregivers can select certain languages when signing up to Binti to complete their foster care license application
    b. Binti's caregiver portal will be translated instantly into that language (where available) including all helper text, prompts, links and buttons.
    c. The caregiver will be asked the questions on the agency's forms in their selected language and will be able to answer in the same language
    d. The caregiver will be able to sign a copy of the form in their native language
    e. The form responses will be translated back into English and presented to the assigned agency worker on Binti's documents page to assist in the evaluation of the family
17. AI Package Program featuring a transcription enhancement allowing workers to do voice transcription to create case notes and fill forms (please see important disclaimers in Section XI of this document).
    a. Agency workers can access Binti's transcription feature
    b. Workers can securely authenticate with the system before choosing a caregiver's case and adding a transcription.
    c. Workers can talk to the system to transcribe a case note. The case note will be available for review in the caregiver's case notes section on Binti where it can be edited, discarded or saved

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d. Workers can select a specific form to transcribe answers to the questions on the form.

e. The system will interact with the worker by asking the form questions out loud, allowing navigation to other forms or parts of the form and providing clarification on provided answers

f. The worker's responses will be populated into the form. The form will be available for review from the Binti homepage where it can be edited, discarded or saved.

V. Work with FCS staff to add features to the Portal, including a Placement module. Binti will work with FCS to create a plan for inclusion of additional features, including a timeline, which will be approved by FCS and Binti. The plan will be revisited monthly to determine progress and identify any additional features to integrate.

VI. Location and Time of Services

Technical work on the Portal will occur via email and remote technology. Binti will meet with FCS staff and identified partners at the FCS offices at least monthly between 8:30 am and 5:30 pm Monday through Friday to assess progress and identify any proposed new features.

VII. Service Objectives

Binti will submit a detailed plan for updates to the RFA Portal, including timelines for completion. Upon approval of the plan by FCS, 80% of the updates will be completed within the specified timelines.

VIII. Outcome Objectives

Binti will administer a user satisfaction survey for the RFA Portal for FCS staff and resource families. FCS will approve the final questions in the survey. At least 20 FCS staff and 20 Resource Families will respond to the survey. At least 75% of respondents will rate their overall experience as satisfied or very satisfied on such scales as effectiveness, information and customer interface.

IX. Reporting Requirements

A. Contractor will invoice once per year.

B. Contractor will work with Jose Canaveral and Vivian Li, who will serve as the principal contact people between Contractor staff and San Francisco County. If at any time project deliverables appear to be at risk, Contractor will provide an urgent report to Jose.Canaveral@sfgov.org and Vivian.X.Li@sfgov.org.

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C. Contractor will provide Ad Hoc reports and written updates as requested by the Department.

D. For assistance with reporting requirements or submission of reports, contact:

Jose.Canaveral@sfgov.org, Program Manager, Family and Children's Services

Vivian.X.Li@sfgov.org, Acting Program Support Analyst, Family and Children's Services

Elizabeth.Leone@sfgov.org, Principal Contract Manager, Office of Contract Management

X. AI Package Disclaimer and Terms and Conditions

In Product Disclaimers:
The content generated by Binti's artificial intelligence powered translation and transcription products ("AI Products") is generated using artificial intelligence ("Output"). You are responsible for evaluating and ensuring the accuracy of any Output, including by using human review. You acknowledge that the AI Products may generate inaccurate Output and therefore should not be relied on to make decisions regarding legal matters, including the decision to approve or reject an applicant seeking licensure to become a foster or adoptive care family. You will not represent that the Output was human-generated.

Subject to the confidentiality obligations in place between Client and Binti, Client agrees that Client Data (including information submitted by applicants and social workers alike) may be sent to Binti's third party AI service provider(s), who will process and protect the data in accordance with the Business Associate Agreement and other agreements and privacy policies in place between Binti and such provider (including Google and/or OpenAI).

AI Package Terms and Conditions
These AI Package Terms and Conditions ("AI Terms") apply to Client's use of the Binti's artificial intelligence driven translation and transcription products ("AI Package") and are hereby added to the parties' Agreement. Where there is a conflict between them and the Agreement and the AI Terms, these AI Terms shall control.

Terms of use. Client hereby acknowledges and agrees to the use of the Binti AI Package in accordance with the terms of the Agreement and these AI Terms.

Third party technology. Subject to Binti's confidentiality obligations in the governing agreement with Client, Client agrees that Client Data (including

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information submitted by applicants and social workers alike) may be sent to OpenAI, Binti's third party AI service provider, who will process and protect the data in accordance with the Business Associate Agreement in place between Binti and OpenAI. Client acknowledges that OpenAI's language models are leveraged by Binti for delivery of the AI Package. Client understands that OpenAI utilizes machine learning algorithms and that the outputs generated by the Binti AI Package may not be entirely predictable or controllable by OpenAI, Binti, or any third parties.

Warranties. Client understands that the Binti AI Package is "as is" and that Binti disclaims any warranties, either expressed or implied, about the functionality of the AI Package, including without limitation, accuracy of translations, inaccuracies of AI outputs, and/or any other issues that can or may arise in the use of the Binti AI Package. Binti does not have control over the specific outputs of the Binti AI Package. Client acknowledges and agrees that generative artificial intelligence uses experimental technology and any output generated therefrom that is provided back to Client (the "Output") may not meet Client's desired use including, without limitation, that it may be inaccurate, offensive, or duplicative. Client must use discretion when relying on, publishing, distributing, or otherwise using any Output resulting from the use of the AI Package. As between the parties, to the extent permitted by applicable law, Client will own the Output. Client expressly agrees that Binti will have no liability for any harm or damage arising out Client's use of the AI package during the Beta Access period. Following such period, Binti's liability shall be as set forth in the Agreement. Client further acknowledges and agrees that OpenAI disclaims all representations and warranties, whether express, implied, statutory, or otherwise, and will have no liabilities or obligations with respect to the Output, except as expressly set forth in the applicable their own terms, as set forth here: https://openai.com/policies/terms-of-use. Client also understands that the content generated by the AI Package is machine-generated, does not reflect the views or beliefs of Binti, and should not be relied upon for making significant decisions without independent verification. Client further acknowledges that the AI Package may generate inaccurate or unreliable content and therefore should not be relied on to make decisions regarding legal matters, including the decision to approve or reject an applicant seeking licensure to become a foster or adoptive care family. Client will not, and will direct authorized users not to, represent that content generated by the Output was human-generated. Client is responsible for evaluating and ensuring the accuracy of any Output as appropriate for its use case, including by using human review of the Output. Where appropriate, Client shall identify Output as having been generated using artificial intelligence.

XI. Early Termination and Decommissioning

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FCS reserves the right to terminate this Agreement prior to its expiration following the statewide implementation of CWS-CARES or for any other reason deemed necessary by FCS. The fees for the Term are payable in advance. The fees are non-refundable. No refunds, credits, or reductions will be provided for any reason, including for Early Termination and Decommissioning. Upon early termination, the following provisions shall apply:

A. Decommissioning Criteria
   Contractor shall cooperate fully with FCS to ensure an orderly decommissioning of the system, including but not limited to:
   - Providing continued read-only access through the duration of the paid Term to the system; and
   - Delivering documentation agreed upon by both Parties for system shutdown.

B. Data Conversion Requirements
   Contractor shall provide, at no additional cost to FCS, all reasonable assistance necessary to:
   - Export all data associated with FCS maintained in the system into a format usable by FCS for its own purposes; and
   - Consult FCS on the conversion of exported FCS data to CWS-CARES designated by FCS.

C. Transition Support
   Contractor shall provide consultative technical support during the transition period, including consultation and data migration and mapping guidance, as requested by FCS.

D. Notice of Termination
   FCS shall provide Contractor with written notice of early termination at least sixty (60) days prior to the effective termination date.

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Exhibit 3: Calculation of Charges
Binti, Inc. – Resource Family Approval (RFA) Solution
July 1, 2026 to June 30, 2029

	FY26/27 Amount	FY27/28 Amount	FY28/29 Amount	Contract Total
RFA module	$74,537	$76,773	$79,076	$230,386
Placements module	$39,704	$40,896	$42,122	$122,722
Annual Total	**$114,241**	**$117,669**	**$121,198**	**$353,108**
Contingency 10%				$35,311
Contract NTE				**$388,419**

Total Contract	**$ 353,108**
Contingency	**$ 35,311**
	==========
Total Not to Exceed	**$ 388,419**

I. Contractor shall submit invoices on an annual basis at the start of each year, into CARBON.

II. The total amount of this budget is **$353,108**. In addition, a contingent amount of **up to $35,311** may be available, at the City's sole discretion.

III. The total amount of the contract shall not exceed **$388,419.**

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HUMAN SERVICES AGENCY

MEMO

DATE: February 12, 2026

TO: Dan Kaplan, Deputy Director for Administration & Finance

FROM: Esperanza Zapien, Director of Contracts

RE: Sole Source Waiver #1213 – Binti, Inc. – Resource Family Approval (RFA) Portal new contract

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We are requesting a sole source waiver for Binti, Inc., Family & Children's Services' provider of the online Resource Family Approval (RFA) portal. This waiver will be for a new contract to continue services starting July 1, 2026 through June 30, 2029.

Background:
The Continuum of Care Reform, mandated by AB 403, established a process for approving all foster homes, called Resource Family Approval (RFA). Under RFA, all relatives and non-relative caregivers (called resource families) complete the same set of activities in order to approve them to be foster or adoptive parents. RFA staff from FCS work with resource families to complete training, obtain health exams, criminal background clearances, and ensure that their homes are safe and appropriate for permanent homes for children in care. This approval process is complex, involves tracking extensive data, and is conducive to online automation.

The Continuum of Care Reform also mandates that children be served in a family setting whenever possible, and necessitated improved recruitment strategies in order to meet the demand for resource families.

In an effort to meet those two critical needs, FCS has collaborated with Binti through the Mayor's office Startup in Residency Program (STIR) since 2016. The contract's original procurement authority was through STIR's 2016 RFP; subsequent modifications of the previous contract have been authorized via sole source waiver since 2020.

The state is now developing a new child welfare system to replace CWS/CMS: the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES). This system will include RFA functionality currently provided by Binti, with implementation projected for October 2026.

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However, the current Binti contract expires June 30, 2026, creating a potential service gap before CWS-CARES is fully operational. To prevent disruption, approval of a new sole source waiver for Binti is necessary. The proposed contract through June 30, 2029 ensures continuity of RFA operations, compliance with state requirements, and support for caregivers and staff. It also provides contingency coverage should CWS-CARES experience delays or functionality issues.

Maintaining Binti access during the CWS-CARES rollout, and afterward in read-only mode will allow uninterrupted RFA processing and seamless data transfer. The new contract includes an early termination clause, enabling the agency to end the agreement if CWS-CARES becomes fully functional sooner than anticipated—mitigating financial risk while preserving program stability.

Request: HSA will enter into a new contract agreement with Binti, Inc for 3 more years, from July 1, 2026 through June 30, 2029, in the amount of $353,108 plus a 10% contingency for a total amount not to exceed $388,419.
Brief description of services: Binti, Inc. provides a web-based resource family recruitment and approval solution to the Department of Family and Children's Services of the Human Services Agency (FCS). Binti will supplement and support three related web-based tools: 1. The RFA Recruitment webpages consist of an interactive set of webpages that provide information to prospective resource families and allow them to contact FCS and other partners. They also have the ability to collect data on prospective resource families in order to coordinate recruitment efforts, and link potential volunteers to partner agencies. 2. The RFA Portal which is an interactive, mobile optimized, web-based tool that automates the RFA process by allowing resource families and/or FCS staff to enter data and upload and approve documents necessary to obtain approval to become a resource family that can care for foster children. The portal also offers AI-supported translation for caregivers to complete and sign forms in multiple languages, with responses automatically converted to English for staff. It includes secure voice transcription for social workers to dictate notes and complete forms, improving efficiency and reducing documentation time. 3. A Placement module was developed and launched during the past contract term and refinements continue to be initiated as needed. Additionally, following the implementation of CWS-CARES, Binti will need to be maintained for a transitional period to support data migration and data validation activities, ensuring that all historical data across Binti modules is preserved and successfully transferred without loss.
Total Duration: 7/1/2026 to 6/30/2029
Justification for Sole Source: Proprietary Software

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This contract qualifies as a sole source procurement due to proprietary software. Binti is the only vendor authorized to provide, maintain, and support the RFA Portal, including its source code, data architecture, security framework, and integrated AI features. The system is uniquely configured to meet California RFA requirements and customized for FCS workflows, forms, reporting, and historical data.

Transitioning to another vendor before or during CWS-CARES implementation would require redevelopment, extensive data conversion, retraining, and pose significant risks to data integrity, compliance, and continuity of operations. No other vendor can provide compatible access or ensure uninterrupted support for existing data and processes.

Therefore, procuring these services from Binti on a sole source basis is essential to maintain operational continuity, protect historical data, minimize transition risks, and ensure compliance with state and federal RFA requirements.

Future procurement: Analysis of next period will determine whether or not services are still required. The State is in process of developing standardized State website, the implementation date is tentatively October 2026.

x Approved ___ Disapproved

DocuSigned by:
Daniel Kaplan 2/27/2026
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Dan Kaplan, Deputy Director of Administration and Finance