City and County of San Francisco

Edwin M. Lee, Mayor

Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	SYLVIA DEPORTO, DEPUTY DIRECTOR JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS
DATE:	AUGUST 18, 2017
SUBJECT:	**NEW CONTRACT: TRIPSPARK TECHNOLOGIES** (FOR-PROFIT) TO PROVIDE TRANSPORTATION MANAGEMENT AND SCHEDULING SOFTWARE
CONTRACT TERM:	09/01/2017 – 08/31/2019

CONTRACT AMOUNT:

New	Contingency	Total
$117,564	$11,756	$129,320

ANNUAL AMOUNT:

FY 17/18	FY 18/19
$100,968	$16,956

Funding Source	County	State	Federal	Contingency	Total
FUNDING:	$88,173	$14,108	$15,283	$11,756	$129,320
PERCENTAGE:	75%	12%	13%		

The Department of Human Services (DHS) requests authorization to enter into a new contract with TripSpark Technologies for the period of September 1, 2017 through August 31, 2019, in an amount of $117,564, plus a 10% contingency for a total amount not to exceed $129,320. The purpose of the contract is to purchase, implement, and support demand response transportation management and scheduling software for Family and Children Services (FCS) Human Services Technicians (Techs).

Background
27 FCS Techs transport and supervise visitations for FCS-linked children and their biological parents all throughout Northern California including weekends. Currently, the transportation schedule for Techs is managed on an Excel spreadsheet with no real-time access for the Techs in the field. While Techs receive transportation schedules two days in advance, these schedules frequently change. At times, Techs spend hours on the road just to find out that the appointment has been cancelled at the last minute.

The proposed transportation management and scheduling system would eliminate some of these inefficiencies and improve time management for the Techs by streamlining the scheduling of trips, facilitating the flow of communication, and collecting transportation data. Specifically, the new system would allow Techs to access their schedules on a 24/7 basis (on their mobile devices) in real time with up-to-the-minute alerts on schedule changes and efficiently reroute trips based on their current location, when necessary. The automated system will also allow its users to perform queries and generate reports to help manage workload.

Services to be Provided
Contractor will host and support transportation management and scheduling software. The software will enable users to schedule trips based on a number of criteria (language needs of the family, age of the child(ren) being transported, the current location of the Tech, etc.), generate reports about trip metrics, and account for special incidents such as accidents and traffic through alerts. Dispatch and communication features will allow Techs to indicate arrivals and departures, see real time developments in scheduling, and enable Techs to report to each other, and to Tech Supervisors, about unexpected incidents, such as emergencies, car malfunctions and accidents.

Contractor will provide up to three days of training for FCS staff regarding operations, administrative functions, and standard reporting. Contractor will also provide reference materials such as user manuals, quick reference guides, training videos, and online sessions. A train-the-trainer approach will be used for the training. Contractor will also provide project management, operational review, testing, installation of software and on-going product and user support (by phone or e-mail).

Location and Time of Services
Services will be provided at Contractor's locations as well as 170 Otis Street and 1650 Mission Street during the implementation phase on an as-needed basis.

Selection
Contractor was selected through Request for Proposals (RPF) #760, which was competitively bid in April, 2017.

Funding
This contract is funded by a combination of Federal, State and County General Funds.

ATTACHMENTS
Appendix A – Scope of Services
Appendix B – Calculation of Charges

Appendix A: Scope of Services
Purchase and Implementation of Transportation Management Software
TripSpark Technologies

I.   Purpose of Contract:
The purpose of this Contract is to purchase, implement and support Demand Response transportation management and scheduling software to provide real-time access to a transportation schedule for the Family and Children's Services Human Services Technicians, and to reduce the time the Human Services Technicians' Supervisors spend manually creating weekday and weekend schedules.

II.   Definitions

DHS	San Francisco Department of Human Services
FCS	Family and Children's Services Division of the Department of Human Services
Tech	Human Services Technicians
PSW	Protective Services Workers
Contractor	TripSpark

III.   Description of Services
  a) **Software Features**
    i) Scheduling/Reporting:
      (1) Provide real-time access to a transportation schedule for 30 or more FCS Techs out in the field with immediate notification if scheduled visits are cancelled or changed.
      (2) Provide the ability to generate management-level reports on the number of trips that occur on a daily, weekly or monthly basis, as well as the number of trips that cannot be scheduled.
      (3) Provide the ability to generate individual reports to FCS Protective Service Workers about when trips and visits occur or are cancelled or modified to help with case planning.
      (4) Provide the ability to automate scheduling of trips and assignment of trips to Techs based on geographic proximity.
      (5) Provide the ability to categorize trips based on user defined categories for reporting purposes, such as languages and type of visit (e.g., therapy, school, court, visitation, other).
      (6) Provide the ability to account for overtime and weekend assignments to track amount of overtime per Tech.
      (7) Account for special incidents such as accidents and traffic, and reschedule appointments based on new information about the driver's route.
      (8) Provide special alerts (e.g., language needs, newborn infants)
      (9) Respond to queries, such as but not exclusive to:
        (a) Trip counts by location
        (b) Number of trips per Tech
        (c) Types of trips
        (d) Cancellations
        (e) Trip time details (averages, totals, etc.)

    ii) Dispatch Feature: Scheduling software must have the ability to do the following:
      (1) Indicate when a Tech arrived and/or departed from a designated location.
      (2) Indicate when a client has been picked up or dropped off.
      (3) Indicate when a trip for a specific Tech has been completed.
      (4) Physically locate each Tech any time on a map.

    iii) Communication Feature:

> (1) Allow real time access for Techs to review daily schedules on mobile devices (e.g., android phones, HP laptops) as well as real time notifications for changes in schedule.
>
> (2) Allow Techs to notify Supervisors regarding arrival, completion of trips, cancellations, and clients who were not present for scheduled visits.
>
> (3) Ability for Techs to report to each other, and to the Tech Supervisors, about unexpected incidents, such as emergencies, car accidents, traffic, and car malfunctions.

iv) Security and Privacy Compliance: Proposal must also address the following security and privacy compliance requirements:

> (1) Technical controls for the storage, processing, transmission, and destruction of confidential data, including both the transportation software itself, and the systems used by the contractor to access, store, process or transmit DHS confidential data
>
> (2) Administrative controls for the screening, training, and discipline of contractor employees with regard to security and privacy policies and procedures; the administration of information security and privacy
>
> (3) Physical controls for the security of contractor's data processing facilities and office areas, and information systems, including contractor computers, devices, and storage media
>
> (4) Audit controls for accountability of access to or modification of contractor systems or data involved in the transportation software; and also end-user authentication and transaction logging on the transportation software itself
>
> (5) Plans and procedures for business continuity and recovery, to minimize impact to the transportation software system in the event of an emergency or disaster
>
> (6) Notification to DHS and response in the case of a security or confidentiality breach

b) **Training**

Contractor will provide up to three days of training for six FCS staff (three Tech Supervisors and three techs) regarding operations, administrative functions, and standard reporting. Contractor will also provide reference materials such as user manuals, quick reference guides, training videos, and online sessions. A train-the-trainer approach will be used for training.

c) **Project Management**

In collaboration with FCS and HSA Information Technology (IT) staff, the Contractor will provide project management, operational review, testing, installation of software and on-going product and user support, including the following:

i) Project Design to include existing infrastructure, the current operational environment, project timelines and testing and transition strategies.

ii) Project Management and Off-Site Support Services for up to four months.

iii) On-going technical support and consultation either via phone or e-mail.

iv) Software Configuration and Data Loading

v) Detailed Functional Requirement

vi) All documentation on any customization of the software to meet our requirements.

vii) Detailed security parameters and informational security systems used to protect private and sensitive information.

viii) Contractor will provide a vendor hosted solution and will install and manage the software on its server.

IV. Location and Time of Services

Services will be provided at Contractor's locations as well as 170 Otis Street and 1650 Mission Street during the implementation phase on an as-needed basis.

V. Deliverables

a) Configure Demand Response Transportation Management and Scheduling software based on needs of FCS Technicians and Supervisors.

b) Implement software by approximately four months after the contract has been finalized.

c) Develop user-feedback loop.

d) Provide all documentation on any customization of software.

e) Meet monthly benchmarks for first four months as indicated below:

 i) Complete the Operational Review and Requirements Gathering within approximately one month.

 ii) Complete the Project Design and develop Requirement Document, Gap Analysis and a solution Road Map within approximately two months.

 iii) Complete software customization, configuration, data loading, and installation within approximately three months.

 iv) Complete training for Tech Supervisors and Techs and launch the solution live within approximately four months.

 v) Any change in the timeline of deliverables is subject to mutual agreement.

VI. Reporting Requirements

a) Contractor will meet weekly (in person or remotely) to provide updates regarding deliverables and timeline.

b) Contractor will provide metrics on completion of requested deliverables in Section V six months after going Live.

c) Contractor will participate in a semi-annual review (remotely) with the Tech Supervisors, the FCS Program Support Analyst, and the FCS Senior Program Manager to review business processes, consumer utilization of the software, consumer satisfaction, and identify areas of improvement.

d) The vendor will use HSA's online billing system, CARBON, to post invoices as milestones are reached in the contract

e) Contractor will provide invoices as milestones are completed in the contract. Submit deliverables to CARBON in PDF form.

f) For assistance with reporting requirements or submission of reports, contact:

Drake Herrador		Arata Goto
Contract Manager		Program Analyst
Office of Contract Management	or	Family and Children's Services
Human Services Agency		Human Services Agency
Drake.Herrador@sfgov.org		Arata.Goto1@sfgov.org

Appendix B – Calculation of Charges
TripSpark Technologies
Transportation Management Software
September 1, 2017 – August 31, 2019

HSA will reimburse the contractor for services provided based on the following schedule of rates. Contractor will invoice the City and County on a quarterly basis for actual services provided.

Product	Licenses	Services	Expenses		Total
Back-Office Software					
Novus DR	$11,406	$26,800	$3,900		$42,106
Hosting	-	$5,425	-		$5,425
Map Data	$1,200	$4,650	-		$5,850
Drivermate	$11,406	$18,050	$2,325		$31,781
Total	$24,012	$54,925	$6,225		**$85,162**

Payment Terms:
Milestone 1: 100% of Licenses due upon execution of agreement
Milestone 2: 25% of services and expenses due upon delivery of draft Operational Review document
Milestone 3: 25% of services and expenses due upon installation of software in client's test environment
Milestone 4: 25% of services and expenses due upon delivery of initial training session.
Milestone 5: 25% of services and expenses due upon software first operational use

* Service fees incurred at a rate of $1,550 per day

Software Maintenance	Year 1	Year 2
Novus DR	$5,703	$5,988
DriverMate	$5,703	$5,988
Maintenance commences with first operational use of the software, is paid yearly, and is based on then current license value of software in use.		

Hosting	Year 1	Year 2
Yearly Hosting Fees	$4,400	$4,620
Hosting Fees commence upon installation of software, is paid yearly, and is based on then current license value of software in use.		

Cost Summary		
Year One	$100,968	Includes one-time $85,162 licensing, services, and expenses fees; $11,406 year 1 software maintenance fee; $4,400 year 1 hosting fee
Year Two	$16,596	Includes year 2 software maintenance and hosting fees
Total	**$117,594**	