# City and County of San Francisco

**Mark Farrell, Mayor**

# Human Services Agency

Department of Human Services
Department of Aging and Adult Services
Office of Early Care and Education

*Trent Rhorer, Executive Director*

## MEMORANDUM

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|---|---|
| TO: | HUMAN SERVICES COMMISSION |
| THROUGH: | TRENT RHORER, EXECUTIVE DIRECTOR |
| FROM: | DANIEL KAPLAN, DEPUTY DIRECTOR<br>JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS J4| |
| DATE: | MAY 18, 2018 |
| SUBJECT: | NEW CONTRACT: **CITYSPAN TECHNOLOGIES, INC** (FOR PROFIT) TO PROVIDE **DEVELOPMENT, LICENSING & MAINTENANCE OF HSA'S CARBON SYSTEM** |

CONTRACT TERM: 7/01/2018-6/30/2020

CONTRACT AMOUNT:

| New | Contingency | Total |
|---|---|---|
| $277,200 | $27,720 | $304,920 |

ANNUAL AMOUNT:

| FY 18/19 | FY 19/20 |
|---|---|
| $138,600 | $138,600 |

Funding Source
FUNDING:
PERCENTAGE:

| County | State | Federal | Contingency | Total |
|---|---|---|---|---|
| $277,200 | | | $27,720 | $304,920 |
| 100% | | | | 100% |

The Department of Human Services (DHS) requests authorization to enter into a new contract with Cityspan Technologies, Inc. for the period of July 1, 2018 through June 30, 2020, in an amount of $277,200 plus a 10% contingency for a total amount not to exceed $304,920. The purpose of this contract is to provide the Human Services Agency (HSA) with a custom web-based system to administer all aspects of HSA's contracts and grants. This system allows HSA to centralize, standardize, and streamline many of HSA's existing business processes within HSA's various units and HSA's management of contractors and grantees.

## Background

Cityspan is the web development firm providing web-based client tracking and grants management solutions to public agencies, nonprofit organizations and foundations. Their system helps organizations manage grants, track clients and evaluate outcomes. They developed the on-line Contract Management System for San Francisco's Department of Children, Youth and their Families (DCYF), and First 5, providing continuous database maintenance and user support.

In 2011, HSA selected Cityspan to develop a custom web-based system, to be used to capture, process, and share information about our contractors and grantees across all program areas agency-wide. After internal testing and development, the system was officially launched publically in June 2012 for HSA's contractors and grantees to begin loading their budgets and begin submitting invoices directly into the system. Shortly afterwards, grantees began to input their service/outcome objectives and upload ad-hoc reports into the system. During that time, the system was called Contracts Management System (CMS), but the name was changed to CARBON to reduce confusion with the various other similar CMS that the City and providers use.

The CARBON system has improved HSA's overall management of over 400 contract and grants. The web-based system allows staff the ability to view the current status of the contracts and grants in one central location, allowing staff to address concerns and respond to issues on demand. The centralized provider reporting feature allows an agency-wide consistent standard of capturing, recording, and reporting performance data on our providers. The system also allows more users, both staff and providers, to see current invoicing and remaining balances, resulting in more appropriate spending and cost controls.

As the system has been in operation, staff and providers have requested more features and capabilities to further help centralize and standardize our existing business practices with providers. Cityspan works to assist staff in developing CARBON to address the changing needs of grants and contracts management with nearly a third of the annual budget dedicated to development. Over the next two fiscal years, CARBON will be further developed to allow for program approval of invoicing, updating program monitoring needs and compliance reporting, and updating CARBON's user interface to address data and display integration issues arising from the City's conversion to a new financial operating system.

## Services to be Provided

Cityspan will provide professional services to further develop and maintain the existing CARBON system. They will also provide project management, consultation, development, technical implementation, and ongoing maintenance and user support.

Contractor will develop and implement updates or new features according to HSA's specifications. Any new features are reviewed by HSA's CARBON Steering Committee, prioritized, and communicated to the contractor for implementation. Appendix B currently lists the planned new features.

**Selection**

Contractor is a sole source provider. Cityspan Technologies Inc., first developed the on-line Contract Management System for DCYF and First Five, later the application was developed to integrate the HSA with the system. Cityspan Technologies, Inc. owns the CARBON system's intellectual property and is the exclusive distributor for the product and product support. No other vendor may use, modify or license CARBON. Based on the proprietary nature of the product and extensive previous development history of the CARBON system for the City, Cityspan Technologies, Inc. was determined to be the only qualified vendor.

**Funding**

Funding for this contract is provided by County general funds.

**ATTACHMENTS**

Appendix A

Appendix B

**Appendix A – Services to be Provided**
Contracts Administration, Reporting, and Billing Online (CARBON)
July 1, 2018 – June 30, 2020

I. **Purpose of Contract**
To continually provide HSA with a custom web-based system (CARBON) to administer all aspects of HSA's programmatic contracts and grants management. This system allows HSA to centralize, standardize, and streamline many of HSA's existing business processes within HSA's various units and HSA's management of contractors and grantees.

II. **Definitions**

| | |
|---|---|
| Contractor | Cityspan Technologies, Inc. |
| HSA | City and County of San Francisco Human Services Agency |
| Vendor | Organizations contracted by HSA to provide services to clients or to support HSA's operations |
| CARBON | Contracts Administration, Reporting, and Billing Online (formerly called Contracts Management System) |
| SaaS | Software-as-a-Service |

III. **User Roles**
HSA staff: Program Areas, Contracts, Budget, Billers, Fiscal, Planning, Administrators, Auditors, Viewers

Vendor staff: Signers, Fiscal, Program, Fiscal/Program, Viewer

IV. **Description of Services**
CARBON provides a centralized platform for managing contract/grant agreements, monitoring grantee performance, measuring outcomes and making strategic funding decisions. The system enables our partner organizations to share data through a common platform.

**Licensing and Maintenance**
Contractor will provide licensing, hosting, and maintenance of CARBON, a SaaS system. Services include, but are not limited to platform licensing, datacenter operations, secure hosting of the data, all software and licenses required for hosting, maintenance of hardware, application monitoring, regular backups and recovery functionality, error correction, and browser compatibility testing.

Contractor shall maintain current and up to date software and security on those systems.

**User Support**
Contractor will provide toll-free phone and email-based support to users during business hours (M-F, 8AM-5PM PST). HSA staff and vendors may submit an unlimited number of support requests. User support staff shall have a sufficient understanding of CARBON to be able to field support calls, assist users, and if necessary, guide them on how to use the system. Contractor will respond to requests within one business day.

**Custom Development and Project Management**
Contractor will provide project management in the form of meetings, email and phone communications. Management tasks include development of the system specification, oversight of custom programming, collection of user feed-back and project reporting. Contractor shall designate a principal contact person who shall act as a liaison between Contractor and HSA and who shall have sufficient authority to grant or communicate the necessary information and approvals required.

The following is a tentative list of planned deliverables over the course of the two year renewal.

| Deliverables |
| --- |
| Licenses, User Support, & System Maintenance |
| Expansion of Invoice Review Module |
| Modification to existing Program Service/Outcome Objectives and Reports Reporting |
| Fiscal/Compliance Monitoring Repository and Tracking |
| Misc. Modifications to existing modules & User interface enhancements |
| Additional Deliverables (As requested and approved by HSA) |

Additional deliverables, as needed by HSA in the future, will be communicated to the Contractor for development and implementation.

V.  **Location and Time of Services**
CARBON shall be available as a secure internet-based web portal to any authorized user with access over the internet, accessible twenty four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods posted on the site at least three days in advance, and a total maximum of 24 hours of unscheduled unavailability per year. If the service becomes unavailable to users, other than for scheduled maintenance, Contractor shall notify the HSA Contracts Staff regarding such unavailability within one hour of discovery of such unavailability.

VI.  **Other License Restrictions**
None.

VII.  **City's Right to Access to Source Code and Database**
City does not have the right to access the application source code.

City owns and has secure access to data in the SQL Server database and in the Business Objects data warehouse. All data entered or uploaded by HSA or HSA's providers shall remain property of HSA. Contractor shall have no rights or privileges to database content, other than as required to implement contracted services and for the purpose of training, support and maintenance.

Contractor shall provide a copy of HSA's data upon request or termination of contract, through a mutually agreed upon secure electronic format, within one week of such notice. In addition, Contractor shall, in good faith, facilitate such transfer and importation of such data into another system.

VIII.  **Reporting Requirements**
A. If staff requires contractor to provide a monthly status report, the report is due 15 days after the end of each month. The report shall state the following:

 - Progress of completing tasks / milestones
 - Any issues and challenges experienced

B. The reports are to be submitted electronically to the following staff:

Candace Gray, Principal Administrative Analyst, A201
E-mail: candace.gray@sfgov.org

David Kashani, Contract Analyst, GB13
Email: david.kashani@sfgov.org

# Appendix B – Calculation of Charges

### Contracts Administration, Reporting, and Billing Online (CARBON)
July 1, 2018 – June 30, 2020

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

## Summary of Costs

| Total 2-Year Costs | FY 18/19 | FY 19/20 | Total |
|---|---|---|---|
| License and Maintenance | $70,000 | $70,000 | $140,000 |
| User Support (Assistance for users via phone and email) | $25,000 | $25,000 | $50,000 |
| Business Objects License Fee | $1,600 | $1,600 | $3,200 |
| Custom Development and Project Management | $42,000 | $42,000 | $84,000 |
| **Total** | **$138,600** | **$138,600** | **$277,200** |

**Year 1**
7/1/18 to 6/30/19

| Description | Rate | Unit | Total |
|---|---|---|---|
| License and Maintenance | $70,000 annually | 1 enterprise license | $70,000 |
| User Support (Assistance for users via phone and email) | $25,000 annually | enterprise | $25,000 |
| Business Objects License Fee | Per concurrent user | 1 | $1,600 |
| Custom Development and Project Management: | $150/hour | | |
| Expansion of Invoice Review Module | | 50 hours | $7,500 |
| Modification to existing Program Service/Outcome Objectives and Reports Reporting | | 60 hours | $9,000 |
| Fiscal/Compliance Monitoring Repository and Tracking | | 40 hours | $6,000 |
| Misc. Modifications to existing modules & User interface enhancements | | 70 hours | $10,500 |
| Funds for Additional Deliverables (As requested and approved by HSA) | | 60 hours | $9,000 |
| **Total** | | | **$138,600** |

**Year 2**

| Description | Rate | Unit | Total |
|---|---|---|---|
| License and Maintenance | $70,000 annually | 1 enterprise license | $70,000 |
| User Support (Assistance for users via phone and email) | $25,000 annually | enterprise | $25,000 |
| Business Objects License Fee | Per concurrent user | 1 | $1,600 |
| Custom Development and Project Management: | $150/hour | | |
| Expansion of Invoice Review Module | | 30 hours | $4,500 |
| Modification to existing Program Service/Outcome Objectives and Reports Reporting | | 30 hours | $4,500 |
| Fiscal/Compliance Monitoring Repository and Tracking | | 40 hours | $6,000 |
| Misc. Modifications to existing modules & User interface enhancements | | 80 hours | $12,000 |
| Funds for Additional Deliverables (As requested and approved by HSA) | | 100 hours | $15,000 |
| **Total** | | | **$138,600** |