



Edwin M. Lee, Mayor

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: DAN KAPLAN, DEPUTY DIRECTOR  
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *J91*

DATE: APRIL 20, 2017

SUBJECT: **CONTRACT MODIFICATION: RICOH USA, INC (PROFIT) - BACK-FILE CONVERSION AND DOCUMENT IMAGING FOR PROGRAM INTEGRITY/ INVESTIGATION DIVISION**

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	5/1/16-6/30/17	5/1/17 – 6/30/18	5/1/16-6/30/18		
TOTAL GRANT AMOUNT:	\$144,246	\$116,378	\$260,624	\$26,062	\$286,686
ANNUAL AMOUNT	FY15/16 \$72,123	FY16/17 \$72,123	FY17/18 \$116,378		
Funding Source	<u>County</u>	<u>State/Fed</u>		<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$143,343	\$117,281		\$26,062	\$286,686
PERCENTAGE:	55%	45%			100%

The Department of Human Services (DHS) requests authorization to modify the existing contract with Ricoh USA, Inc., for the period of April 1, 2016, ending on June 30, 2018, in the additional amount of \$116,378 plus a 10% contingency of \$26,062 for a total not to exceed amount of \$286,686. The purpose of the contract modification is to provide back-file conversion and document imaging services to the Program Integrity/Investigations Division.

The original contract authorization was approved in May, 2016, for the In-Home Supportive Services (IHSS) back-file conversion and document imaging services. We are requesting additional authorization to expand the contracted service to the broader needs for the Human Service Agency’s Program Integrity/ Investigations Division. The original Request for Qualifications (RFQ) was issued for HSA wide services.

**Background**

This project will convert a large volume of paper case folders to indexed electronic document images ready for upload, using the Kofax Capture XML import connector. All scanned documents will be indexed and released into the Enterprise Content Management System (ECMS), Open Text Content Servicer.

**Services to be Provided**

The contractor will create a system and processes for scanning and indexing documents on an ongoing basis for all units in the Program Integrity/Investigations Division, including, but not limited to Collections and Overpayment units, FRAud Early Detection (FRED) unit, Appeals unit, Quality Control (QC) unit, Fair Hearings unit and other cases. The conversion of all active case documentation and some documentation in storage to electronic images is being called "the Back-file Conversion." The Program Integrity/Investigations division has approximately 1,750,000 images. The contractor will scan, index and transmitted to HSA electronically in accordance with a schedule determined by mutual agreement for the 1,750,000 images.

This project achieves the following goals: multi-user access to case documentation, reduction of individual knowledge dependency (i.e., any worker can work on a case), support for the ability to have satellite office locations, progress toward a paperless environment, reduction in physical storage requirements, and the ability to back-up case files for disaster recovery.

**Location and Time of Services**

The services will take place at the Contractor's main office located at 1300 Clay Street, Oakland, CA 94612. The business hours are Monday to Friday from 7 a.m. to 11 p.m.

**Selection**

Contractor was selected through Request for Qualifications (RFQ) 665, which was competitively bid in October 2015 for HSA wide services.

**Funding**

Funding for these grants is provided by State funding and local General Fund.

**Attachments**

Appendix A-1 - Scope of Services

Appendix B-1 – Calculation of Charges

**Appendix A-1 – Scope of Services  
RicoH USA  
Back-File Conversion and Document Imaging  
May 1, 2016 to June 30, 2018**

**Modification for Program Integrity/Investigations Division: April 2017**

**I. Purpose & Background**

The purpose of the Document Imaging Project is to convert a large volume of paper case folders to indexed electronic document images ready for upload, using the Kofax Capture XML import connector and release into its Enterprise Content Management System (ECMS), Open Text Content Server. These additional case files are cases that are handled by Program Integrity/Investigations Division

The Document Imaging Project will provide the systems and processes to allow HSA programs to store and retrieve paper documentation associated with each case in electronic format. This will achieve the following goals: multi-user access to case documentation, reduction of individual knowledge dependency (any worker can work on a case), progress toward a paperless environment, support for the ability to have satellite office locations, reduction in physical storage requirements, and the ability to back-up case files for recovery purposes.

The contractor will create a system and processes for scanning and indexing documents on an ongoing basis for all units in the Program Integrity/Investigations Division, including, but not limited to Collections and Overpayment units, FRAud Early Detection (FRED) unit, Appeals unit, Quality Control (QC) unit, Fair Hearings unit and others. cases, the conversion of all active case documentation and some documentation in storage to electronic images is being called “the Back-file Conversion.”

**II. Definitions**

Contractor	RicoH USA
HSA	Human Services Agency of the City and County of San Francisco
DHS	San Francisco Department of Human Services
Back file Conversion	Conversion of all case documentation to electronic images
XML	Extensible Markup Language
CMIPS	Case Management Information and Payrolling System

### III. Service Description

Contractor shall provide the following services during the term of this contract:

#### Imaging Services

- **Coordinate and perform scanning of case folders into document images:**
  1. The Program Integrity/Investigations has approximately 1,750,000 images contained within two to six-part folders totaling between 40 and 50 pages of documentation. The contractor will scan, index and transmitted to HSA electronically in accordance with a schedule determined by mutual agreement of the 1,750,000 images.
  2. Each case folder should only be in the conversion pipeline (i.e., off-site) for a maximum of one week to minimize inconvenience to the program staff and clients. Identify the files that have been taken off-site at each pick up. Prior to commencing production, provide HSA a sample batch of images and XML for approximately 50 case files, to be used for validating document quality and XML manifest format. Production should not begin until HSA IT and Program Manager have indicated approval of the sample batch.
  3. Provide a process for HSA to request and obtain access to the documents in a specific case folder that is in the conversion pipeline. HSA must have access to the requested file(s) within one business day on an as-needed basis.
  4. Delivery of PDF images and XML file should be provided at least weekly on external hard drive or other physical media, and/or potentially via secure electronic file transfer (SFTP) for more immediate access. External hard drive is preferred when immediate access is not necessary.
  5. Delivery of PDF images and XML file in an encrypted format.
  6. Empty folder tabs should have a placeholder document scanned stating “This tab intentionally blank” or some equivalent.
  7. Name of PDF image files should be unique across the whole of the document set, i.e. all back file images created during this conversion process. File naming convention to be provided by HSA.
  8. Blank pages to be deleted.
  9. Weekly pick-up of case files from HSA. If necessary, re-delivery of selected paper files for Quality Assurance purposes.
  10. The imaged paper case files do not need to be refastened to the tabs.
  11. Contractor will shred files and provide certificate of destruction:
    - a) After satisfactory imaging and quality assurance.
    - b) Upon approval from both the Contract Manager and Program Manager.

- **Index each six-part case folder to the appropriate Case Number and associated person information (Name, Social Security Number, CMIPS II Number), per a look-up table to be provided by HSA. The look-up table will provide the data elements (e.g. Name, etc) that are associated with each Case Number.**
  1. Each part/fastener tab will be scanned/indexed as a single multi-page document. Images will be delivered in PDF format.
  2. Index data will be provided in a manifest file accompanying each batch of images, in XML format, per guidelines to be provided.
  3. Index each of the part/fastener tabs of the case folder to the specified Sub-category and Document Type index, per guidelines to be provided.
  4. Depending on the length of time elapsed, an update to the Index lookup table may be needed. HSA will provide lookup table updates as needed.
- **Perform Quality Assurance measures to ensure that:**
  1. Pages have been scanned to highest quality image for the original.
  2. Pages are de-skewed and have proper top to bottom orientation.
  3. No pages in a case folder have been missed.
  4. No case folders have been lost or not scanned.
  5. Each folder and each folder part/fastener tab have been indexed correctly.
  6. Quality Assurance procedures must guarantee that all of the above measures are met for 99.99% of the images.
- Subcontractor employees will receive training on **HIPAA, and California privacy laws for PHI and PII** (personal information that applies to personal information)

**IV. Location and Time of Services**

Ricoh USA is located at 1300 Clay Street, Oakland, CA 94612. Ricoh's business hours are Monday to Friday from 7 a.m. to 11 p.m.

**V. Service Objectives**

On a weekly basis, the Contractor will meet the following Service Objective:

- Maintain a throughput of 25 boxes of case folders per week in order to complete all scanning and indexing within 12 weeks of first case file pick-up
- 100% of documents have been scanned and imported into County's ECMS successfully.

**VI. Reporting Requirements**

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

Steve.Kim@sfgov.org  
 Steve Kim, Contract Manager, Office of Contract Management

or

Vladimir.Rudakov@sfgov.org  
 Vladimir Rudakov, Director, Program Integrity/Investigations Division



**Appendix B-1: Calculation of Charges**  
**Ricoh USA**  
**Back-File Conversion and Document Imaging**  
**May 1, 2016 to June 30, 2018**

**Modification for Program Integrity/Investigations Division: April 2017**

- I. Contractor shall submit invoices for work performed. Invoices shall detail the services provided and the dates of service provision.
- II. HSA agrees to pay Contractor in accordance to Contractor's fee schedule, with the estimated units of:
  - 1,750,000 images of estimated 30,000 case files of 40 to 50 pages: \$.06 per image
  - 66,667 Index Coding Citrix – Case & Tab Numbering: \$.0424 per item
  - 6 hours of technical services: \$225 per hour
  - 12 hours of project management: \$150 per hour
  - 80 boxes of case files to be shredded: \$5 per box
  - 14 pick-up and delivery: \$100 per round trip
- III. Total contract costs for FY17-18 will not exceed \$116,378 for back-file conversion and document imaging services for the Program Integrity/Investigations Division.
- IV. Revised total of the contract is \$144,246 for In-Home Supportive Services (IHSS) and \$116,378 for Program Integrity/Investigations Division, plus a 10% contingency of \$26,062 for a total **not to exceed amount of \$286,686.**

