



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: JUNE 1, 2022

SUBJECT: NEW CONTRACT: **RTZ ASSOCIATES, INC. (FOR PROFIT)** TO PROVIDE GETCARE

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CONTRACT TERM: 7/1/2022-6/30/2026

CONTRACT AMOUNT:	New	Contingency	Total
	\$2,045,984	\$204,598	\$2,250,582

ANNUAL AMOUNT	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>
	\$587,744	\$486,080	\$486,080	\$486,080



London Breed
Mayor

Trent Rhorer
Executive Director

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,759,546		\$286,438	\$204,598	\$2,250,582
PERCENTAGE:	86%		14%		100%

The Department of Disability and Aging Services (DAS) requests approval of a sole source waiver and authorization to enter into a new sole source contract with RTZ Associates, Inc. for the period of July 1, 2022 through June 30, 2026, in an amount of \$2,045,984, plus a 10% contingency for a total amount not to exceed \$2,250,582. The purpose of the contract is to provide the GetCare database system.

Background

DAS needs a dedicated database system as a means for tracking and reporting of program performance at its Benefits and Resource Hub as well as its approximately 250 contracts for community based services provided by over 60 community-based organizations. The data collected through this system meets many purposes: tracking and measuring performance levels, analysis of demographic and enrollment data to understand need and participation rates, compliance with fiscal, budget, and contracting reporting requirements tied to multiple funding sources.

The data collection needs to meet all these requirements are complex. It includes the storage and management of hundreds of thousands of client and enrollment records and millions of service unit records each year. Significant flexibility and customization is needed as the scope and type of data to be collected and managed can vary by service type and funding source.

DAS has had a business relationship with RTZ since 1999 for database services in varying forms. For the past 10 years or so, the “CA GetCare” and “IR2” databases have been the primary RTZ database systems utilized by DAS. CA GetCare is primarily used by Office of Community Partnerships staff and community based contractors, while the “IR2” database system has been primarily used by DAS Benefits and Resource Hub staff.

Services to be Provided

RTZ will provide access to its proprietary software system allowing for tracking, coordinating, management, and reporting of program services for DAS programs and DAS funded community based services.

In fiscal year 2022-2023, DAS will complete the process of upgrading to the current version of RTZ’s “GetCare” database system. The new system will bring all DAS-RTZ database systems together into one centralized database, improving coordination of data and user experience.

Over the contract term, RTZ will provide ongoing support including additional customization, technical support, data integration, data analysis, reporting function, updates, and training resources for the RTZ database systems and services included in this contract.

Selection

Contractor is a sole source contract. The GetCare cloud-based software is proprietary and owned by the Contractor.

Funding

Funding for this contract is provided through a combination of Federal and County General Funds.

ATTACHMENTS

Appendix A

Appendix B

Appendix A Scope of Services (FY 22-26)

RTZ Associates, Inc. for San Francisco Department of Disability and Aging Services (DAS)

Purpose: The purpose of this contract is for provision of web-based information system to track services provided by DAS funded contracts.

Background: In 1999, RTZ Associates, Inc. (RTZ) began working with the San Francisco Department of Disability and Aging Services (DAS) to develop a web-based information system to track services provided to older adults in the City/County of San Francisco (City). Over the years, that system, generally known as SF-GetCare, has dramatically evolved, and today is used to coordinate, track, and manage a variety of services across various City/County programs. This document describes the components of the system funded by HSA/DAS and the costs of each for fiscal years 2022-26.

AAA	Area Agency on Aging: a public or private nonprofit agency designated by a state to address the needs and concerns of older persons at the regional and local levels
CARS	California Aging Reporting System: a software system used to transmit National Aging Program Information to the California Department of Aging.
CDA	California Department of Aging
CHAMPSS	Choosing Healthy Appetizing Meal Plan Solution for Seniors: a program through which participants to get meals from a dietitian-approved menu at specified area restaurants
CLF	Community Living Fund: a program to connect individuals to needed medical and psychosocial services that will support independent living
CMIPSI	Case Management, Information, and Payrolling System (Version 2): a statewide database and central processing for IHSS payrolling, case management and reporting
CTP	Care Transitions Program: a hospital-to-home service that bridges the gap between a hospital discharge and recovery
DAS	San Francisco Department of Disability and Aging Services

DCIP	Diversion and Community Integration Program: a program that existed between 2008 and 2013 to assist individuals referred to or discharged from Laguna Honda Hospital to access the most integrated setting appropriate to their needs and preferences
DPH	San Francisco Department of Public Health
HDM	Home Delivered Meals: a program that provides meals to participants who cannot prepare or obtain nutritionally adequate meals for themselves
HSA	Human Services Agency of San Francisco
IHIS	Integrated Housing Information System: A database of client housed in scattered site housing units
IHSS	In-Home Supportive Services: a program that offers housecleaning, meal preparation, laundry, personal services, accompaniment to medical appointments, and protective supervision to Medi-Cal eligible and low-income older and disabled adults
I&R/A	Information and Referral / Assistance: a program which provides information, referral, assistance, and options counseling to those seeking services
NAPIS	National Aging Program Information System: service utilization and demographic data that is reported by local Area Agencies on Aging to the states to comply with federal Administration for Community Living (ACL) reporting requirements for submission of annual performance reports
RTZ	RTZ Associates, Inc. / RTZ Systems: this vendor
SaaS	Software as a Service: a method of software delivery and licensing in which software is accessed over the internet via a subscription, rather than bought and installed on individual computers

Item 1: Development and Customization

Item 1a: RTZ to upgrade the City to the next-generation CA-GetCare platform. CA-GetCare is a cloud-based system specifically designed by RTZ to help California AAAs collect and report Older American Act (OAA) Title III and VII data to the California Department of Aging (CDA) via the California Aging Reporting System (CARS). The next-generation of GetCare is built on a modern web-development framework that includes functionality / usability, security, and resiliency enhancements. DAS will also

benefit by receiving all general system updates made to the current generation system at no cost.

Item 1b: Additional development and customization as needed and agreed to RTZ and DAS for the CA-GetCare platform.

Charge Items:

- Establishment of timeline with specific tasks and deliverables to be followed in the development and transition from existing CA-GetCare system to the next-generation system to be used by DAS.
- Coding DAS-specific customizations made to legacy system into new platform
- Configuring system pull-downs and options for DAS
- Developing a script to convert/migrate data in the legacy format to the new format
- Testing conversion/migration script and system configurations in sandbox site Migrate / set-up user accounts and permissions in new system
- Provide training on the new system
- Work with DAS leadership to schedule system cutover
- Launch production system and provide intensive support at Go-Live
- Cold archive legacy database and sanitize servers per NIST 800-88 guidelines

FY 2022-23 Budget: \$185,900

FY 2023-24 Budget: \$72,901

FY 2024-25 Budget: \$61,225

FY 2025-26 Budget: \$36,813

Item 2: CA-GetCare Information System Hosting and Support

Item 2: CA2 System Hosting and Support – The services described in Item 1 above will culminate in the launch and use of the upgraded platform to be referred to in this document as the “CA2” system. The CA2 platform will be a single platform inclusive of currently operating systems described in 2a, 2b, and 2c below. Until such time as the “CA2” system launches and is accepted for use by DAS, RTZ will maintain each of the below systems for continued use by DAS and users.

Item 2a: Integrated Housing Information System (IHIS) – This tool provides a database of clients housed in units managed by the DAS scattered site housing vendor. For the referrals to the scattered site system from the Community Living Fund (CLF), this tool pulls all the referral information directly from the (CLF) database, allowing CLF users to make a referral with a simple push of a button to upload information into the IHIS. The tool includes a database of clients and a database of housing units, as well as a tracking system for managing move-in and move-out information, and a number of operational reports. Management tools allow DAS to oversee housing and client information in real-time. DCIP data is housed in the back end of the IHIS and is available in an expanded report, as well as ad hoc reports as requested.

Item 2b: CA-GetCare service management component – This component supports multiple operational areas: managing client data, including all NAPIS-required data elements and nutritional and functional assessments; managing service data using either a daily or monthly input screen; barcode scanning for client-level service recording; a client facing portal for the CHAMPSS food program and a CHAMPSS application management system; interface with the California Aging Reporting System (CARS) allowing seamless integration with the statewide CARS reporting system (obviating the need to upload quarterly files), and meeting all current and future CDA specifications for data reporting; a case management tool that supports the daily operational needs of DAS-funded community-based case managers; medication management; HDM waiting list clearinghouse, and generating operational/outcome reports using a library of standard reports designed to support common AAA business needs, as well as an ability to create custom report templates, export select client data elements, and periodic special data requests.

Item 2c: Integrated Intake Service Management – This tool includes I&R/A, integrated intake, waiting list tools and a care transitions case management tool. It includes the ability to conduct basic assessments, identify appropriate services, make referrals, place these referrals on a waiting list and/or track their progress. Referrals to CLF, Home-Delivered Meals, IHSS, Care Transitions and Case Management are made from the module directly to the programs. CLF referrals populate the CLF CaseCare tool with specified data from the intake.

Community providers, such as hospital discharge planners, case managers, home health providers, Laguna Honda social workers, and home-delivered meal providers can complete an online referral on a secure cloud-based portal for submission to the DAS Intake Team. The Intake Team reviews the online referral and can return it to the submitter for more information or move the referral forward – which includes actions from withdrawing the referral to placing it on a waiting list to seeing the referral through to enrollment. Because this module is part of the integrated GetCare database, staff can view service enrollments and the system automatically updates records using CMIPS-II data.

The Care Transitions component includes assessments; service plans; progress notes; purchase of service requests, and the authorization, verification and reconciliation of purchases. Automatic e-mail notifications facilitate communication between intake staff, supervisors, and Transition Specialists. This system includes a separate Readmission Tool component that allows hospital staff to track CTP clients who have been readmitted to the acute setting.

Charge Items:

- Ongoing software as a service (SaaS) hosting / maintenance costs
- Ongoing compliance with NAPIS reporting requirements
- Ongoing integration (file transfers) with the statewide CARS system
- Ongoing technical support
- Periodic training for end-users, as needed

FY 2022-2023 Budget: \$377,844 (\$31,487 per month)

FY 2023-2024 Budget: \$389,179

FY 2024-2025 Budget: \$400,855

FY 2025-2026 Budget: \$425,267

Item 3: Data Export Monitoring / Maintenance (Optional)

Item 3 (optional): Data Export Monitoring and Maintenance – RTZ will manage and maintain the transfer of DAS data from RTZ systems to HSA/DAS data warehouse on a monthly basis. RTZ will continue coding process that automatically and securely sends the raw (non-normalized) database to an HSA/DAS AWS instance on a regular basis. During the transmission, City data will not leave the secure AWS environment.

HSA/DAS will be responsible for all AWS fees charged to its account, including those for moving or processing data within its own instance. HSA will receive a copy of raw production data; pricing does not include creating a normalized dataset or a dataset meeting a set of HSA-specifications, nor does it include documentation or consulting to decode raw data fields.

Charge Items:

- Testing migration, including load-balancing and replication
- Paying ongoing AWS fees for storage, processing, and services
- Completion of data transfer on a monthly basis, or changed timeline upon

Appendix A | Scope of Services | RTZ Associates, Inc.
agreement of RTZ and DAS

July 1, 2022

- Using AWS & partner services to continually monitor security and responsiveness
- Monitoring replication to City AWS instance and addressing issues

FY 2022-23: \$24,000 (\$2,000 per month)

FY 2023-24: \$24,000

FY 2024-25: \$24,000

FY 2025-26: \$24,000

SaaS arrangement includes all licensing fees and hosting costs, including (but not limited to): (1) maintaining secure and redundant hosting environments, (2) monitoring system performance, security, and redundancy, (3) providing unlimited technical support and account maintenance, (4) communicating with administrators and end-users on an ongoing basis to ensure that the system continues to meet local needs, and (5) making minor client-specific customizations (in addition to implementing general system enhancements excluding generational platform changes).

Appendix B FY 2022-26 Budget

RTZ Associates, Inc. for San Francisco Department of Disability & Aging Services (DAS)

The table below summarizes the total cost by component for fiscal year 2022-26.

Item	FY22-23	FY23-24	FY24-25	FY25-26
Item 1: Development and Customization	\$185,900	\$72,901	\$61,225	\$36,813
Item 2: CA-GetCare Information System Hosting and Support	\$377,844	\$389,179	\$400,855	\$425,267
Item 3: Data Export Monitoring/Maintenance	\$24,000	\$24,000	\$24,000	\$24,000
Total cost per Fiscal Year:	\$ 587,744	\$486,080	\$486,080	\$486,080

Budget:

The 4-year budget under this agreement is \$2,045,984, plus a 10% contingency for a total amount not to exceed of \$2,250,582.



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Date: May 10, 2022

To: Sailaja Kurella, Director, Office of Contract

From: Esperanza Zapien, Director of Contracts, Human Services Agency
Dan Kaplan, Deputy Director for Administration & Finance, Human Services Agency

RE: Sole Source Waiver Request, Administrative Code Section 21.30 – RTZ Associates (Supplier ID # 0000012583)

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www.SFHSA.org

The Human Services Agency (HSA) respectfully requests the approval of the attached sole source waiver for RTZ Associates (RTZ) for the provision of the proprietary web application, “SF GetCare,” utilized by the Department of Disability and Aging Services (DAS) to access long-term care services to assist older adults and adults with a disability living in San Francisco.

Per Administrative Code Section 21.30(d), “Where a vendor has proprietary rights to software or where maintenance of equipment by a particular vendor is required to preserve a warranty, software support and equipment maintenance agreements entered into with that vendor shall be treated as a sole source for the purposes of any contract requirements included in the Municipal Code.”

RTZ is the sole owner and exclusive distributor of all versions of the “GetCare” cloud-based software platform. Access and support services for “GetCare” can only be acquired through RTZ and is not available from another source. Attached to this memo is a letter from RTZ confirming that this software is proprietary in nature and can only be purchased through RTZ.

HSA is proposing the following:



London Breed
Mayor

Trent Rhorer
Executive Director

Request: To enter into a four year sole source contract with RTZ Associates.
Reason for this Request: Admin Code 21.30: Proprietary Software Licenses and Support and Proprietary Equipment
Brief description of services: RTZ customized their “GetCare” web application to develop the “SF GetCare” application for San Francisco’s Department of Public Health (DPH) and Department of Disability and Aging Services (DAS). The system is used to access long-term care services to assist older adults and adults with a disability living in San Francisco.
Duration: July 1, 2022 to June 30, 2026
Contract Total Amount: \$2,045,984 plus a 10% contingency for a not to exceed amount of \$2,250,582
Funding: General and Federal Fund



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Competition and Fairness: RTZ is the sole owner and exclusive distributor of all versions of the “GetCare” cloud-based software platform. Previous Sole Source Waivers have been granted to RTZ for “GetCare” for the DPH and DAS, dating back to 2013. The most recent Sole Source Waiver was approved in July 2018. RTZ’s pricing is fair and reasonable, and has remained steady with no large increases since the inception of this system.

Compliance: RTZ is 12B compliant and an approved City Supplier.

Approved Disapproved

DocuSigned by:
Daniel Kaplan

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Dan Kaplan, Deputy Director of Administration and Finance