



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JCT*

DATE: OCTOBER 4, 2017

SUBJECT: **GRANT MODIFICATION: THE STRIDE CENTER DBA RELIATECH (NON-PROFIT) FOR SF CONNECTED PROGRAM: TECHNICAL SUPPORT**

GRANT TERM:	<u>Current</u> 7/1/16- 6/30/19	<u>Modification</u> 7/1/16- 6/30/19	<u>Revised</u> 7/1/16- 6/30/19	<u>Contingency</u>	<u>Total</u>
GRANT AMOUNT:	\$188,500	\$4,400	\$192,900	\$3,340	\$196,240
ANNUAL AMOUNT:	<u>FY 16/17</u> \$64,000	<u>FY17/18</u> \$70,900	<u>FY17/18</u> \$58,000		
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$192,900	\$0	\$0	\$3,340	\$196,240
PERCENTAGE:	100%	0%	0%		100%

The Department of Aging and Adult Services requests authorization to modify the existing grant agreement with The Stride Center dba Reliatech for the time period beginning July 1, 2016 and ending June 30, 2019, in the amount of \$4,400 plus a 10% contingency for a total not to exceed amount of \$196,240. The purpose of this modification is to build a software disk image that can be copied to the remaining SF Connected computer systems awaiting deployment.

Background

From September 2010 to September 2013, the Department of Aging and Adult Services (DAAS) and Department of Technology (DT) received funding through an American Recovery and Reinvestment Act (ARRA) grant award under the Broadband Technology Opportunities Program (BTOP) to promote Sustainable Broadband Adoption (SBA). DAAS oversees the programs for

older adults and adults with disabilities. The grant allows DAAS to support the deployment of broadband infrastructure, enhance sustainable adoption of broadband service, develop and maintain a citywide map of broadband service capability and availability at 55 designated locations (technology labs), and provide broadband education, awareness, training, access, and support to older adults and adults with disabilities.

DAAS has continued this investment with the SF Connected program. The department is able to carry on the purpose of helping seniors and adults with disabilities learn and benefit from skills and knowledge developed through computer and technology training.

Services to be Provided

Grantee will continue to provide technical support to the staff of SF Connection technology labs. The services Grantee provides include quarterly routine service of computer, technical support, unscheduled on-site technical service, installation of equipment, and recommendations on lab user experience.

This modification will allow Grantee to build a disk image of the operating system, software and drivers that can be copied to computer systems awaiting deployment in the SF Connected program. It provides Grantee a more efficient process in preparing the computer to be deployed as well as giving the end users a more uniform experience.

During Fiscal Year 2016-2017, Grantee was granted a one-time only (OTO) fund of \$14,500 that was covered under the contingency amount of \$17,400. The remaining balance of \$2,900 under the contingency is insufficient to cover the cost (\$4,400) of this project. Hence, this item is presented before the Commission for approval.

Selection

Grantees were selected through Request for Proposal #681, which was issued February 2016.

Funding

Funding for this grant modification is provided entirely by the City and County General Fund.

Attachments

Appendix A-1 – Services to be Provided

Appendix B-1 – Budget

APPENDIX A – SERVICES TO BE PROVIDED
The Stride Center dba ReliaTech
SF Connected Program: Technical Support
July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide technical support to 240+ computers across the 55+ SF Connected technology labs for older adults and adults with disabilities. The SF Connected Program will continue and enhance the previous Broadband Technology Opportunities Program (BTOP) installations with the purpose of improving the quality of life of older adults and adults with disabilities through computer and broadband technology training.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Coordination	Activities that involve the active participation of the agency staff to include liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
HSA	Human Services Agency of the City and County of San Francisco

Grantee	ReliaTech
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
OOA	Office on the Aging
Public Awareness	Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs.
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Population Served

Grantee provides technical support and service to the SF Connected Program.

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Routine Service: Routine service shall be performed quarterly for each computer. Routine service shall consist of checking general system health, ensuring that system and application updates have been applied, checking logs for system and hardware errors, checking network errors, checking disk space and resolving any issues identified.

Routine service may be performed remotely once per year providing the systems has been reimaged that fiscal year. If no reimage was completed, the systems will need to be checked twice per year.

Technical Support: Within one business day, respond to telephone and electronic inquiries including e-mail or website from DAAS and staff of SF Connected Program technology labs regarding computer, related peripherals, and Internet connectivity issues. Record the incident and identify the problem. In the case of computer and local area network problems, the issues must be resolved either remotely or on site as part of the unscheduled service responsibilities. The technical support is for the computers and associated peripherals up to the switch or router installed at the SF Connected Program technology labs. In the case of Internet connectivity issues, diagnosis shall be performed and if the issue is with the router

or switch and/or further upstream – the issue is forwarded to DAAS and/or the appropriate ISP within 1 business day.

Hardware Support: Response would be within current SLA for technical support. Resolution would be within 12 business days.

Unscheduled Service: Provide on-site technical service when authorized by DAAS.

Quarterly Observations and Recommendations on Technology Lab Use

Experience: The technical support service provider shall provide observations and recommendations to DAAS on how the technical functioning of the labs may impact the lab user experience and how the technology lab user experience might be improved. In addition, provide quarterly statistics to include response rate to service requests and time to close tickets.

Computer Equipment moves and changes: Provider shall deploy computer equipment as requested by DAAS to either current labs or new labs. This includes, and is not limited to, replacing current equipment, moving equipment from current labs to other labs, and creating, updating, and refreshing software image.

V. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

- At least 90% of technical support requests are responded to within 1 business day.
- At least 95% of technical issues are closed within 3 business days.
- At least 99% of technical support requests are closed within 5 business days
- At least 90% of hardware support requests are closed within 12 business days
- On a quarterly basis, the Grantee will meet with DAAS-SF Connected and conduct and deliver quarterly outcome reports to DAAS
- Provide input to the Technology Council where appropriate

VI. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objective:

- At least 90% of the locations or sites of the technology labs are satisfied with the technical support rendered.

VII. Reporting Requirements

A. Grantee will provide a **quarterly** report of activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. Grantee will enter the following monthly metrics in the CARBON (Contracts, Administration, Reporting, and Billing Online) database by the 15th of the following month:

- Number of tech labs served
- Number of service calls

- B. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- C. Grantee will input monthly service performance in CA-GetCare.
- D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- E. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- F. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- G. Grantee will provide Ad Hoc reports as required by the Department.
For assistance with reporting requirements or submission of reports, contact:

Paulo Salta, Program Analyst
DAAS, Office on the Aging
1650 Mission St., 5th Floor
San Francisco, CA 94103
paulo.salta@sfgov.org

Richard Sin, Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
richard.y.sin@sfgov.org

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how program records are collected and maintained; maintenance of service unit logs; agency and organization standards, which include current organizational chart; evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable; a board of director list and whether services are provided appropriately according to Sections IV-VII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for

selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1					Appendix B-1, Page 1
2					Document Date: 9/22/2017
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	The Stride Center dba Reliatech			07/01/2016 - 06/30/2019	
7	(Check One) New <input type="checkbox"/> _x_ Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Support	07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19	07/01/2016 - 06/30/2019
10	Budget Reference Page No.(s)				
11	Program Term				Total
12	Expenditures				
13	Salaries & Benefits	\$0	\$0	\$0	\$0
14	Operating Expense	\$64,000	\$70,900	\$58,000	\$192,900
15	Subtotal	\$64,000	\$70,900	\$58,000	\$192,900
16	Indirect Percentage (%)	0%	0%	0%	0%
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0	\$0
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$64,000	\$70,900	\$58,000	\$192,900
20	HSA Revenues				
21	General Fund	\$64,000	\$70,900	\$58,000	\$192,900
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$64,000	\$70,900	\$58,000	\$192,900
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$64,000	\$70,900	\$58,000	\$192,900
37	Full Time Equivalent (FTE)				
39	Prepared by: Willie Lockett	Telephone No.:		Date	
40	HSA-CO Review Signature:	_____			
41	HSA #1				11/15/2007

	A	B	C	D	L	M	N	O	P	Q	R	S	T	U
1	Appendix B-1, Page 2													
2	Document Date: 9/22/2017													
3														
4	Program: SF Connected - Tech Support													
5	(Same as Line 9 on HSA #1)													
6														
7														
8														
9														
10														
11														
Operating Expense Detail														
12	Expenditure Category	TERM	07/01/16-06/30/17	REVISD (5.2.17)	Change +/-	07/01/17-06/30/18	REVISD (9.21.2017)	07/01/18-06/30/19	07/01/2016 - 06/30/2019	TOTAL				
13	OTHER													
14	Routine service per CPU remote, 30 per month @ 25.00		\$6,236			\$9,000		\$9,000	\$24,236					
15	Routine service per CPU on-site, 30 per month @ 45.00		\$14,600			\$9,600		\$9,600	\$33,800					
16	Unscheduled service, expected 10/mo @ 80.00		\$23,714			\$24,780		\$16,280	\$64,774					
17	Equipment moves, changes, updates, refresh @ 45.00		\$3,426			\$10,350		\$10,350	\$24,126					
18	Help Desk calls, expected 9.5/mo @ 25.00		\$2,850			\$2,850		\$2,850	\$8,550					
19	Image Build @ 55.00		\$0		\$4,400									
20	Reporting @ 500.00 per quarter		\$1,000		\$2,000			\$2,000	\$5,000					
21	Internet Services (Clear Hub/Mobile Citizen)		\$6,174		\$7,920			\$7,920	\$22,014					
22	Licenses		\$6,000		\$0			\$0	\$6,000					
23														
24	TOTAL OPERATING EXPENSE		\$64,000		\$4,400	\$70,900		\$58,000	\$188,500					
25														
26	HSA #3									11/15/2007				

In Fiscal Year 2016-2017, Reliatech received a one-time only (OTO) fund of \$14,500, of which \$8,500 was carried forward to Fiscal Year 2017-2018. This OTO fund was covered under the contingency amount of \$17,400.

The contract modification is requesting authority to add an additional \$4,400 plus a 10% contingency of \$440. The contingency amount of \$440 will be added to the remainder of \$2,900 (\$17,400 - \$14,500).

The breakdown of the contingency for this modification is calculated as follow:

	Contract	Contingency
Initial Contract amount	\$174,000	\$17,400
contingent amount	\$6,000	(\$6,000)
contingent amount	\$8,500	(\$8,500)
Modification	\$4,400	\$440
Total	\$192,900	\$3,340