



MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *Jay*

DATE: DECEMBER 5, 2018

SUBJECT: NEW CONTRACT: EXCELLESOFT PARTNERS, LLC (FOR-PROFIT) TO PROVIDE REGISTRATION ENROLLMENT VIDEO APPOINTMENT (REVA) SYSTEM ACCESS

CONTRACT TERM: 4/1/19 - 6/30/22

CONTRACT AMOUNT: \$38,875

ANNUAL AMOUNT:

	<u>FY 18/19</u>	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>
	\$3,475	\$11,800	\$11,800	\$11,800

FUNDING SOURCE:

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$38,875	\$0	\$0	\$3,888	\$42,763
PERCENTAGE:	100%	0%	0%	0%	100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new contract with Excellesoft Partners, LLC (Excellesoft) for the period of April 1, 2019 to June 30, 2022, in the amount of \$38,875 plus a 10% contingency for a total amount not to exceed of \$42,763. The purpose of this contract is for continued access to Registration Enrollment Video Appointment (REVA). The REVA system simplifies and streamlines the enrollment and processing of new Independent Providers (IP) for In-Home Supportive Services (IHSS).

Background

State law mandates the IHSS Program to require all IPs to complete an enrollment process, which includes viewing a State produced video and the signage and collection of several documents. Prior to utilizing REVA, the IP enrollment process was entirely completed in person and usually required two plus hours of IHSS staff and office time for each enrollment. IHSS currently processes around 400 IP enrollments per month, making this process labor-intensive.

REVA is an online tool developed by Excellesoft, that streamlines the enrollment and processing of IPs who care for IHSS clients. REVA allows new IPs to remotely enter their personal information, watch the State-mandated video, and schedule an appointment with IHSS for a brief in-person enrollment meeting. At the in-person enrollment meeting, IHSS staff use REVA to upload and electronically sign State-mandated documents and print pre-populated Live Scan forms to give to IPs. REVA can also produce reports on IP enrollment for DAAS staff's use. It is a Software as a Service (SaaS) application. REVA is a cloud based solution where no equipment is provided by the contractor.

San Francisco has used REVA since May 2012, to simplify and streamline the enrollment and processing of new IHSS IPs, through a contract with CareAccess. CareAccess (a non-profit) has been a pioneer in bringing software solutions, support and training to health and human services agencies in California for over 15 years. However, due to the increased software security requirements, liabilities associated with cyber security, and changes in funding, CareAccess will no longer be able to continue as a software support organization. On March 30, 2018, CareAccess announced that it will no longer provide support for REVA access, as of April 1, 2019. Excellesoft, the developer and owner of REVA will provide on-going support starting April 1, 2019.

Target Population

Excellesoft will serve new IPs of the IHSS division, as well as IHSS staff.

Services to be Provided

Excellesoft will continue to provide and maintain the REVA system, which provides new IPs with an easy way to securely begin enrollment online, provides a staff workflow system, supports staff in using REVA, and provides continuing updates, improvements, and maintenance in conformance to updated State laws and other County driven initiatives. For additional detail, please refer to Appendix A attached to this report.

Selection

Excellesoft was selected through the Sole Source Waiver approved in October 18, 2018. San Francisco has used REVA since May 2012, and the system also serves Kern, Marin, Monterey, Placer, Santa Clara, Santa Cruz, Solano, and Ventura Counties.

Funding

Funding for this service will be provided entirely through County General Funds.

Attachments

Appendix A - Services to be Provided

Appendix B – Calculation of Charges

Appendix A Services to be Provided

Excellesoft Registration Enrollment Video Appointment (REVA) April 1, 2019 to June 30, 2022

I. Purpose of Contract

Contractor will provide a system to simplify and streamline the enrollment and processing of new In-Home Supportive Services (IHSS) Independent Providers (IP) using the Registration Enrollment Video Appointment (REVA) system. REVA is a fully-hosted, web-based IHSS Provider Orientation & Enrollment system. HSA will utilize REVA for all IP enrollments.

II. Definitions

Contractor	Excellesoft
HSA	Human Services Agency of the City and County of San Francisco
IHSS	In-Home Supportive Services
IP	Independent Providers
PA	Public Authority
REVA	Registration Enrollment Video Appointment
SaaS	Software-as-a-Service

III. Description of Services

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

- A. Contractor will provide SaaS technology to support REVA.
 - 1. All hardware and software required for hosting functionality
 - 2. Hosting of secure web-based services
 - 3. All maintenance of hardware for web-based services
 - 4. Backup and recovery functionality for data and programming files

- B. Contractor will provide new IPs with an easy way to securely enroll online through REVA.
 - 1. Fill out an online Provider Information form to generate the SOC 426 Enrollment Form, SOC 846 Provider Agreement, and the Live Scan Application for fingerprinting
 - 2. Watch the state-mandated orientation video
 - 3. Schedule an appointment to sign the required documents
 - 4. Provide IP with access to draft documents
 - 5. Multiple language support (including at a minimum: Spanish)
 - 6. State-mandated Orientation Videos can be viewed in English, Spanish, Chinese, or Armenian
 - 7. Automatic 'forgot password' link

- C. Contractor will provide a staff workflow system through REVA, which will:
1. Manage appointments
 2. Capture electronic signatures for the State of California (SOC) 426 and 846
 3. Scan the IP's social security card and identification card into the system as images
 4. Produce a printable packet of all required handouts along with copies of the signed documents
 5. Enter and track the Live Scan application status
 6. Generate a summary of IP information for entry into Case Management, Information and Pay-rolling System (CMIPS)
 7. Scan additional documents as part of the IP's record
 8. Generate reports to assist in managing and tracking the progress of enrollments
 9. Maintain a comprehensive and updated training manual
- D. Ongoing Maintenance of REVA
1. When there are changes to the IHSS IP program, as mandated by the State of California, Contractor will update REVA to reflect these changes
 2. Contractor shall maintain compliance with state requirements to provide this IP enrollment system
 3. Contractor shall maintain current and up-to-date software and security

IV. Location and Time of Services

- A. REVA shall be available as a secure internet-based web system to anyone with access over the Internet.
- B. REVA shall be accessible to Internet Users twenty four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods.
- C. If the server becomes unavailable to Users, other than for scheduled maintenance, Excellesoft shall have qualified personnel respond in the form of a service call in person to the server location within 1 hour of notification of such unavailability and shall, to the extent reasonably practical, remedy such unavailability at such time.
- D. Contractor warrants 99.9% platform availability on a monthly basis. (Our service level is 99.9% - in the current contract as such)
- E. Excellesoft is available for support Monday through Friday 8:00 am – 5:00 pm, except on State and Federal holidays. Initial contact for support may be via e-mail or by voicemail messaging. Excellesoft will use its best effort to provide a timely response to initial contact/response and issue resolution.

By E-mail: support@excellesoft.com

By Voicemail: (800) 914-4113

Excellesoft does not provide support to IHSS consumers or providers. Messages received from IHSS consumers or providers will be forwarded to Customer.

V. HSA Responsibilities

The City will designate at least one user as a REVA System Administrator for the purposes of performing important functions that are specific to Customer's daily operations and use of the system, such as user account creation and maintenance; resetting of passwords, setting of user permissions, office settings, setting the appointment calendars, etc., The REVA System Administrator is responsible for enforcing the rule of least privileges whereby a user's system permissions are set to be the minimal system permissions needed for the user to perform their job. Expertise in Information Technology is not required to be a REVA System Administrator.

The IHSS staff will:

- A. Enter data into REVA for IPs unable to use REVA
- B. Scan or upload social security cards
- C. Scan or upload identification cards
- D. Obtain electronic signatures or scan or upload signed copies of SOC forms.
- E. Provide document imaging
- F. Field basic support calls from IPs
- G. Ensure security of logins and passwords assigned to staff
- H. Acquire and maintain appropriate equipment and software/security (Adobe Acrobat Reader, Javascript on each computer etc. per the System Administrator user guide) to work with REVA, including:
 1. Computer
 2. Internet access
 3. Electronic signature pad
 4. Scanner
 5. Printer
 6. Camera
 7. Photo ID/badge printer
(Optional. Required only if using REVA for issuing ID badges to IHSS Providers)

VI. Other Requirements

- A. Contractor and HSA shall each 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 granting of all necessary approvals.

Mark Saaty
President/CEO
6520 Lonetree Blvd., #1030
Rocklin, CA 95765
1-800-914-4113 x707
mark@excellesoft.com

Chun Yin Law
Section Manager
In-Home Supportive Services
PO Box 7988
San Francisco, CA 94120
(415) 557-6585
chunyin.law@sfgov.org

- B. All data entered or uploaded by HSA or IPs 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.
- C. Any domain name purchased specifically for SFHSA IP enrollments shall become property of SFHSA.
- D. Contractor shall provide a copy of customer data upon request or termination of contract, either through a secure electronic format (Secure File Transfer Protocol) or hard media.
- E. Service Credit: shall mean an amount equal to the pro-rata recurring charges for one monthly billing statement for Services for one (1) day of Service. In the event Customer experiences Downtime, Customer shall be eligible to receive from Excellesoft a Service Credit for each Downtime period with a maximum aggregate Service Credit of one-month's billing charges for all Downtime for incidents occurring during such month. Time related to Service Credit requests (including Downtime) will be measured from the issuance of a trouble ticket to trouble resolution. Trouble tickets will be issued upon Customer's call to Excellesoft to report Downtime. In order to receive any of the Service Credits described in this Section, Customer must notify Excellesoft within five (5) business days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.
- F. System Ownership: Excellesoft is the developer and sole owner of REVA. All source code, system architecture, system design, database structure, database tables, system design concepts, system content, system user interfaces, system workflow, web page designs and content, screen designs, support documentation, training materials, help documents, help videos, and all technology and concepts developed by Excellesoft related to the operation and function of the system are the property of Excellesoft.
- G. Non-Compete: Customer hereby acknowledges and agrees that Customer will receive confidential information and trade secrets during the term of this Agreement. Customer acknowledges that Excellesoft has a legitimate business interest in placing reasonable limits on the use of such information. Accordingly, during the Agreement term and for a two-year period following the term, Customer shall not use, demonstrate, simulate, or describe the system in any manner (directly or indirectly) to any other individual, entity, institute, or organization for the purposes of developing, promoting, advertising, marketing, or providing a similar or competitive system.
- H. Unauthorized System Access: Customer shall prevent their unauthorized individuals from accessing the system. Customer agrees to not allow sharing of user accounts between multiple users. Customer shall immediately deactivate a user account upon termination of a user, including during temporary suspensions, leave of absence, or any other change in employment status or job duties such that the user will not be actively working or employed for an extended or prolonged

period. Access to the system requires manual entry of a user name, password, and validation of CAPTCHA text. Customer shall not use automated tools, automated systems, single sign-on systems, or automated scripts to access the system or copy data from the system pages. Customer shall not perform, or cause to be performed, penetration tests, security tests, or performance tests of any type on the system.

I. Per IP Fee: As specified in Appendix C Calculation of Charges, REVA pricing includes a per-IP processing fee for each Independent Provider that has completed the processing in REVA. Processing is considered fully processed upon the completion of four key workflow steps.

- Scan or upload of Gov't ID.
- Scan or upload of SSN card.
- Electronic signature of SOC 426 or upload or scan of completed form.
- Electronic signature of SOC 846 or upload or scan of completed form

These tasks are collectively referred to as scan-scan-sig-sig. The steps can be completed in any order and at any time. The completion date of the last remaining step shall be the date used for billing purposes. Any user actions taken to circumvent the per-IP fee or alternate steps taken in lieu of the scan-scan-sig-sig steps shall be considered as completion of the IP processing and shall be billed accordingly.

J. Development of Additional System Functionality: Development of additional system functionality shall be quoted on a time and material basis at a rate of \$165.00 per hour. All designs, drawings, source code, and database tables developed for additional system functionality, custom features, or reports shall become part of the system and will, therefore, become the property of Excellesoft and shall not be deemed as Deliverables or "works for hire."

VII. Service Objectives

- A. Contractor will respond to system maintenance requests within one business day after the request has been submitted.
- B. Contractor will guarantee system availability seven days a week, 24 hours a day.
- C. Contractor will update system as soon as regulatory changes occur at the State level.
- D. Contractor will maintain and update software.

VIII. Outcome Objectives

- A. Data entered into REVA system will be reliable, and be available to HSA staff for review of accuracy.
- B. REVA system will allow for scanning and storage of IP documents at no cost to HSA.
- C. REVA system will ensure strong customer service by allowing new IPs to enroll online at their own convenience.
- D. REVA system will save HSA storage space by not having to create a paper file for each IP.

**Appendix B
Calculation of Charges**

**Excellesoft
Registration Enrollment Video Appointment (REVA)
April 1, 2019 to June 30, 2022**

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. As-needed services and pricing, require prior approval of scope and project plan by the City's REVA System Project Manager.

Description of Services	Fee	Rate	Annual Cost
System Subscription Fee	\$525/month, invoiced quarterly	\$1,575 per quarter	\$6,300
Per Independent Provider (IP) Processing: Fee for each IP that is processes in REVA. Determined by completion of <ul style="list-style-type: none"> • Scan or upload of Gov't ID. • Scan or upload of SSN card. • Electronic signature of SOC 426 or upload or scan of completed form. • Electronic signature of SOC 846 or upload or scan of completed form 	\$1.00/IP Estimated 400 IPs per month, invoiced quarterly.	\$400 per month	\$4,800
Custom Development and Training – As needed (requires prior estimate with City Approval)	Requires prior estimate	\$165 per hour	\$700

Yearly Costs – FY18/22	FY 18/19	FY 19/20	FY 20/21	FY 21/22	Total
System Subscription Fee	\$1,575	\$6,300	\$6,300	\$6,300	\$20,475
Independent Providers (IP) (estimated 400 units/month)	\$1,200	\$4,800	\$4,800	\$4,800	\$15,600
Custom Development and Training – As needed	\$700	\$700	\$700	\$700	\$2,800
Total	\$3,475	\$11,800	\$11,800	\$11,800	\$38,875

- I. Contractor shall submit invoices on a quarterly basis, into CARBON, including monthly units for the Independent Providers (IP) processing.
- II. The total amount of this budget for April 1, 2019 – June 30, 2022 is **\$38,875**.
- III. At the City's sole discretion, 10% contingency amount up to **\$3,888** may be available.

The total amount of the contract shall not exceed **\$42,763**.