City and County of San Francisco

London Breed, Mayor

Human Services Agency

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

DATE: SEPTEMBER 5, 2018

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

GRANT TERM:	Current	Modification	Revised	Contingency	Total
	7/1/16-6/30/19	7/1/18-6/30/19	7/1/16-6/30/19		
GRANT AMOUNT:	$198,286	$10,000	$208,286	$20,829	$229,115
ANNUAL AMOUNT:	FY 16/17	FY17/18	FY17/18		
	$64,000	$73,350	$70,936		

	County	State	Federal	Contingency	Total
FUNDING SOURCE:					
FUNDING:	$208,286	$0	$0	$20,829	$229,115
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, 2018 and ending June 30, 2019, in the amount of $10,000 plus a 10% contingency for a total not to exceed amount of $229,115. The purpose of this modification is to include a budget for incidentals to cover small purchase needs (such as infrastructure supplies, system hardware, workstation peripherals, and cable management tools) that may arise during the fiscal year.

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 SF Connected 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 the Grantee to purchase and/or replace infrastructure supplies, system hardware, workstation peripherals, and cable management tools for the SF Connected program. This funding will help prevent a break in service by having the ability and funds to expeditiously purchase small cost items.

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-2 – Services to be Provided
Appendix B-2 – Budget

I.   **Purpose of Grant**
The purpose of this grant is to provide technical support to 200+ computers across the 50+ 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**

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.
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
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 system has been reimaged that fiscal year. If no reimage was completed, the system 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 Internet Service Provider within 1 business day.

Hardware Support: Response will be within current service-level agreement for technical support. Resolution will be within 12 business days.

Unscheduled Service: Provide on-site technical service and/or purchase necessary infrastructure or hardware supplies 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 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.

D. 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.

E. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.

F. Grantee will provide Ad Hoc reports as required by the Department.
    For assistance with reporting requirements or submission of reports, contact:

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Annyse.Acevedo@sfgov.org

VIII. Monitoring Activities

A. <u>Program Monitoring</u>: 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; 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. <u>Fiscal Compliance and Contract Monitoring</u>: 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-2, Page 1
2					Document Date: 8/21/2018
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 ___ Renewal ____ Modification __X__				
8	If modification, Effective Date of Mod. 7/1/18 No. of Mod. 2				
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	$73,350	$70,936	$208,286
15	Subtotal	$64,000	$73,350	$70,936	$208,286
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	$73,350	$70,936	$208,286
20	**HSA Revenues**				
21	General Fund	$64,000	$73,350	$70,936	$208,286
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	$64,000	$73,350	$70,936	$208,286
30	**Other Revenues**				
31					
32					
33					
34					
35					
36	Total Revenues	$64,000	$73,350	$70,936	$208,286
37	Full Time Equivalent (FTE)				
39	Prepared by: Willie Lockett		Telephone No.:		Date
40	HSA-CO Review Signature:				
41	HSA #1				11/15/2007

Operating Expense Detail

Program: SF Connected - Tech Support
(Same as Line 9 on HSA #1)

Expenditure Category	TERM	07/01/16-06/30/17	07/01/17-06/30/18	CURRENT 07/01/18-06/30/19	Change +/- 07/01/18-06/30/19	REVISED (8.21.2018) 07/01/18-06/30/19	TOTAL 07/01/2016 - 06/30/2019
OTHER							
Routine service per CPU remote, 30 per month @ 25.00		$6,236	$7,600	$9,000		$9,000	$22,836
Routine service per CPU on-site, 30 per month @ 45.00		$14,600	$7,200	$9,600		$9,600	$31,400
Unscheduled service, expected 10/mo @ 80.00		$23,714	$30,580	$16,280		$16,280	$70,574
Equipment moves, changes, updates, refresh @ 45.00		$3,426	$8,350	$10,350		$10,350	$22,126
Help Desk calls, expected 9.5/mo @ 25.00		$2,850	$2,850	$2,850		$2,850	$8,550
Image Build @ 55.00		$0	$4,400	$0		$0	$4,400
Reporting @ 500.00 per quarter		$1,000	$2,000	$2,000		$2,000	$5,000
Internet Services (Clear Hub/Mobile Citizen)		$6,174	$7,920	$7,920		$7,920	$22,014
Incidentals (infrastructure supplies, system hardware, workstation peripherals, and cable management tools)					$10,000	$10,000	$10,000
Licenses		$6,000					$6,000
Degaussing hard drives			$1,000				$1,000
COBE			$1,450	$2,936		$2,936	$4,386
TOTAL OPERATING EXPENSE		$64,000	$73,350	$60,936	$10,000	$70,936	$208,286

HSA #3

11/15/2007