



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: MELISSA McGEE, INTERIM DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JKT*

DATE: October 5, 2016

SUBJECT: CONTRACT RENEWAL: MMTG/JUMP TECHNOLOGY (FOR PROFIT) and CAREACCESS SILICON VALLEY (NON-PROFIT) for APS AUTOMATED CLIENT TRACKING SYSTEM (ACCTS)

	<u>Current</u>	<u>Renewal</u>	<u>Contingency</u>	<u>Total</u>
CONTRACT TERM:	10/1/14- 9/30/16	10/1/16- 9/30/17		
CONTRACT AMOUNT:	\$277,848	\$180,450	\$18,045	\$198,495
ANNUAL AMOUNT:	FY 16/17 \$185,450			
<u>Funding Source:</u>	<u>County</u>	<u>State/Fed</u>	<u>Contingency</u>	<u>Total</u>
Funding:	\$101,997	\$83,453	\$18,045	\$198,495
Percentage:	55%	45%		

The Department of Aging & Adult Services requests authorization to renew contracts with MMTG/JUMP Technology and CareAccess Silicon Valley, for the period of October 1, 2016 to September 20, 2017, for a total amount not to exceed \$185,450 plus a 10% contingency for a total amount not to exceed \$195,495. The purpose of these contracts is to access the automated elder care and dependent adult services system for Adult Protective Services and In-Home Supportive Services known as the APS Automated Client Tracking System (AACTS).

1

Appendix A – Services to be Provided
MMTG/JUMP & CareAccess
APS Data Management and Reporting System
October 1, 2016 – September 30, 2017

I. Purpose of Contract (MMTG/JUMP Technology & CareAccess)

The Adult Protective Services (APS) program within the Department of Aging and Adult Services (DAAS) of the San Francisco Human Services Agency (SFHSA) will contract with MMTG/JUMP Technology and CareAccess Silicon Valley for a comprehensive data management and reporting system that will include intake, case management, and data analysis tools (also known as APS Automated Client Tracking System - AACTS). On June 1, 2016, our contractor McWilliams Mailliard Technology Group (MMTG) was acquired by JUMP Technology. This contract is with the MMTG/JUMP Technology, to execute the one year option of the original RFQ #598, released March 2014.

II. Definitions

HSA	Human Services Agency of City and County of San Francisco
DAAS	Department of Aging and Adult Services
APS	Adult Protective Services
AACTS	APS Automated Client Tracking System
Contractor	MMTG/JUMP Technology and CareAccess Silicon Valley

III. User Roles

APS Protective Services Worker; APS Protective Services Supervisor; APS Protective Services Program Director; APS Protective Services After Hours Worker; Centralized Intake Worker; Centralized Intake Supervisor; HSA IT

IV. Description of Services (MMTG/JUMP Technology)

A. Contractor shall provide a custom data management and reporting system for DAAS that meets state of California’s APS mandates and program guidelines. Contractor shall provide responsive, high quality, customer service and demonstrate the ability to respond to APS program growth, evolving program level needs, and the continued ability to meet new state and federal APS requirements in a timely fashion.

Licensing and Maintenance (MMTG/JUMP Technology & CareAccess)

Contractor will provide licensing, hosting, and maintenance of the APS data management and reporting system. Services shall include, but are not limited to platform licensing, data center operations, secure hosting of the data, all software and licenses required for hosting, maintenance of hardware, application monitoring, regular backups and recovery functionality, error correction, and browser compatibility testing. Contractor shall maintain current and up to date software and security on those systems. Contractor will accommodate unexpected and planned growth in licensure rates by APS.

User Support (MMTG/JUMP Technology)

Contractor will provide toll-free phone and email-based support to users during business hours (M-F, 8AM-5PM PST). HSA staff and vendors may submit an unlimited number of support requests. User support staff shall have a sufficient understanding of the APS data management and reporting system to be able to field support calls, assist users, and if necessary, guide them on how to use the system. Contractor will respond to requests within one business day.

V. Location and Time of Services (MMTG/JUMP Technology & CareAccess)

APS data management and reporting system shall be available as a secure internet-based web portal to any authorized user with access over the internet, accessible twenty four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods posted on the site at least three days in advance, and a total maximum of 24 hours of unscheduled unavailability per year. If the service becomes unavailable to users, other than for scheduled maintenance, Contractor shall notify the HSA Contracts Staff regarding such unavailability within one hour of discovery of such unavailability.

VI. Other License Restrictions (MMTG/JUMP Technology & CareAccess)

None.

VII. City's Right to Access to Source Code and Database

City does not have the right to access the application source code.

City owns and has secure access to data in the SQL Server database and in the Business Objects data warehouse. All data entered or uploaded by HSA or HSA's providers 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.

Contractor shall provide a copy of HSA's data upon request or termination of contract, through a mutually agreed upon secure electronic format, within one week of such notice. In addition, Contractor shall, in good faith, facilitate such transfer and importation of such data into another system.

Appendix B (MMTG/JUMP) – Calculation of Charges

MMTG/JUMP Technology
 APS Data Management and Reporting System
 October 1, 2016 – September 30, 2017

<i>Description</i>	<i>Units</i>	<i>Amount</i>	<i>Total</i>
Client Access Licenses (CALs) AACTS Client Access License (CAL). Each CAL grants single user-access to County's AACTS database. Vacated CALs are transferable to replacement users. (Lic #98-#112)	13	\$950.00	\$12,350.00
Software Subscription Fee AACTS subscription - \$150/qtr per user, payable in advance quarterly, based on highest number of users during billing period. Adjustments may be made in arrears. Qtrs Oct-Dec 2016, Jan-Mar, Apr-June, July-Sept 2017. July-Sept payment due by June 30.	110	\$660.00	\$72,600.00
AACTS Upgrade/Enhancement Budget. For changes to State data gathering and reporting requirements and other indicated updates. Charges are shared pro rata among AACTS subscriber counties, based number of Licenses. County will be charged as upgrades/enhancements are developed.	110	\$220.00	\$24,200.00
On-site New User Training Class AACTS End User Training: Each Onsite Module comprised of eight hours (2 four-hour classes) for up to 6 Users.	1	\$2,200.00	\$2,200.00
AACTS End User Training: Each Onsite Module comprised of eight hours (2 four-hour classes) for up to 10 Users.	1	\$3,000.00	\$3,000.00
Travel Time and Expense Travel Time & Expense: For 2 onsite modules (4 consultant trips). Mileage-no charge. Travel Time-no charge. Parking expense-4 trips	4	\$25.00	\$100.00
AACTS End User Training Individual Training consisting two sessions of one-on-one training for one student with MMTG trainer using on-line "shadowing" combined with telephone instruction.	16	\$425.00	\$6,800.00
Technical Services & Support AACTS Services/Consulting: Ad hoc report development, Technical, IT, DCR support. (Include 15% hourly rate discount). 40 hours	40	\$160.00	\$6,400.00
Total			\$127,650.00

October 1, 2016 – September 30, 2017 \$127,650
 10% contingency \$ 12,765

Total Not to Exceed \$140,415

