



Mark Farrell, Mayor

 Department of Human Services
 Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION				
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR				
FROM:	DAN KAPLAN, DEPUTY DIRECTOR FOR ADMINISTRATION JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS <i>JK</i>				
DATE:	MAY 18, 2018				
SUBJECT:	NEW CONTRACT: FISCAL EXPERTS, INC. (FOR-PROFIT) TO PROVIDE TIME STUDY BUDDY SERVICES				
CONTRACT TERM:	7/1/2018 – 6/30/2021				
CONTRACT AMOUNT:	<u>Contract</u>	<u>Contingency</u>	<u>Total</u>		
	\$337,500	\$33,750	\$371,250		
ANNUAL AMOUNT:	<u>FY18-19</u>	<u>FY19-20</u>	<u>FY20-21</u>		
	\$112,500	\$112,500	\$112,500		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$253,125	\$40,500	\$43,875	\$33,750	\$371,250
PERCENTAGE:	75%	12%	13%		

The Department of Human Services (DHS) requests authorization to enter into a new contract with Fiscal Experts, Inc. for the period of July 1, 2018 to June 30, 2021, in an amount of \$337,500 with a 10% contingency for a total amount not to exceed \$371,250. The purpose of the contract is provision of a web-based time study service.

Background

Human Services Agency (HSA) employees complete a time study each quarter as required by the California Department of Social Services. Users select from over 800 possible claiming codes and keep track of their time on a daily-basis using state administrative forms. The time studies are then compiled and included into HSA's quarterly County Expense Claim. The time studies determine the allocation of expenditures to specific programs, which in turn determines the amount of federal and state reimbursements to our Agency.

Prior to June 2011, HSA employees completed their time studies manually using the Excel software application. Starting in June 2011, HSA contracted with Fiscal Experts, Inc. to pilot the use of Time Study Buddy (TSB) to automate the process. The use of TSB has resulted in a faster turnaround and more accurate process while gathering comprehensive time study data for the Agency.

Services to be Provided

Contractor will provide a web-based Time Study Buddy system for use by Human Services Agency staff. The web-based time study tool will allow access from any computer anywhere at any time. Contractor will maintain the TSB system incorporating CEC reporting standards, new codes, and code changes as released by CDSS.

Contractor shall provide the following services, as outlined in Appendix A:

- Provide a web-based Time Study Buddy system for access to up to 1,750 HSA staff/users.
- Allow creation of new users/profiles and access levels based on worker type.
- Automate password reset for users.
- Allows for electronic signatures and time stamps for users submitting and approving.
- Create an approval workflow chain for time study records, tracking, through final approval.
- Ability for communication and alerts to be sent to users via email.
- Ability for reminders to be setup for new quarter, new fiscal year, and holidays.
- Ability to manually and automatically verify time studies based on payroll data based on departmental needs and capabilities.
- Incorporate CEC reporting standards, new codes, and code changes as released by CDSS.
- Include comment log and ability to set flags to annotate the account for individual users.
- Allow to time study for both continuous and mid-month and have the ability to convert continuous time studies to quarterly claim.
- Ability to keep audit trail of time study records from entry through supervisor approval.
- Ability to run ad-hoc reports and CEC reports that meets CDSS CEC requirements.
- Provide user guides for differing user roles.
- Provide user trainings to Fiscal Administrators upon request.
- Provide technical support to Fiscal Administrators.

Selection

Contractor was selected through Request for Proposals #778, issued on February 23, 2018.

Funding

Funding will be provided through a combination of county, state, and federal funds.

ATTACHMENTS

Appendix A - Services to be Provided

Appendix B - Calculation of Charges

**Appendix A – Services to be Provided
Fiscal Experts, Inc.
Time Study Buddy
July 1, 2018 – June 30, 2021**

I. Purpose of Contract

The purpose of this contract is to provide a web-based time study service, called Time Study Buddy.

II. Definitions

Contractor Fiscal Experts, Inc

DHS Department of Human Services

HSA Human Services Agency of the City and County of San Francisco

IT Information Technology Division of Department of Human Services

TSB Time Study Buddy

III. Services to be Provided

a) Target Population

The target population is Human Services Agency employees of up to 1,750 users per quarter plus fiscal administrators.

b) Scope of Services

The Department will use the time study tool to expediently collect the State required staff time studies (detailed reports of benefiting programs for correct claiming of State/Federal reimbursement).

This tool will be web based allowing for access from any computer anywhere at any time. The tool will be maintained by the vendor to incorporate CEC reporting standards and code changes as they are released by CDSS. It shall have the following functionality:

User Set Up Functionality that includes:

- The ability to easily set up new users including worker type, supervisor, work schedule, time study codes, employee identifier, email address, have the option to hold or not hold emails, set up permissions, select time study type, unit, location, start date, end date, job title, and select whether they are full time or part time. Fiscal Administrator staff should be able to easily maintain and change data as necessary.

- Allowing for both continuous time studies and mid-month time studies and convert continuous time studies for the quarterly claim.
- The ability to exclude or sunset select staff in any given quarter and easily reinstate them should their circumstances change.
- The ability for Fiscal Administrator staff to reset a time study, and to either exclude or end a time study as appropriate.
- The ability of Fiscal Administrator staff to set up various types of permissions depending upon their use of the system.
- Automated password resets for users as well as the ability for Fiscal Administrator staff reset passwords as needed.
- A comment log and ability to set flags to annotate the account for individual users.

Administrator Services that includes:

- Reminders at the start of the calendar year to set up holidays.
- User guides and administrator guides easily accessible within the program.
- Automation of quarterly reminders/welcome emails to new quarter.
- Automatic set up of each quarter's new time study, complete with worker profiles and new time studies. Fiscal Administrator staff should also have the ability to request a change of the period used for the mid-month time studies.
- Fiscal Administrator staff will have the ability to easily create extraneous codes for any activities that are claimed outside of the CEC.
- Fiscal Administrator user training upon request.
- Be responsive to Fiscal administrator and time study user feedback to help increase functionality.

Communication Functionality that includes:

- A robust email functionality to email to one, many or all employees' updates and necessary information.
- Automation of alerts of pending approvals to employees' supervisors.
- An email correspondence log easily accessible for Fiscal Administrator staff. This would be a record of all outbound emails from administrator

staff to individual employees and a record of all inbound emails that are emailed to the time study system administrator email account.

Time Sheet Verification Functionality that includes:

- Have the ability to either manually or automatically verify time studies based on payroll data based upon departmental needs and capabilities.
- Automation of alerts of Fiscal Administrator updates to users indicating any changes made during the verification process.

User Interface Functionality that includes:

- Is accessible by all users from any computer with an internet connection.
- Time study code definitions which are readily and easily available to users.
- Allows time studying employees' supervisors and managers to easily navigate their chains of approvals of direct and indirect supervisees.
- The ability to easily filter and sort user lists to help track time study progress throughout the quarter.
- The ability to easily drill down on users to see both the details of employee time study as well as their user profile. Also the ability to see the progress of Fiscal Administrator staff verifications in a clear and concise manner.

Time Study Approval Functionality that includes:

- Electronic signatures that are both time and date stamped for both submitters and approvers.
- Allows for higher level supervisors and/or managers to approve time for absent supervisors with a comment and allows a supervisor to sign a time study for an absent staff member also with the ability to comment.
- Allows Fiscal Administrator staff to automatically track approvals from quarter to quarter, including missed approvals from prior quarters to assist with Adjusted Quarterly CEC preparation.

Reporting Functionality that includes:

- Allowing for reporting of both converted and unconverted continuous time studies.

- Creating all CEC reports which meet the CDSS CEC requirements (including but not limited to CEC Input screen reports) within the tool in an easy to use manner allowing for report sets to be preserved and saved using only the data that was originally used with a time and date stamps. Also allows Fiscal Administrator staff the ability to create new batches of reports at any given time using updated data while preserving earlier batches of reports. All summary reports must have an audit trail report, as well as the ability to preserve and print hard copy time study forms for all, some or one employee.
- Allowing for ad hoc reporting using a variety of criteria, including selecting one, some or all staff based on unit, unit group, time study type and including by one, some or all time study codes. The reports must have the ability to include a variety of information related to the employees such as employee identifier, supervisor, unit and time study worker type to be able to capture time study time as well as show codes available to staff that are in their profile whether or not they are used by the staff members. These are to include but not be limited to
 - The ability to include or exclude incomplete time studies for ad hoc reports, as well as inform the user of all incomplete time studies when preparing the CEC reports. Incomplete time studies must be excluded from the CEC reports in accordance with CDSS requirements.
 - A shift report that shows when workers are time studying to codes outside their worker type including extraneous codes.
 - A report that shows how many users are active on the system in order to verify quarterly billing.
- Ensuring that the supervisor time that is time studied to the “supervision” code distributed in proportion to how their staff time studied for the CEC reports and ad hoc reports as well as have an audit trail and the ability to report supervision time undistributed.

IV. Deliverables

Service Objectives

- Maintain simultaneous user access of up to 1,750 user accounts.
- Add and update time study claiming codes into the TSB system within 30 days of new code and definition release.
- Generation of ad-hoc and CEC claim reports to be available at any time.
- Responds to fiscal administrator technical questions within 48 hours of inquiry.
- No more than 5% system downtime.

Outcome Objectives

- A minimum of 95% accuracy of collection and incorporation of all time study related data into the CEC and Ad Hoc Reports.

V. Reporting Requirements

- 1) Contractor will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section IV - Deliverables. This report will also include accomplishments and challenges encountered by the Contractor. Contractor will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- 2) Contractor will provide Ad Hoc reports as required by the Department.
- 3) Contractor will work primarily with Rachel Brannon, Senior Claims Analyst, who will serve as the principal contact person between the Contractor and San Francisco County. If at any time project deliverables appear to be at risk, Contractor will provide an urgent report to contact person.

Appendix B – Calculation of Charges
Fiscal Experts, Inc.
Time Study Buddy
Term: 7/1/2018 – 6/30/2021

- I. Contract period from July 1, 2018 through June 30, 2021 for an annual amount of \$112,500 per year for a total contract amount of \$337,500 for the term of the contract.
- II. Contractor shall submit **quarterly** invoices no later than the fifteenth (15th) working day of the month following the quarter. Each invoice is to include supporting documentation detailing the total number of users and a list of users (by user name) accessing the Time Study Buddy in the preceding quarter. Verification and approval of the work detailed in the invoices will be approved by HSA's fiscal department. Contractor will be paid at the rate of \$25 per user for the first 500 users and at \$12.50 per user for every user thereafter. There will be an annual cap of \$112,500 which would only be reached if there are 1,750 users on average per quarter. A user is defined as anyone using/accessing Time Study Buddy to either prepare or review a time study (active users) or who has reports or administrative permissions.
- III. The total contract amount during this term is \$337,500.
- IV. The total contract amount plus a 10% contingency for a revised total not to exceed amount of \$371,250.

Total Contract	\$ 337,500
10% Contingency	\$ 33,750
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Total Not to Exceed	\$ 371,250