



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

**MEMORANDUM**

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *J91*

DATE: SEPTEMBER 6, 2017

SUBJECT: **NEW CONTRACT: JUMP TECHNOLOGY SERVICES (FOR PROFIT) TO PROVIDE ACCESS TO THE AGING AND ADULT CLIENT TRACKING SYSTEM (AACTS) FOR ADULT PROTECTIVE SERVICES**

CONTRACT TERM: 10/1/17-6/30/20

CONTRACT AMOUNT:	New	Contingency	Total
	\$410,850	\$41,085	\$451,935

ANNUAL AMOUNT	FY 17/18	FY 18/19	FY 19/20
	\$136,950	\$136,950	\$136,950

FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$308,138	\$49,302	\$53,410	\$41,085	\$451,935

PERCENTAGE:	75%	12%	13%	100%
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The Department of Aging and Adult Services (DAAS) requests authorization to enter into a contract with JUMP Technology Services for the period beginning October 1, 2017 and ending June 30, 2020, in an amount of \$410,850 plus 10% contingency for a total amount not to exceed of \$451,935. The purpose of the contract is to access the automated elder care and dependent adult services system for Adult Protective Services and In-Home Supportive Services known as the Aging and Adult Client Tracking System (AACTS ).

**Background**

AACTS, the Aging and Adult Client Tracking System, is software built by McWilliams Mailliard Technology Group (MMTG) for the City and County of San Francisco nearly 18 years ago for the purpose of client tracking for Adult Protective Services (APS) . Originally, the software was managed and maintained in-house by the Information Technology (IT) Department; however, due to rising costs it was decided in 2011 to have the management and maintenance contracted out to MMTG. On July 1, 2016, McWilliams Mailliard Technology Group (MMTG) was acquired by JUMP Technology Services. JUMP Technology Services now provides the County with proprietary software and licensing of the Aging and Adult Client Tracking System (AACTS). JUMP Technology Services currently services 34 counties in California. The California State Department of Social Services is working in tandem with JUMP Technology Services to design a new statewide reporting system for Adult Protective Services allowing for multi-county information tracking. JUMP Technology Services has updated AACTS over the years in conformance with changing State regulations.

**Services to be Provided**

JUMP Technology Services will grant Client Access License (CAL) to AACTS, its proprietary product allowing for complete Adult Protective Services (APS) case management, tracking and reporting application, from initial intake through case closure. Additionally, over the contract term, JUMP Technology Services will provide staff training, system and product support.

**Selection**

Contractor is a sole source contract. Staff determined that JUMP Technology Services, based on its extensive previous development history of AACTS for the City, was the only qualified vendor. Additionally, the AACTS software is proprietary product of JUMP Technology Services and is the only software that will meet the City's client tracking requirements. Accordingly, no competitive solicitation was conducted.

**Funding**

The funding for this contract is a combination of County (75%), State (12%), and Federal funds (13%).

**ATTACHMENTS**

Appendix A

Appendix B

**Appendix A – Services to be Provided**  
**JUMP**  
**APS Data Management and Reporting System**  
**October 1, 2017 –June 30, 2020**

**I. Purpose of Contract (JUMP Technology)**

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 JUMP Technology for a comprehensive data management and reporting system that will include intake, case management, and data analysis tools (also known as LEAPS).

**II. Definitions**

HSA	Human Services Agency of City and County of San Francisco
DAAS	Department of Aging and Adult Services
APS	Adult Protective Services
LEAPS	An APS Data Management and Reporting System
Contractor	JUMP Technology

**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 (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.

B. Contractor shall provide license and hosting for 100 to 125 users of differing roles. Contractor shall provide a reliable, user-friendly, web-based application that can be accessed from mobile platforms and 24-hour access. Contractor shall work with APS to design a client tracking system that captures a wide range of demographic data regarding Reporting Parties, APS clients, and

Collateral Contacts. Among other demographic questions, the data tracking system shall include features to capture gender identity and sexual orientation of APS clients, in alignment with citywide recommendations regarding these two data points.

- C. The data management and reporting system shall provide efficient intake functionality that promotes a structured interview focused on determining a variable response time. The system shall have a user-friendly case management and case tracking system that includes diverse case and client level search features.
- D. The data management and reporting system shall contain a bio-psychosocial assessment feature that is based on sound social work practice or the Contractor shall work with APS to design such a feature. The system shall contain a service planning features that provides for detailed intervention tracking and reporting. The data management and reporting system will provide features to manage and track expenditures related to the APS Special Payment Fund.
- E. The data management and reporting system shall contain features to improve user level compliance with APS state requirements, including but not limited to a system to inform APS Protective Services Workers and APS Protective Services Supervisors about overdue casework, as well as user level features to provide for effective case assignment of new reports and cases.
- F. The Contractor shall work with APS to integrate an evidence-based Risk Assessment Tool as well as additional outcomes-based tools focused on improving APS casework as needed and as appropriate.
- G. The Contractor shall provide custom reporting services upon request by APS. The data management and reporting system shall contain a range of developed reports that allow for management tracking of compliance metrics on an individual, unit, and aggregate level basis; monitoring of APS client demographics; Caseload and reports monitoring; and Outcomes based reports.
- H. The data system shall include disaster preparedness features that will enable APS staff to access and prioritize client data in the event of an emergency.

**Licensing and Maintenance (JUMP Technology)**

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 (JUMP Technology)**

Contractor will provide online chat support for end user training issues as well as an online portal for submitting requests for support (M-F 8am to 5pm). 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 1 business day. Contractor will provide two after-hours emergency phone numbers for system issues.

**V. Location and Time of Services (JUMP Technology)**

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 (JUMP Technology)**

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.

**VIII. Deliverables (JUMP Technology)**

- A. Contractor will respond to requests within 1 business day
- B. The contracted application will have no more than 24 hours of unscheduled unavailability per year.
- C. Contractor will maintain current and up to date software and security updates.

- D. Contractor will conduct post-training surveys and will show that a minimum 75% of respondents found the training satisfactory and adequate.

**IX. Reporting Requirements (JUMP Technology)**

- A. Contractor will provide Monthly Status Reports that detail the services provided, the staff providing the service, the number of hours provided, and the dates of service provided. The Monthly Status Reports are due 15 days after the end of the month and are required to accompany invoices for payment. Invoices are to be submitted in the CARBON database.
- B. Contractor will enter quarterly metrics in the CARBON database by the 15<sup>th</sup> of the following month. The reports shall state the following:
- Progress of completing tasks / milestones
  - Any issues and challenges experienced

**Appendix B (JUMP) – Calculation of Charges**

JUMP Technology  
 APS Data Management and Reporting System  
 October 1, 2017 – June 30, 2020

<i>Item No.</i>	<i>Description</i>	<i>Units</i>	<i>Price</i>	<i>Extended</i>	<i>FY 17-18</i>	<i>FY 18-19</i>	<i>FY19-20</i>	<i>FY 17-20</i>
1	LEAPS Hosting and Support: 100 – 125 Users (4 quarterly payments in advance)	4	\$22,500	\$90,000	\$90,000	\$90,000	\$90,000	\$270,000
2	Upgrade and enhancement budget: 200 hours block time to be utilized at county request	200	\$90	\$18,000	\$18,000	\$18,000	\$18,000	\$54,000
3	Weekly Database Backup via FTPS: SQL Server .bak	12	\$700	\$8,400	\$8,400	\$8,400	\$8,400	\$25,200
4	Web based new user training	25	\$450	\$11,250	\$11,250	\$11,250	\$11,250	\$33,750
5	LEAPS On Site Training per day up to 30 users	4	\$2200	\$8,800	\$8,800	\$8,800	\$8,800	\$26,400
6	Travel reimbursement	5	\$100	\$500	\$500	\$500	\$500	\$1,500
	Totals			\$136,950	\$136,950	\$136,950	\$136,950	\$410,850