



MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: APRIL 3, 2019

SUBJECT: CONTRACT MODIFICATION: PANORAMIC SOFTWARE (**FOR-PROFIT**) FOR PROVISION OF SOFTWARE LICENSING AND MAINTENANCE SERVICES

	<u>Current</u>	<u>Amended</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
CONTRACT TERM:	<u>Authorization</u> 7/1/14 – 6/30/19	<u>Authorization</u> 7/1/19 – 6/30/23	<u>Authorization</u> 7/1/14 – 6/30/23		
CONTRACT AMOUNT:	\$1,200,000	\$969,660	\$2,169,660	\$216,966	\$2,386,626
ANNUAL AMOUNT:	<u>FY14/15</u> \$240,000	<u>FY15/16</u> \$240,000	<u>FY16/17</u> \$240,000	<u>FY17/18</u> \$240,000	<u>FY18/19</u> \$249,660
	<u>FY19/20</u> \$240,000	<u>FY20/21</u> \$240,000	<u>FY21/22</u> \$240,000	<u>FY22/23</u> \$240,000	
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$727,245	\$116,359	\$126,056	\$96,966	\$1,066,626
FUNDING PERCENTAGE:	75%	12%	13%		100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify the existing contract with Panoramic Software, Inc. during period of July 1, 2019 to June 30, 2023, for an additional amount of \$969,660 plus a 10% contingency for a total amount not to exceed \$2,386,626. The purpose of this modification is to add a referral enhancement module to the system in fiscal year 2018-2019 and to extend the contract term for an additional four years (FY2019-2023) for provision of Software Licensing and Maintenance Services to proprietary databases utilized by DAAS to support conservatorship of vulnerable adults.

Background

Panoramic Software, Inc. has provided monthly software license, maintenance and extensions, user support, analysis, research and procedure development, and banking and investment activities for DAAS since 1995. This current agreement ensures that DAAS has continued rights to use the licensed software and services provided by the Contractor.

Services to be Provided

Contractor will continue to provide software licensing, monthly maintenance, user support and ongoing development. Multiple DAAS programs access Panoramic's system to carry out the following activities:

Public Administrator

Documents all case management and legal requirements for clients who have died without next of kin in San Francisco. Deputy Public Administrators document activities to ensure that the estates and affairs of deceased clients are resolved respectfully, legally and timely.

Public Guardian

Document all case management activities for clients under probate conservatorships in the public guardian program. The system provides management tools to facilitate caseload monitoring, as well as reports for the department's accounting and legal teams. In addition, the system tracks all stored client possessions.

Representative Payee

Tracks all financial transactions and burial trusts for clients, as well as monthly social security payments. The system generates reports that allow the department's accounting and legal teams to track cases and create fiscal payments to clients on a regular basis.

County Veterans Services Office

File claims for veterans and their dependents. It is also used to manage the established client's record, as well as monitor the claim activity as it moves through the VA claims process. The system is accessed by all CVSOS programs across the state.

The web-based software will enable HSA staff to access client information remotely and extract case management and fiscal accounting caseload reports as required by HSA and the State of California.

The purpose of the modification to extend the services as defined above for the next four years in fiscal 2019-2023. In addition, Contractor will provide a Referral Add-on enhancement module that will allow ease in tracking client referral records and reporting.

Selection

Panoramic Software, Inc. is a sole source provider with proprietary rights to the Software-as-a-Solution (SaaS) by providing software licenses for use by the Department of Adult and Aging Services (DAAS).

Funding

Funding for this contract will be provided by a combination of Federal, State, and General Funds.

Attachments

Appendix A-1 – Scope of Services

Appendix B-1 – Calculation of Charges

Appendix A-1 – Scope of Services
Panoramic Software, Inc.
DAAS IT Licensing & Maintenance Services
PA Pro / PG Pro / RP Pro / Vet Pro
7/1/2014 – 6/30/2023

I. Purpose of Contract

Contractor will provide maintenance services, user support, analysis, research and procedure development, banking activities, and test applications for the use of **PA Pro, PG Pro, RP Pro, and Vet Pro** by the Department of Aging and Adult Services (DAAS). **PA Pro, PG Pro, RP Pro, and Vet Pro** are web-based client-tracking database that supports the staff in case management and fiscal accounting.

II. Definitions

CDVA	California Department of Veterans Affairs
Contractor	Panoramic Software
CVSO	County Veterans Services Office
DAAS	Department of Aging and Adult Services
HSA	Human Services Agency of the City and County of San Francisco
PA Pro	Public Administrator
PG Pro	Public Guardian
RP Pro	Representative Payee
Vet Pro	Client-Tracking Database used by the CVSO

III. Target Population

Contractor's technology services will support multiple DAAS divisions. Each division serves a unique target population.

- The Public Administrator (PA) serves Decedent Estates for San Francisco residents where there is no family available to administer the Estate.
- The Public Guardian (PG) serves Older and Dependent Adults who need assistance to ensure that they have the necessities of daily living (food, clothing

and shelter). These clients are also at risk of being taken advantage of or unduly influenced.

- The Representative Payee (RP) program serves elderly individuals and adults (age 18 or older) with physical and/or mental impairments who cannot manage their own funds.
- The County Veterans Services Office (CVSO) serves men and women who have served in the Armed Forces of the United States, as well as their dependents and survivors.

IV. Description of Services

Contractor will support the web version of the software for the PA Pro, PG Pro, RP Pro, and Vet Pro migrated as of July 1, 2004. Contractor has converted the City from the Contractor's DOS based product to the Contractor's Web based product. Contractor previously granted the City a non-exclusive and non-transferable perpetual license to use the PA Pro, PG Pro, RP Pro, and Vet Pro software.

For PA/PG/RP: Electronic development and support services to include database management. Contractor will provide outstanding customer service and support, being readily available for all types of Support Requests. Contractor will ensure the functionality of Reporting Tools, which enables DAAS to keep clients eligible for Medi-Cal, saving the city money in health care costs.

For CVSO: Electronic development and support services to include database management to State and County Veterans Service Office who utilize the CDVA mandated Vet Pro software. Contractor will provide outstanding customer service support, being readily available via various media types with geographically targeted design based on office locale and regional demographics. Contractor will manage quality control and alerts for the Annual Audit performed by the state in order to properly account for Medi-Cal Cost Avoidance. Contractor will ensure CVSO's ability to submit electronic reports mandated by CDVA, a requirement which enables CVSO to receive Subvention, Medi-Cal Cost Avoidance, and License Plate monies.

Contractor will design, test, and deploy a Referral Add-On enhancement module into the SFPG application. This enhancement will allow for ease in tracking referral records and reporting. The enhancement will be deployed by the end of FY18-19 fiscal year.

The following technical specifications will be observed during the term of this contract:

Designated CPU(s):

N/A

or

Designated Site(s):

27B Van Ness Ave, San Francisco, CA 94103

1650 Mission Street, 4th Floor, San Francisco, CA 94103

Panoramic Software

DAAS IT Licensing

Amendment 1 (FY14-23)

V. Location and Time of Services

Panoramic will provide an easily accessible web-based program primarily used by PA/PG/RP staff at 1650 Mission Street, San Francisco, CA, Monday through Friday. CVSO staff will use the program at their office located at 27B Van Ness Avenue, San Francisco, CA during these same hours. Contractor's Support Team hours will match City's Business Hours of 8:00 AM to 5:00 PM.

VI. Service Objectives

Throughout the term of this contract, the Contractor will meet the following Service Objectives:

- Provide a safe, secure, stable, reliable and efficient Software Application that will enable workers to streamline workflow and processes.
- Assist DAAS in its reporting needs by extracting specific data and providing detailed reports for the department when needed.
- Provide direct support to the CVSO with the submission of the semi-annual reports to the State Department of Veterans Affairs (CDVA).
- Ensure available Support Staff that is ready to troubleshoot any issues that may arise and see through resolutions in a timely manner.

VII. Outcome Objectives

Throughout the term of this contract, the Contractor will meet the following Outcome Objectives:

- Accurate and accessible reports.
- Reliable and stable database applications at 95% of the time.
- Provide expansive storage for the growing numbers of clients served.

Appendix B-1 – Calculation of Charges
Panoramic Software, Inc.
DAAS IT Licensing and Maintenance Services
7/1/2014 – 6/30/2023

1. Calculation of Monthly Charges:

Public Authority/Public Guardian/Rep Payee

Fees shall be assessed as follows:

Software License & Hosting:	\$3,000
Maintenance:	\$2,000
User Support:	\$10,000
Analysis, research and procedure development: (based on one professional day per month)	\$1,000
ACH Direct Deposit activities:	\$3,000

County Veterans Services Office

Monthly Software Maintenance and Support	\$1,000
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Monthly Amount Total FY14 – FY23:	\$20,000
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2. SFPG Referral Module:

Enhancement for Referral Model onto the SFPG application for design, test, deployment (timeline April – June 2019)	\$9,660
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3. Revised Contract Total:

Annual Amount for FY14 – FY23 (9 years):	\$240,000
Enhancement Fee (FY18-19):	\$9,660

Total Contract Amount for FY14 – FY23:	\$2,169,660
Contingency:	\$216,966

Total Not-to-Exceed Amount:	\$2,386,626
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4. The total amount of the contract shall not exceed \$2,386,626.