**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	DAN KAPLAN, DEPUTY DIRECTOR
	ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	DECEMBER 10, 2021
SUBJECT:	NEW CONTRACT: **ACF TECHNOLOGIES INC**. (FOR PROFIT) TO PROVIDE AN APPOINTMENTS AND LOBBY MANAGEMENT SYSTEM
TERMS	1/1/22-6/30/24

CONTRACT AMOUNT:

Current	Contingency	Total
$292,390	$29,329	$321,629

ANNUAL AMOUNTS

1/1/22-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	Contingency	Total
$58,458	$116,916	$116,916	$29,329	$321,629

Funding Source	County	State	Federal	Contingency	Total
FUNDING:	$219,293	$35,087	$38,010	$29,329	$321,629
PERCENTAGE:	75%	12%	13%		100%

The Human Services Agency requests approval of a sole source waiver and authorization to enter into a new sole source contract with ACF Technologies, Inc. for the period of January 1, 2022 through June 30, 2024, in an amount of $292,390 plus a 10% contingency for a total not to exceed amount of $321,629. The purpose of this contract is to provide on-going software, hardware, and professional services to maintain and operate the Q-Flow Appointment and Lobby Management system at five of the Department's lobbies as well as the lobbies for Department of Disability and Aging Services. The Q-Flow system provides

self-service kiosks to automate customer queuing, tracking and flow management of appointments and walk-in clients.

Background

ACF's Q-Flow system, implemented in 2013, was critical in supporting the case growth in the Medi-Cal program due to the Affordable Care Act, and the enterprise change to the service delivery model moving to an integrated service center operation. ACF's Q-Flow system is used by CAAP, CalFresh, CalWORKs, and Medi-Cal programs. ACF's Q-Flow system was customized to incorporate client information from California Welfare Information Network (CalWIN) and the City's Workforce Development Division (WDD) client identification card reader. Therefore, when the client swipes their WDD client identification card at the kiosk, the information from the card is populated into the service console. The client is assisted in the language on their profile as well as scheduling the training resources at the sites. Since the implementation of the Q-Flow system, we decreased customer wait and service times, improved operational efficiencies in the management of appointments, and increased the possibility for same-day issuance of benefits to more clients. In addition, the Department of Disability and Aging Services (DAS) intake and the County Veterans Service Office (CVSO) uses Q-Flow in the lobbies at 2 Gough.

Q-Flow system provides significant operational improvements. Customized kiosks are available for both clients with appointments and walk-ins for easy check in. The system tracks and queue each client according to defined business rules to see the next available worker, dramatically reducing the wait time and allowing clients to sit in the waiting area while in a "virtual" queue, rather than stand in line. On the back-end, the Q-Flow system provides real-time, client wait time and requested services information to supervisors and staffing workers to enable management to make staffing decisions.

The kiosks and servers are located on premise, behind the City's firewall for security and privacy concerns. All the equipment and servers are maintained by Human Services Agency's IT staff, and ACF consulting is used on an as-needed basis. The City has already invested 2 years of development effort, as well as training for in-house IT staff.

Services to be Provided

The contractor will provide ongoing maintenance support, training and as-needed consulting for workflow customization, and ad-hoc reports needed for the Q-flow lobby management solution.

Services provided by ACF Technologies will be:
1. System migration to updated server and database versions.
2. Migration support for customized workflow and CalWIN data interface.
3. Consulting for customized reports and scripting.
4. Q-flow software license, maintenance and kiosk hardware support.

Selection

ACF Technologies, Inc. is a sole source provider. The proprietary software and maintenance support is only available through this contractor. See attach sole source memo for additional details.

Funding

Funding for this contract is provided by County, State, and Federal funds.

ATTACHMENTS

Appendix A – Services to be Provided
Appendix B – Calculation of Charges
Sole Source Waiver Memo
Sole Source Waiver approval

Appendix A: Services to be Provided
ACF Technologies
Q-Flow Lobby Management System
January 1, 2022 – June 30, 2024

I. **Purpose of Contract**
    The purpose of this contract is to provide on-going software, hardware, and professional services to maintain and operate the Q-Flow Appointment and Lobby Management system at the five of the Department's lobbies. The Q-Flow system provides self-service kiosks to automate customer queuing, tracking and flow management of appointments and walk-in clients.

II. **Definitions**

Contractor	ACF Technologies, Inc.
HSA	City and County of San Francisco Human Services Agency
Q-Flow	ACF's Appointment and Lobby Management system with proprietary kiosks

III. **Description of Services**
    The contractor will provide ongoing maintenance support, training and as-needed consulting for workflow customization, and ad-hoc reports needed for the Q-flow lobby management solution.

    Services provided by ACF Technologies will be:
    - System migration to updated server and database versions.
    - Migration support for customized workflow and CalWIN data interface.
    - Consulting for customized reports and scripting.
    - Q-flow software license, maintenance and kiosk hardware support.

    Licensing and Maintenance
    Contractor will provide software licensing and maintenance support for the existing licenses. Services include, version updates of Q-Flow components for the kiosks and the application software running on the City's servers.

    ACF will provide License Upgrades that ACF generally makes available to its other licensees for no additional charge. Updates (e.g. 3.2 to 3.3) typically do not require additional training or labor, and therefore are typically provided under Annual Maintenance Contract; customizations performed in earlier versions may incur level of effort costs to replicate in upgraded versions, depending on the magnitude of the upgrade and customization.

Custom Development and Project Management

Contractor will provide project management in the form of meetings, email and phone communications. Management tasks include collaboration with the Human Services Agency's IT and relevant program staff, on an as-needed basis development of the system specification, oversight of custom programming, collection of user feed-back, customized reports, customized scripting, and as needed training.

Contractor shall designate a principal contact person who shall act as a liaison between Contractor and HSA and who shall have sufficient authority to grant or communicate the necessary information and approvals required. Additional deliverables, as needed by HSA in the future, will be communicated to the Contractor for development and implementation.

User Support

ACF will make available, by phone or by e-mail, a support help desk between the hours of 8:00 a.m. and 8:00 p.m., Eastern Time, excluding weekends and holidays. After hours support for Critical or High Errors only will be provided via beepers with call back response time of 30 minutes if proper contact information is provided.

ACF will use reasonable efforts to correct Errors in the Software when such Errors are reported to ACF, in accordance with the service levels below. ACF does not warrant that all Software Errors will be corrected.

Kiosk Hardware Support

Contractor will assist in diagnosing the kiosk hardware component failures. Required replacement parts and components will be available for purchase through ACF at ACF's hardware component price list.

IV.   **Location and Time of Services**

Q-Flow system kiosks and servers are located on premise at five of the Department's lobbies, behind the City's firewall for security and privacy concerns. In addition, the Department of Disability and Aging Services (DAS) intake and the County Veterans Service Office (CVSO) uses Q-Flow in the lobbies at 2 Gough. All the equipment and servers are maintained by Human Services Agency's IT staff, and ACF consulting is used on an as-needed basis.

V.   **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. 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.

VI. **Reporting Requirements**
   A. If staff requires contractor to provide a monthly status report, the report is due 15 days after the end of each month. The report shall state the following:
   - Progress of completing tasks / milestones
   - Any issues and challenges experienced

   B. The reports are to be submitted electronically to the following staff:

   Yakob Kflom, Q-Flow Systems Support Manager, T210
   E-mail: Yakob.Kflom@sfgov.org

   Leslie Lau, Contract Manager, GB11
   Email: Steve.Kim@sfgov.org

Appendix B: Calculation of Charges

ACF Technologies
Q-Flow Lobby Management System
July 1, 2022 – June 30, 2024

HSA will reimburse the contractor for services provided based on the following schedule of rates. Contractor will invoice the City and County on a monthly basis for actual services provided. As-needed services and pricing, require prior approval of scope and project plan by the Q-Flow Systems Support Manager.

Total Year Costs – FY 22 to 24	FY Jan-June 22	FY 22/23	FY 23/24	Total
Software License Maintenance for Existing Licenses (Annual Total)	$36,610	$73,220	$73,220	$183,050
Custom Development and Project Management – As needed (see As-needed Professional Services – Global Design table below)	$15,398	$30,796	$30,796	$77,092
Add-On Subscription and Software – As needed	$2,500	$5,000	$5,000	$12,500
Add-On Software Maintenance – As needed (18% per year)	$450	$900	$900	$2,250
New Hardware Purchase – As needed (complete units or replacement parts - basic limited warranty on hardware)	$3,500	$7,000	$7,000	$17,500
Total	**$58,458**	**$116,916**	**$116,916**	**$292,390**

I.   Contractor shall submit invoices on a monthly basis, into CARBON, including monthly amount for the Software License Maintenance for Existing Licenses.
II.   The total amount of this budget for January 1, 2022 – June 30, 2024 is **$292,390**
III. Contingent amount up to **$29,239** may be available at the City's sole and absolute discretion.
IV.   The total amount of the contract shall not exceed **$321,629.**

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September 20, 2021

To: Dan Kaplan
From: Leslie Lau, Contracts Manager

Re: Sole Source Waiver Renewal – ACF Technologies, Inc.

ACF Technologies' Q-Flow lobby management solution was acquired through RFP #530, issued November 2, 2012. Fifteen (15) touch screen kiosks are located in five (5) Human Services Agency lobbies for customer appointments, and walk-in services. The contract is needed to maintain software licensing and warranty of the equipment.

Q-Flow lobby management system is a proprietary platform, only available through ACF. Commercially Off the Shelf (COTS) solution was customized to incorporate client information from California Welfare Information Network (CalWIN) and the City's Workforce Development Division (WDD) client identification card reader. The kiosks and servers are located on premise, behind the City's firewall for security and privacy concerns. All the equipment and servers are maintained by Human Services Agency's IT staff, and ACF consulting is used on as-needed basis.

The City has already invested 9 years of development effort, as well as training for in-house IT staff.

ACF Technologies will provide on-going software licensing, equipment warranty, as-needed consulting for workflow customization, and ad-hoc reports needed for the Q-flow lobby management solution.

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The term of the new contract will be January 1, 2022 to June 30, 2024.

** Please see the attached, RFP #530, issued November 2, 2012 and previous Sole Source Dated March 9, 2018.

From:	CCSF IT Service Desk
To:	Lau, Leslie (HSA)
Subject:	OCAWVR0005225 – "Waive Competitive Solicitation Requirements" has been Approved
Date:	Thursday, December 2, 2021 8:23:29 AM

Dear Leslie Lau,

This is to inform you that OCAWVR0005225 - 'Request to Waive Competitive Solicitation Requirements' has been approved.

Please include a copy of this email in your purchase /contract request to OCA.

Summary of Request: Q-Flow Lobby Management System
Admin Code for Determination:

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Reg 21.30: Proprietary Articles Software Licenses and Support and Proprietary
Articles Equipment Maintenance.
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Contract ID: 1000023016

Reason for determination: Request is for sole source waiver to continue to maintain previously purchased and installed Q-Flow lobby management system, a proprietary platform, only available through ACF.

Commercially Off the Shelf (COTS) solution was customized to incorporate client information from California Welfare Information Network (CalWIN) and the City's Workforce Development Division (WDD) client identification card reader.

Kiosks and servers are already located on premise, behind the City's firewall for security and privacy concerns.

All the equipment and servers are maintained by Human Services Agency's IT staff, and ACF consulting is used on as-needed basis.

Total approved amount: $356,700.00

Take me to the OCA Waiver Request

Thank you.

Ref:TIS3160784_qRkBXFAjmdrDVpUVohFC