**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

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:	JOAN MILLER, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	FRIDAY, MAY 19, 2023
SUBJECT:	NEW CONTRACT: **AIDKIT (FOR PROFIT)** TO PILOT AND IMPLEMENT FUNDING PLATFORM FOR GUARANTEED INCOME PILOT PROGAM (GIP)
CONTRACT TERM:	7/1/23 to 6/30/26

AMOUNT:

New	Contingency	Total
$3,379,090	$337,909	$3,716,999

ANNUAL AMOUNT:

FY23-24	FY24-25	FY25-26
$2,299,090	$1,080,000	TBD

Funding Source	County	State	Private	Contingency	Total
FUNDING:		$2,027,454	$1,351,636	$337,909	$3,716,999
PERCENTAGE:		60%	40%		100%

The Department of Benefits and Family Support (BFS) requests approval of a sole source waiver and authorization to enter into a contract with AidKit for the period of July 1, 2023 through June 30, 2026, in an amount of $3,379,090 plus a 10% contingency for a total amount not to exceed $3,716,999. The purpose is to pilot and use the AidKit Platform to support the implementation of the Guaranteed Income Pilot (GIP) for former foster youth of San Francisco.

Background
In September of 2022, the Human Services Agency (HSA) applied to the State of California's request to launch a Guaranteed Income for Extended Foster Youth Pilot Program (GI Pilot Program). HSA received notice of award in the fall of 2022. The GI Pilot Program will offer a $1,200 monthly benefit over a period of 18 months to a total of 150 foster youth who age out of extended foster care at age 21. Additionally, the Pilot Program will provide optional supportive services to participants, including case management, financial coaching, and benefits counseling.

As part of the grant agreement with California Department of Social Services (DSS), AidKit is the required distribution platform contractor that will process the monthly cash assistance as well as verify income and geographic eligibility parameters while leveraging each program's capacity to provide context and relationship screening for foster status, pregnancy status, and other eligibility parameters. AidKit will also provide CDSS and partners with accurate, real-time reports and custom-built dashboards. AidKit is also the mandated disbursement platform for the other 7 pilot areas in California.

Services to be Provided
AidKit will pilot and implement a platform with the following features:
1. Tech-enabled tools to manage program participant intake
2. Tech-enabled tools to manage review, verification and enrollment of pilot participants
3. Communicate with applicants and enrolled participants
4. Pay participant by either bank ACH or ATM-enabled cards
5. Provide integrated benefit screening tools
6. Customer service and tech support
7. Support research and evaluation
8. Configure data and dashboards

Please see attached Appendix A, Scope of Services for full details.

Selection
Grantee is a sole source contract approved by Office of Contract Management due to Admin Code 21.5(b), no substitute for product due to Contractor being named in State agreement.

Funding
Funding is provided through local General Funds, plus additional philanthropic support is from Tipping Point.

ATTACHMENTS
Appendix A – Services to be Provided
Appendix B – Budget
Sole Source Waiver memo and form

Appendix A - Services to be Provided
AidKit
Guaranteed Income Pilot Payment Disbursement Platform
July 1, 2023 – June 30, 2026

I.   **Purpose of Contract**
The Contractor will collaborate with San Francisco's Human Services Agency (SFHSA) to pilot and use the AidKit Platform to support the implementation of the Guaranteed Income Pilot (GIP) for former foster youth of San Francisco. AidKit is the required platform for all GIP grant recipients.

AidKit will serve as the primary platform for:

A. Facilitating the GIP application, enrollment form, payment disbursements, communication to and from former foster youth participants and
B. Capturing and reporting statewide evaluation data to Urban Institute.

II.   **Definitions**

AidKit	Disbursement Platform for Guaranteed Income Pilot (GIP)
ACH	An ACH is an electronic fund transfer made between banks and credit unions across what is called the Automated Clearing House network.
ATM	An automated teller machine (ATM) is an electronic banking outlet that allows customers to complete basic transactions without the aid of a branch representative or teller.
Contractor	AidKit
FCS	Family and Children's Services Division of the Human Services Agency of the City and County of San Francisco
Guaranteed Income Pilot	GIP
SFHSA	Human Services Agency of the City and County of San Francisco

III.   **Description of Services**
The Contractor will provide access to the GIP Disbursement Platform designed to facilitate ongoing implementation of the GIP.

AidKit as a disbursement and reporting platform has the following features:

A. <u>Furnish tech-enabled tools to manage program participant intake</u>
   1. Design and build either referral or interest form to serve as an optional pre-application entry point
   2. Design and build application form
   3. Provide machine translation of the application in up to 4 languages and provide access to Client for human vetting of the machine translation
   4. Provide audible voice-overs of the application in each supported language
   5. Custom site-level branding
   6. Application customization within the structure of the CDSS application template and defined opportunities for site-level customization
B. <u>Furnish tech-enabled tools to manage review, verification, and enrollment</u>
   1. Provide a user-friendly interface designed for the application review team (review function will be staffed by the client or its designee).
   2. Provide access-level controls for supervisors, screeners, reviewers, and applicant support teams.
   3. Provide training on the review function (train the trainer).
   4. Build an efficient review flow that flags ineligible applicants and provides a roadmap for eligibility determinations. The following eligibility parameters will be addressed:
      1. Identity and age verification
      2. Income eligibility verification leveraging a combination of the following features:
      3. Census-derived income checks
      4. Integrated income calculator
      5. Self-attestation with built in E-signature
      6. Benefit eligibility derived income verification - participants can be asked to provide a copy of their CalFresh or other benefits cards/letters to demonstrate income eligibility, if applicable
      7. Document upload - collect pay stubs, W2s, tax documents, and other income documents
      8. Geographic eligibility verification
   5. Streamlined enrollment form and workflow for in person or remote program enrollment

C. <u>Communicate with applicants and enrolled participants</u>
   1. Management and distribution of bulk communication campaigns to applicants and participants with content provided by program sites
   2. Bulk notifications/triggered notifications will be limited to three (3) campaigns per program, per payment cycle.

Appendix A   AidKit

3. Robust communications management system to support individual touch points; includes phone, email, and text messaging
4. Applicant-specific custom links to check on the application status, update payment preferences and update contact information as needed

D. Pay participants
1. Provide a secure payment approval and disbursement system for timely and accurate payments to approved recipients
2. Provide integrated payment options accessible to both banked and unbanked applicants, including interbank ACH and pre-loaded, refillable, ATM-enabled cards
3. Furnish an integrated payment tracking system and provide automated payment issue resolution
4. Provide a secure system/portal for accurately capturing banking information from approved applicants

E. Provide integrated benefit screening tools
1. Site-specific benefit screening tool customized on the parameters of guaranteed income payment amounts and benefits waivers secured
2. Enable benefits counselors to advise program participants about the potential for benefits reduction or loss related to guaranteed income program participation
3. Leverage data collected at other stages in the program to streamline benefits screening and counseling

F. Customer Service and Technical Support
1. Provide payment and technical support. This includes addressing issues related to payments for both debit card and ACH payment methods and addressing technical issues.
2. Card replacement and card issue resolution support available in English and Spanish through AidKit's card issuing partners.
3. Payment and technical support does not include onboarding and enrollment support for those without digital access or who need application/enrollment assistance.
4. Furnish an integrated applicant support platform with dedicated support phone number and email address.
5. Provide training on the support function (train the trainer).
6. Support tickets can be submitted via phone call (by leaving a voicemail), text message, or email. Support agents can review tickets in the order in which they were received and respond in kind. In the case of voicemail, agents can call back and provide live phone support. Other features include:
   ● Convert voicemail, text message, and email requests into tickets,
   ● Manage and work on support tickets, escalating as needed
   ● View tickets in context with application data and all prior communications available in one screen,
   ● Live activity log and case manager/support agent assignment,

- Filter by language, assign to appropriate support agents, and
- Customer service reporting and dashboards.

G. <u>Support Research and Evaluation</u>
<u>AidKit will be used to coordinate state-wide evaluation led by Urban
Institute, including sending surveys to program participants. Local or
site-level evaluation is not included in this scope of work.</u>

However, local evaluators will have the option to embed a limited
number of questions within Urban's baseline and follow up surveys (10
or fewer custom fields) to be provided by the local evaluator to Urban
for consideration if desired. SFHSA would coordinate with Urban to
provide the custom fields and AidKit would program them into the
statewide eval survey(s).

If the local evaluator would like to field a standalone survey, AidKit will
provide the option to promote participation in that survey by offering a
link at the end of the Urban survey(s). This link would take participants
to an external site where the local evaluator will host their survey; Aidkit
will provide language to the effect of "Additional incentive funds are
available (up to $XX) if you would like to complete another survey.
Please click this link to learn more." This link would take them to the
local evaluation survey, where consent would need to be collected and
managed by the local evaluator. All incentives for local evaluation will
need to be disbursed by the local evaluation partners. Note: these data
will not be linked to the application information collected on AidKit.

H. <u>Configure Data and Dashboards</u>
1. Individual programs will have data and dashboard access to support
   their impact evaluations at the program level.
2. Common repository for all applicant documents with simple
   navigation
3. Access data quickly and easily with admin and screener views
4. Full data export for further research and analysis
5. Up to 4 custom dashboards that can be shared with partners and
   funders to monitor progress
6. AidKit will create custom reports configured to CDSS and Urban
   Institutes program and evaluation reporting requirements.
7. AidKit will create one additional custom report, which can be pulled
   at any time, configured to the reporting requirements of other funders
   providing matching funds.

IV. **Timeline/Deliverables**

Objective	Dependencies	Party Responsible	Target Date
Furnish interest form or referral form	Client specifies data to be collected	Aidkit	6-weeks post effective date
Furnish application	Client approves eligibility verification protocol, specifies form contents, and helps to facilitate user testing	AidKit	10-weeks post effective date
Furnish application review and application assistance systems		AidKit	12-weeks post effective date
Furnish enrollment and first payment system workflows	Workflow and content approved by client	AidKit	14-weeks post effective date
Build custom dashboards for interest/referral, application, enrollment, and payment program phases		AidKit	10 - 16 weeks post effective date
Disburse first payments	AidKit receives sufficient funds in advance to issue monthly guaranteed income payments	AidKit	14-weeks post effective date
Disburse subsequent monthly payments	AidKit receives sufficient funds in advance to issue monthly guaranteed income payments	AidKit	Monthly

TBD*: Pending certification of the contract

V. **Location and Time of Services**
Services will be offered under the auspices of AidKit. Services will primarily be provided remotely and during Pacific business hours.

VI. **Objectives**
AidKit disbursement platform with maintain functionality 90% of the grant period timeframe.

VII. **Reporting Requirements**

Appendix A   AidKit

A. AidKit will provide two semi-annual reports summarizing the contract activities, referencing the tasks as described in Section IV. & V- Service and Outcome Objectives.

B. AidKit will provide real-time reporting about payment status, issues, delays or otherwise via program dashboards continuously after payment disbursements begin.

C. For assistance with reporting requirements or submission of reports, contact:

Johanna.Gendelman@sfgov.org
Contracts Manager, Office of Contract Management
And
Denard Ingram, Denard.Ingram1@sfgov.org
FCS Program Support Analyst

Appendix A   AidKit

Appendix B
Payment Schedule and Budget
AidKit
July 1, 2023 – June 30, 2026

AidKit will invoice SFHSA for the AidKit Admin Fees and Guaranteed Income Payments for the implementation of this program. The table below represents the payment schedule timeline and requisite documentation required:

Total admin fees in FY 23/24: **$139,090**

Administrative Fee Schedule

Payment Type	Description	Amount
AidKit Admin Fees	Software development funds for customization - 40%	$55,636.00
AidKit Admin Fees	Milestone payment - Application launch - 25%	$34,772.50
AidKit Admin Fees	Milestone payment - Half of all guaranteed income payments disbursed - 25%	$34,772.50
AidKit Admin Fees	Upon completion of all deliverables and payments, Final reconciliation, and issuance of a final report, AidKit will invoice for remaining 10% of AidKit admin fees	$13,909.00

Additional Work

Any work performed outside of the agreed upon scope of work shall be billed separately as "Additional Work" and shall be subject to the following terms:

Hourly Rate: Customizations or new feature development requests by HSA that fall outside of the Scope of Work shall be billed at an hourly rate of $300/hour for software engineering and $150/hour for program management for each hour or portion thereof spent on the Additional Work.

Funds Disbursed: If HSA secures additional program funding beyond the CDSS California Statewide Guaranteed Income Pilot Grant Funds and requests AidKit to disburse such funding to program participants, AidKit will charge a fee of 3% of the disbursed funds.

Authorization: AidKit shall not commence any additional work without obtaining prior written authorization from HSA. HSA shall have the right to request a written estimate of cost for the additional work before providing authorization.

Documentation: AidKit shall maintain detailed records of all time spent for the additional work and shall provide such records upon request.

Guaranteed Income Payment Schedule

Total Guaranteed Income Funds to be Disbursed: $3,240,000

AidKit must receive guaranteed income funds at least ten (10) business days prior to issuing any disbursement to program participants. AidKit will invoice for guaranteed income funds on the following schedule:

Payment Type	Description	Date	Amount
Guaranteed Income Payments	Quarter 1 (Months 1-3) Guaranteed Income Project Disbursements ($1,200 X 150 participants x 3 months)	At Application Launch	$540,000
Guaranteed Income Payments	Quarter 2 (Months 4-6) Guaranteed Income Project Disbursements ($1,200 X 150 participants x 3 months)	FY 23/24	$540,000
Guaranteed Income Payments	Quarter 3 (Months 7-9) Guaranteed Income Project Disbursements ($1,200 X 150 participants x 3 months)	FY 23/24	$540,000
Guaranteed Income Payments	Quarter 4 (Months 10-12) Guaranteed Income Project Disbursements ($1,200 X 150 participants x 3 months)	FY 23/24	$540,000
Guaranteed Income Payments	Quarter 5 (Months 13-15) Guaranteed Income Project Disbursements ($1,200 X 150 participants x 3 months)	FY 24/25	$540,000
Guaranteed Income Payments	Quarter 6 (Months 16-18) Guaranteed Income Project Disbursements ($1,200 X 150 participants x 3 months)	FY 24/25	$540,000

I.   Contractor shall submit invoices on a quarterly basis into CARBON.
II.   The total amount of this budget is **$3,379,090**.
III.   10% Contingency of $337,909 may be available at the agreement of both parties
IV.   The total amount of the contract shall not exceed **$3,716,999.**

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Date:	April 26, 2023
To:	Dan Kaplan, Deputy Director, HSA
From:	Esperanza Zapien, Director of Contracts, HSA
RE:	Sole Source Waiver request Admin Code 21.5(b): No substitute for product/service and only one source (No bid required)– AidKit (vendor ID: 0000050982 (1000000000)

The Human Services Agency (HSA) respectfully requests the approval of the sole source waiver for Aide Kit for the provision of a distribution platform for eligible clients as part of California Department of Social Services (CDSS) Guaranteed Income Pilot Program. AidKit contractor was selected by CDSS as the required contractor platform to deliver the guaranteed income.

On November 21, 2022, San Francisco Human Services Agency was selected as one of two counties to participate in the CDSS Guaranteed Income Pilot Program. The purpose of this program is to provide grants to eligible entities to administer pilot programs that provide guaranteed income to participants. The department will prioritize funding for pilot programs and projects that serve California residents who age out of the extended foster care program at

or after 21 years of age or who are pregnant individuals.

As part of the grant agreement with CDSS, AidKit is the required distribution platform contractor that will process the monthly cash assistance as well as verify income and geographic eligibility parameters while leveraging each program's capacity to provide context and relationship screening for foster status, pregnancy status, and other eligibility parameters. AidKit will also provide CDSS and partners with accurate, real-time reports and custom-built dashboards.

HSA is proposing the following:

London Breed
Mayor

Trent Rhorer
Executive Director

Request: Enter into a new agreement with AidKit, to provide licenses to their proprietary services for the term July 1, 2023, to June 30, 2027, for the admin amount of $139,090 and the guaranteed income of $3,240,000 along with a 10% contingency for a not to exceed amount of $3,716,999.
Brief description of services: Contractor will distribute cash assistance for the guaranteed income pilot program through its distribution platform. The platform will use its technology to verify income and geographic eligibility parameters while leveraging each program's capacity to provide context and relationship screening for foster status, pregnancy status, and other eligibility parameters.
Duration: A contract for three years. May 1, 2023, to June 30, 2027
Justification for Sole Source: Admin Code 21.5(b): No substitute for product/service and only one source (No bid required)

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_X__ Approved   ___ Disapproved

DocuSigned by:

Dan kaplan

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Dan Kaplan, Deputy Director of Administration and Finance

From: CCSF IT Service Desk [ccsfdt@service-now.com]
To: johanna.gendelman@sfgov.org
Subject: OCAWVR0007714 – 'Waive Competitive Solicitation Requirements' has been
Approved
Sent: Wed 4/26/2023 12:09 PM GMT-07:00
Importance: Normal

Dear Johanna Gendelman,
This is to inform you that OCAWVR0007714 - '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: Distribution platform for eligible clients for pilot
Guaranteed income program for former foster youth
Admin Code for Determination:

Reg 21.5(b): No Substitute / Only One Source (No Bid Required)
Contract ID:
Reason for determination: The Human Services Agency (HSA) was awarded a grant in
the amount of $3,300,000 for the Guaranteed Income Pilot Program by the
California Department of Social Services (CDSS). As a requirement of the grant
award, Grantee (HSA) shall use the disbursement platform AidKit to distribute
funds to Guaranteed Income recipients and for other purposes determined
necessary by the CDSS and/or the statewide evaluator. Grantee shall not use the
platform
proposed in its Request for Application (RFA) response and instead use the
AidKit disbursement platform. Use of AidKit is conditional to the award of the
grant, and no therefore, cannot be competitively solicited. This sole source
waiver request is for AidKit. AidKit will also provide CDSS and partners with
accurate, real-time reports and custom-built dashboards.
Total approved amount: $3,716,999.00

Take me to the OCA Waiver Request <https://ccsfdt.service-
now.com/nav_to.do?uri=u_oca_waiver.do?sys_id=9ad583961b1ae9544cc655392a4bcb6d>

Thank you.

Ref:TIS4183050_LeWHxGhSZc2aY5V34m3W