



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** DAN KAPLAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** JANUARY 17, 2025 DS  
EB

**SUBJECT:** CONTRACT MODIFICATION: CITYSPAN (FOR-PROFIT)  
FOR PROVISION OF LICENSES TO CARBON CONTRACT  
MANAGEMENT SYSTEM

	<u>Current</u>	<u>Mod</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
<b>CONTRACT TERM:</b>	7/01/22- 6/30/25	7/01/25- 6/30/28	7/01/22 6/30/28		
<b>CONTRACT AMOUNT:</b>	\$442,500	\$502,500	\$945,000	\$94,500	\$1,039,500
<b>MOD ANNUAL AMOUNT:</b>	<u>FY 25-26</u>	<u>FY 26-27</u>	<u>FY 27-28</u>		
	\$197,500	\$197,500	\$197,500		
	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING SOURCE PERCENTAGE</b>	\$122,850 13%	\$113,400 12%	\$708,750 75%	\$94,500	\$1,039,500 100%

The Department of San Francisco Human Service Agency (HSA) requests authorization to modify the existing sole source contract with CitySpan Technologies, Inc. for the period of July 1, 2025 – June 30, 2028, in the additional amount of \$502,500 plus a 10% contingency for a revised total amount not to exceed \$1,039,500. The purpose of this modification is to extend the contract to continue procuring licenses for CARBON, a contract management system.



## Background

In 2011, HSA selected Cityspan to develop a custom web-based system, to be used to capture, process, and share information about our contractors and grantees across all program areas agency-wide. After internal testing and development, the system was officially launched publicly in June 2012 for HSA's contractors and grantees to load their budgets and submit invoices directly into the system. Shortly afterward, grantees began to input their service/outcome objectives and upload ad-hoc reports into the system. During that time, the system was called Contracts Management System (CMS), but the name was changed to CARBON to reduce confusion with the various other similar CMS that the City and providers use.

The CARBON system has improved HSA's overall management of over 400 grants and contracts. The web-based system allows staff to view the current status of contracts in one central location, allowing staff to address concerns and respond to issues on demand. The centralized provider reporting feature allows an agency-wide consistent standard of capturing, recording, and reporting performance data on our providers. The system also allows more users, both staff and providers, to see current invoicing and remaining balances, resulting in more appropriate spending and cost controls. We currently share the license cost with the Department of Homelessness and Supportive Housing (HSH) and the Department of Early Childhood (DEC), as they also use this system for their contract management. HSH will continue to utilize the system and share the costs of the system.

As the system operates, staff and providers have requested more features and capabilities to help further centralize and standardize our existing business practices with providers. Cityspan works to assist staff in developing CARBON to address the changing needs of contracts and contracts management, with nearly a third of the annual budget dedicated to development. Over the next two fiscal years, CARBON will be further developed to allow for program approval of invoicing, updating program monitoring needs and compliance reporting, and updating CARBON's user interface to address data and display integration issues arising from the City's conversion to a new financial operating system.

## Services to be Provided

Under this modification, the contractor will continue to provide licenses to access their proprietary system, CARBON. Cityspan will also provide professional services to develop further and maintain the existing CARBON system. They will also provide project management, consultation, development, technical implementation, ongoing maintenance and user support.

CitySpan will develop and implement updates or new features according to HSA's specifications. HSA's CARBON Steering Committee reviews any new features, prioritized, and communicated to the contractor for implementation.

## Selection

The contractor is a Sole Source Provider, and a waiver was obtained through the Office of Contract Administration (OCAWVR0010783) on November 22, 2024.

## Funding

This contract is funded through Federal, State, and County General Funds. The cost will include a 25% shared cost from HSH.

## ATTACHMENTS

Appendix A-1, Scope of Services  
Appendix B-1, Budget  
Sole Source Memo

**Appendix A-1– Services to be Provided**  
Contracts Administration, Reporting, and Billing Online (CARBON)  
July 1, 2022 – June 30, 2028

**I. Purpose of Contract**

To continually provide HSA with a custom web-based system (CARBON) to administer all aspects of HSA’s programmatic contracts and grants management. This system allows HSA to centralize, standardize, and streamline many of HSA’s existing business processes within HSA’s various units and HSA’s management of contractors and grantees.

**II. Definitions**

Contractor	Cityspan Technologies, Inc.
HSA	City and County of San Francisco Human Services Agency
Vendor	Organizations contracted by HSA to provide services to clients or to support HSA’s operations
CARBON	Contracts Administration, Reporting, and Billing Online (formerly called Contracts Management System)
SaaS	Software-as-a-Service

**III. User Roles**

HSA staff: Program Areas, Contracts, Budget, Billers, Fiscal, Planning, Administrators, Auditors, Viewers

Vendor staff: Signers, Fiscal, Program, Fiscal/Program, Viewer

**IV. Description of Services**

CARBON provides a centralized platform for managing contract/grant agreements, monitoring grantee performance, measuring outcomes and making strategic funding decisions. The system enables our partner organizations to share data through a common platform.

**A. Licensing and Maintenance**

Contractor will provide licensing, hosting, and maintenance of CARBON, a SaaS system. Services include, but are not limited to platform licensing, datacenter 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.

**B. User Support**

Contractor will provide toll-free phone and email-based support to users during business hours (M-F, 8AM-5PM PST). HSA staff and vendors may submit an unlimited number of support requests. User support staff shall have a sufficient understanding of CARBON 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 one business day.

**C. Custom Development and Reports**

The contractor shall provide as-needed custom development and reporting for the department's needs. Tasks include the development of the system specification, oversight of custom programming, collection of user feedback, and project reporting. The contractor shall designate a principal contact person who shall act as a liaison between the 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.

**V. Location and Time of Services**

CARBON 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**

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. 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:

Candace Gray, Principal Administrative Analyst, A201  
E-mail: [candace.gray@sfgov.org](mailto:candace.gray@sfgov.org)

Leslie Lau, Contract Analyst, GB13  
Email: [david.kashani@sfgov.org](mailto:david.kashani@sfgov.org)



**Appendix B-1  
Calculation of Charges  
CitySpan - CARBON  
7/1/2022-6/30/2028**

<b>Description</b>	<b>Unit</b>	<b>7/1/22 – 6/30/23</b>	<b>7/1/23 – 6/30/24</b>	<b>7/1/24 – 6/30/25</b>	<b>7/1/25 – 6/30/26</b>	<b>7/1/26 – 6/30/27</b>	<b>7/1/27 – 6/30/28</b>	<b>Total</b>
License and Maintenance	Annual	\$80,000	\$80,000	\$80,000	\$100,000	\$100,000	\$100,000	\$540,000
User Support (Assistance for users via phone and email)	Annual	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$180,000
Business Objects License Fee	Annual	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$9,000
Custom Development and Project Management: (\$150 per hour)	As needed	\$36,000	\$36,000	\$36,000	\$36,000	\$36,000	\$36,000	\$216,000
		<b>\$147,500</b>	<b>\$147,500</b>	<b>\$147,500</b>	<b>\$167,500</b>	<b>\$167,500</b>	<b>\$167,500</b>	<b>\$945,000</b>

- I.** Total Contract Amount is **\$945,000**
- II.** Contingent amounts up to **\$94,500** may be available at the City’s Sole and absolute discretion
- III.** Total Not-To-Exceed is **\$1,039,500.**





# 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](http://www.SFHSA.org)

Date: November 20, 2024  
To: Dan Kaplan, Deputy Director, HSA  
From: Esperanza Zapien, Director of Contracts, HSA  
RE: Sole Source Waiver request – CitySpan Technologies, Inc. - CARBON

In 2011, HSA selected Cityspan to develop a custom web-based system, to be used to capture, process, and share information about our contractors and grantees across all program areas agency-wide. After internal testing and development, the system was officially launched publicly in June 2012 for HSA’s contractors and grantees to load their budgets and submit invoices directly into the system. Shortly afterward, grantees began to input their service/outcome objectives and upload ad-hoc reports into the system. During that time, the system was called Contracts Management System (CMS), but the name was changed to CARBON to reduce confusion with the various other similar CMS that the City and providers use.

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As the system has been in operation, staff and providers have requested more features and capabilities to help further centralize and standardize our existing business practices with providers. Cityspan works to assist staff in developing CARBON to address the changing needs of grants and contracts management with nearly a third of the annual budget dedicated to development. Over the next three fiscal years, CARBON will be further developed to allow for program approval of invoicing, updating program monitoring needs and compliance reporting, and updating CARBON’s user interface to address data and display integration issues arising from the City’s conversion to a new financial operating system.

CARBON software is a proprietary, sole-source product manufactured, sold, and distributed exclusively by Cityspan Technologies. It must be purchased directly from Cityspan Technologies.



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

Request: Approval of the sole source waiver to continue the license and operation of CARBON for an additional three years for a total Not-to Exceed of \$1,138,500

Brief description of services: provide HSA with a custom web-based system (CARBON) to administer all aspects of HSA’s programmatic contracts and grants management. This system allows HSA to centralize, standardize, and streamline many of HSA’s



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existing business processes within HSA's various units and HSA's management of contractors and grantees.
Duration: 7/1/2022-6/30/2028
Justification for Sole Source: CARBON software is a proprietary, sole source product, manufactured, sold and distributed exclusively by Cityspan Technologies. This product must be purchased directly from Cityspan Technologies.
Compliance: Admin Code 21.30(b) Proprietary Software

Approved       Disapproved

DocuSigned by:

*Dan Kaplan*

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Dan Kaplan, Deputy Director of Administration and Finance