



Edwin M. Lee, Mayor

Department of Human Services  
Department of Aging and Adult Services

Trent Rhorer, Executive Director

**MEMORANDUM**

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** DAN KAPLAN, DEPUTY DIRECTOR  
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *J4J*

**DATE:** JUNE 22, 2018

**SUBJECT:** CONTRACT RENEWAL: **ACF TECHNOLOGIES INC.** (FOR PROFIT) TO PROVIDE AN APPOINTMENTS AND LOBBY MANAGEMENT SYSTEM

<b>CONTRACT TERM:</b>	<u>Current</u> 4/1/13- 6/30/18	<u>Renewal</u> 7/1/18- 6/30/21		<u>Contingency</u>	<u>Total</u>
<b>CONTRACT AMOUNT:</b>	\$1,400,000	\$399,000		\$39,900	\$438,900
<b>ANNUAL AMOUNT:</b>	<u>FY 18/19</u> \$133,000	<u>FY 19/20</u> \$133,000	<u>FY 20/20</u> \$133,000		
<b><u>FUNDING SOURCE:</u></b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$299,250	\$47,880	\$51,870	\$39,900	\$438,900
<b>PERCENTAGE:</b>	75%	12%	13%		100%

The Department of Human Services (DHS) requests authorization to renew the contract with ACF Technologies, Inc. for the period of July 1, 2018 through June 30, 2021, in an amount of \$399,000 plus a 10% contingency for a total not to exceed amount of \$438,900. 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 for five 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.

## **Background**

ACF's Q-Flow system implemented in 2013, was critical in supporting the case growth in the Medi-Cal program due to 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.

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:

- 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.

## **Contractor Selection**

ACF Technologies, Inc. is a Sole Source, approved March 26, 2018

## **Funding**

Funding for this contract is provided by combination of Local, State, and Federal funds.

## **Attachments**

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

## Appendix A – Services to be Provided

ACF Technologies  
Q-Flow Lobby Management System  
July 1, 2018 – June 30, 2021

### 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
Vendor	Organizations contracted by HSA to provide services to clients or to support HSA’s operations
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.

#### **Migration support for customized workflow**

Contractor will provide Q-Flow system migration support from the current OS 2008r2 to OS 2016 and SQL 2008r2 to SQL 2016 including Q-Flow v6.x to the new Server Operating System. Contractor will provide migration and verification support for City's current customizations on v5.x, use the tools in v6 to revise the modules for compatibility;

#### **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 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 the five of the Department's lobbies, 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.

**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](mailto:Yakob.Kflom@sfgov.org)

Steve Kim, Contract Manager, GB15  
Email: [Steve.Kim@sfgov.org](mailto:Steve.Kim@sfgov.org)

## Appendix B – Calculation of Charges

ACF Technologies  
Q-Flow Lobby Management System  
July 1, 2018 – June 30, 2021

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.

<b>Total Year Costs – FY18/21</b>	<b>FY 18/19</b>	<b>FY 19/20</b>	<b>FY 20/21</b>	<b>Total</b>
Software License Maintenance for Existing Licenses (Annual Total)	\$73,220	\$73,220	\$73,220	\$219,660
Professional Services - Global Upgrade to v6.x Budgetary	\$16,084	\$16,084	\$16,082	\$48,250
Custom Development and Project Management – As needed (see As-needed Professional Services – Global Design table below)	\$30,796	\$30,796	\$30,798	\$92,390
Add-On Subscription and Software – As needed	\$5,000	\$5,000	\$5,000	\$15,000
Add-On Software Maintenance – As needed (18% per year)	\$900	\$900	\$900	\$2,700
New Hardware Purchase – As needed (complete units or replacement parts - basic limited warranty on hardware)	\$7,000	\$7,000	\$7,000	\$21,000
<b>Total</b>	<b>\$133,000</b>	<b>\$133,000</b>	<b>\$133,000</b>	<b>\$399,000</b>

- 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 is **\$399,000**. Contingent amount up to \$39,900 may be available, at the City’s sole discretion.
- III. The total amount of the contract shall not exceed **\$438,900**.

IV. Budgetary Quote - v6.1 Upgrade (estimated over 3 years)

<b>Budgetary Quote - v6.1 Upgrade (estimated over 3 years)</b>					
Code	Description	Unit	Qty	Price	Total
	Installation/Configuration				
SCS-0106-0200	Remote Business Process Consultation	Per Hour	10	\$200	\$2,000
SCS-0107-0201	Onsite Business Process Consultant	Per Day	3	\$1,750	\$5,250
SCS-0105-0302	Webinar Basic Training	Per Hour	4	\$125	\$500
SCS-0105-0102	Onsite Basic Travel, Training and Setup	Per Day	12	\$1,250	\$15,000
SCS-0102-0200	Standard Project Management	Per Hour	40	\$100	\$4,000
SCS-0105-0202	On-Site Advanced Travel, Training and Setup	per Day	5	\$1,500	\$7,500
SCS-0101-0100	Scripting / Development	Per Hour	80	\$175	\$14,000
				<b>TOTAL</b>	<b>\$48,250</b>

V. AS-NEEDED PROFESSIONAL SERVICES - GLOBAL DESIGN

<b>AS-NEEDED PROFESSIONAL SERVICES - GLOBAL DESIGN</b>					
Code	Description	Unit	Qty	Price	Total
	Installation/Configuration				
SCS-0106-0200	Remote Business Process Consultation	Per Hour		\$200	\$0
SCS-0107-0201	Onsite Business Process Consultant	Per Day		\$1,750	\$0
SCS-0105-0302	Webinar Basic Training	Per Hour		\$125	\$0
SCS-0105-0102	Onsite Basic Travel, Training and Setup	Per Day		\$1,250	\$0
SCS-0102-0200	Standard Project Management	Per Hour		\$100	\$0
SCS-0105-0202	On-Site Advanced Travel, Training and Setup	per Day		\$1,500	\$0
SCS-0101-0100	Scripting / Development	Per Hour		\$175	\$0
				<b>TOTAL</b>	<b>\$0</b>

VI. AS-NEEDED ADD-ON SUBSCRIPTIONS (Annual Cost to Renew)

<b>AS-NEEDED ADD-ON SUBSCRIPTIONS</b>					
Code	Description	Unit	Qty	Price	Total
	Software – Server Level (Enterprise Server level)				
	Virtual Agent Remote Service Module to enable on-network virtual services from branch to branch; site to provision all hardware and networking requirements; license cost does not include services for project management, configuration or training	Annual Module		\$25,000	\$0
	Virtual agent Client Access License (annual)	Annual CAL		\$50	\$0
	Analytics Module with Load Forecasting and Staffing Models (additional models and forecasts may be contracted via professional services)	Annual Access		\$12,000	\$0

**VII. AS-NEEDED ADD-ON SOFTWARE**

<b>AS-NEEDED ADD-ON SOFTWARE (Perpetual, shall impact Annual cost by 18%)</b>					
Code	Description	Unit	Qty	Price	Total
	Software -- Server Level (Enterprise Server level)				
SOF-0404-1400	BPM Module - Business Process Management	Global		\$15,000	\$0
QI-37	Extra Server License	Global		\$4,300	\$0
	Software -- Client Access Licenses - Concurrent Users				
PQA-2010	Agent -- Full Functionality Premium 10 Pack Bundle	Per Bundle		\$7,450	\$0
PQA-5005	Manager License - 5 Pack Bundle	Per Bundle		\$5,475	\$0
pQA-605	Administrator License - 5 Pack Bundle	Per Bundle		\$6,250	\$0
PQS-7510	Notice (Herald Pop-Up Client Software) - 10 Pack Bundle	Per User		\$2,400	\$0
	Software -- Equipment Operation				
QL-35	Audio Channel License (for Voice Announcer)	Per Channel		\$590	\$0
QLS-4125	Multi-Page Kiosk with Printer License Combo	Per Kiosk		\$1,800	\$0
QL-46	Info Page License (for Video Feed)	Per Display		\$620	\$0

**VIII. AS-NEEDED NEW HARDWARE PURCHASE**

<b>NEW HARDWARE PURCHASE (includes basic limited warranty and shipping)</b>					
Code	Description	Unit	Qty	Price	Total
RP-01	Tabletop thermal ticket printer for Receptionists	Per Device		\$545	\$0
RK-17 fs	Freedstanding Kiosk with Integrated Thermal Printer and Barcode Reader (PC not included)	Per Device		\$6,500	\$0
TX-02	Case of Paper Roles for RK-17fs	Per Case		\$165	\$0
MP-33	ACF Media Player PC - Uniform Unit for Kiosk or Digital Signage	Per Device		\$1,175	\$0
HD-19	HDMI over CAT6 Accessory Kit	Per Kit (send and receive)		\$425	\$0
ITD-0904-0201	ADA Panel - Pedestal Kiosk (available as add-on to new kiosk orders only (no retrofit)	Per Device		\$885	\$0
Part number pending	Kiosk Printer Replacement Part	Per Device		\$460	\$0
Part number pending	Kiosk barcode scanner (2D programmable)	Per Device		\$990	\$0
Part number pending	Kiosk Touchscreen replacement part	Per Device		\$900	\$0
ITD-0901-0201	Magnetic Card Reader for Kiosk	Per Device		\$500	\$0
			<b>TOTAL</b>		<b>\$0</b>

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