San Francisco Department of Public Health

*Policy & Procedure Detail**

Policy & Procedure Title: New Providers' Guide to Contracting with the SFDPH	
Category: Contracts	
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DPH Unit of Origin: DPH Business Office – Contract Development and Technical Assistance (CDTA)	
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Distribution: CDTA	

*All sections in table required. Updated 09/2023

1. Purpose of Policy

This document aims to provide Community-Based Organizations (CBO) with the pertinent information to guide the CBO through the contract certification process along with the additional requirements from various sections of DPH. In addition, please see the checklist provided for New Executive Directors for best practices.

2. References/Attachments

See Page 2 for the "New Providers Guide to Contracting with the SFDPH."

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New Providers' Guide to Contracting with the SFDPH

Welcome to contracting with the San Francisco Department of Public Health (DPH). This document aims to provide your agency with pertinent information to guide you through the contracting process along with additional requirements from various sections of DPH. In addition, please see the checklist provided for New Executive Directors for best practices.

Please visit our CDTA Website to access all contracting documents and related information located here:www.sf.gov/cdta.

Please review this document thoroughly to avoid any delays your agency may encounter during the contracting process. The following six sections are comprised of the following:

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Contract Development and Technical Assistance (CDTA)

Section One: Helpful Contracting Tips for New Providers

Once your agency has been awarded a DPH contract and receives a Funding Notification (FN), a Contract Development and Technical Assistance (CDTA) Program Manager (PM) is assigned as your principal point of contact. Your designated CDTA PM will field all questions regarding your DPH contract, and if he/she does not have a specific answer, then a referral will be made to one of the appropriate DPH sections.

CDTA Program Managers work in collaboration with multiple DPH units to ensure that your contract is certified and in compliance with all departmental policies and procedures. These DPH units include: Systems of Care (SOC), Budget, Fiscal/Cost Report, Contracts, and the Business Office of Contract Compliance (BOCC).

What to Do as a New Provider:

Visit the CDTA website at www.sf.gov/cdta to access relevant on-line resources (i.e., forms, templates, instructions, policies, procedures and regulations, and handouts from past presentations) by simply searching the following sections:

- Contract Development Documents with Instructions
- Policies, Procedures, Forms and Guidelines
- Meeting Presentation and Training Materials

- Performance Objectives and Scoring Criteria
- Systems of Care Resources
- Contractor Communications

Know and avoid common obstacles that can slow down the contract development and certification process:

- Late document submission
- Use of incorrect document templates
- Not following guidelines and formatting requirements

- Expired insurance certificates and other official out-of-date documents
- Subcontractor agreement not completed at time of contract initiation

New Service Providers should have current copies of the following documents available upon request:

- IRS Determination Letter or Document of Incorporation
- Dun & Bradstreet Number (DUNS #)
- Most recent audited financial statements
- Current insurance policies
- Agency's current organizational chart

- Cost allocation plan (City & County Controller's Office offers training sessions on this topic)
- A list of senior officers, Board of Directors, and Executive Director's Executive Assistant with office and cell phone numbers; and, possibly resumes or bibliographies of senior officers

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The following administrative requirements are essential to the contract development and certification process:

1. It is required by the SF Department of Public Health (DPH) that all health service providers/contractors have an NPI# (National Provider Identifier Number). If you do not already have one, consult with your CDTA Program Manager (PM) or Systems of Care (SOC) PM about how to apply for one; or, [go to the following website for explicit NPI Application Instructions](#). Even if you already have an NPI#, you should consult with either your CDTA or SOC PM to determine if another is needed.

2. If you have a Behavioral Health Services (BHS) Contract and are either a Mental Health Services Provider and/or Substance Abuse Services Provider, your agency is required by the SFDPH to register with the State of California and the City and County of San Francisco for electronic billing purposes. This is required even if you do not use the BHS billing and clinical information system known as AVATAR. For further guidance, please contact your System of Care Program Manager (SOC PM).

3. To avoid unnecessary delays in the contract development and certification process, it is important that you select the correct Appendix A (program narrative) and Appendix B (program budget and budget justification) templates and submit both documents to your CDTA Program Manager by or before the date specified on the Funding Notification. The Appendix A and B instructions and templates are located on CDTA's website at www.sf.gov/cdta. Please choose the appropriate template by selecting either the BHS or non-BHS Appendices and for best results, download the contract checklist, which can be found on the CDTA website.

   a. Contracts that contain subcontractor/consultant expenses must submit a copy of all subcontractor contracts to their CDTA Program Manager for review and approval with the submission of Appendix B (program budget and budget justification). Invoice payments will be withheld until a copy of the subcontractor/ consultant contract is on file with the CDTA Program Manager. [Please review DPH's Policy on Subcontracting Requirements](#).

4. The *Declaration of Compliance* is an attestation by contractors that their program is incompliance with the rules and regulations set forth by various DPH units. Therefore, all service providers are responsible for: maintaining an Administrative Binder with all the forms, policies and statements of compliance; prominently displaying posters and information notices for client viewing; and, complying with client related regulations. To learn more about the DPH's Declaration of Compliance requirements, contact the Business Office – Contract Compliance at (415) 255-3697.

5. All Providers must maintain an acceptable mechanism to track personnel work hours and other payroll and human resource requirements stipulated in DPH's service contract regulations to avoid reimbursement issues (i.e., employee timesheets, sick/vacation leave, and furlough, etc.).

6. Complete the required trainings mandated for all new providers, which minimally include *HIPAA Training, Harassment Prevention Training, and Privacy & Compliance Training*.

7. Attend relevant SFDPH Technical Assistance workshops and staff development training classes sponsored by the Department of Public Health and/or the City and County of San Francisco.

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Section Two: New Executive Director Checklist

Congratulations on your new position as the Executive Director of your organization! SFDPH looks forward to our continued partnership to fulfill our mission to protect and promote the health of all San Franciscans.

SFDPH leadership is committed to ensuring that you have all the resources at your disposal to guarantee your success and the continued success of your organization. Outlined below is a list of integral organizational components that SFDPH encourages all new Executive Directors to review as soon as possible. If you have any questions please feel free to contact your Principal Point of Contact, your CDTA Program Manager, who will be able to assist you. Also, if you would like to schedule a formal introduction meeting, please notify your CDTA Program Manager, who will work to schedule a meeting with DPH staff.

GENERAL

Do you have a copy of the organization's most recent:
- Annual report?
- Strategic plan, if applicable?
- Emergency Staff contact sheet, including volunteers?
- Technology inventory – what was purchased with DPH funds vs. what was purchased with agency funds?
- IRS determination letter?

BOARD OF DIRECTORS

- Are there any Board vacancies? Terms due to expire? Is there an active recruitment plan in place?

Do you have the following?
- Board roster and contact information (email/phone/address)?
- Board policies and procedures?
- Board bylaws?
- Schedule of Board meetings?

HUMAN RESOURCES

Do you have:
- Performance Review forms?
- Past Performance Reviews of staff?

FINANCIAL (to be reviewed with your Chief Financial Officer)

- Nonprofit Contractor Review, Standard Monitoring Form
- Are all insurance policies current?
- Are all invoices to date submitted to DPH?
- Do you have a three-month reserve to cover all organization expenses in the event of an emergency?

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FUNDRAISING

- Do you have a list of your top donors?
- Do you have a funding matrix (with funder name, amounts, and report deadlines)?
- Do you have a Fund Development plan?
- Have you received copies of recent applications for funding (successful or not)?

DPH REQUIREMENTS

You should have and review:

- Your current contract(s) with DPH;
- The DPH "Provider Declaration of Compliance Form" for your organization. See Section 1, Item #4 for more information.
- The "Signature Authority Form", please submit a new form as the Executive Director if you have not already done so. SFDPH cannot certify your contract and release any type of payments until this is completed.

Your CDTA Program Manager should have the name and phone number/email of your Executive Assistant and your cell phone number.

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Section Three: Required Insurance Documents and Forms

Please note that each contract is different and has different required documents depending on the approval process (RFP/Q, Sole Source, etc.). Your assigned Contract Analyst will work with you to obtain the forms required for your organization.

Insurance Documents

1. **Commercial General Liability Insurance** with limits not less than $1,000,000 each occurrence for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations.

2. **Commercial Automobile Liability Insurance** with limits not less than $1,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

3. **Additional Insured Endorsements** is required for General Liability & Automobile Liability.

4. **Commercial General Liability and Commercial Automobile Liability Insurance** policies must be endorsed to provide: Name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

5. **Professional Liability Insurance** is applicable to Contractor's profession, with limits not less than $1,000,000 each claim with respect to negligent acts, errors, or omissions in connection with the Services. This is required if the Contractor is providing professional service regulated by the state (example lawyers, doctors, certified public accountants…etc.).

6. **Workers' Compensation**, in statutory amounts, with Employers' Liability Limits not less than $1,000,000 each accident, injury, or illness.

7. **Waiver of Subrogation** is required if the Contractor is expected to perform the Services on City premises.

8. **Cyber and Privacy Insurance** to cover liability from theft and use of confidential information (personal info, financial information).

9. **Fidelity Bond or Crime Policy**

10. **Tech Errors & Omissions (E&O)** insurance of $1 million or more (IT Contracts)

Additional Required Forms

a. Minimum Compensation Ordinance (MCO) and Health Care Accountability Ordinance Declarations (HCAO).
b. Department of Technology (DT) Chief Information Officer (CIO) Approval (IT Contracts)
c. First Source Hiring Form
d. Signature Authority Form
e. Contract Monitoring Division Form 3: Non-Discrimination Affidavit
f. Contract Monitoring Division Form 10 (General Fund Only): Contract Modification Form

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Section Four: Business Office of Contract Compliance (BOCC)

In addition to the Declaration of Compliance, BOCC requires the following information from your agency to include into their database:
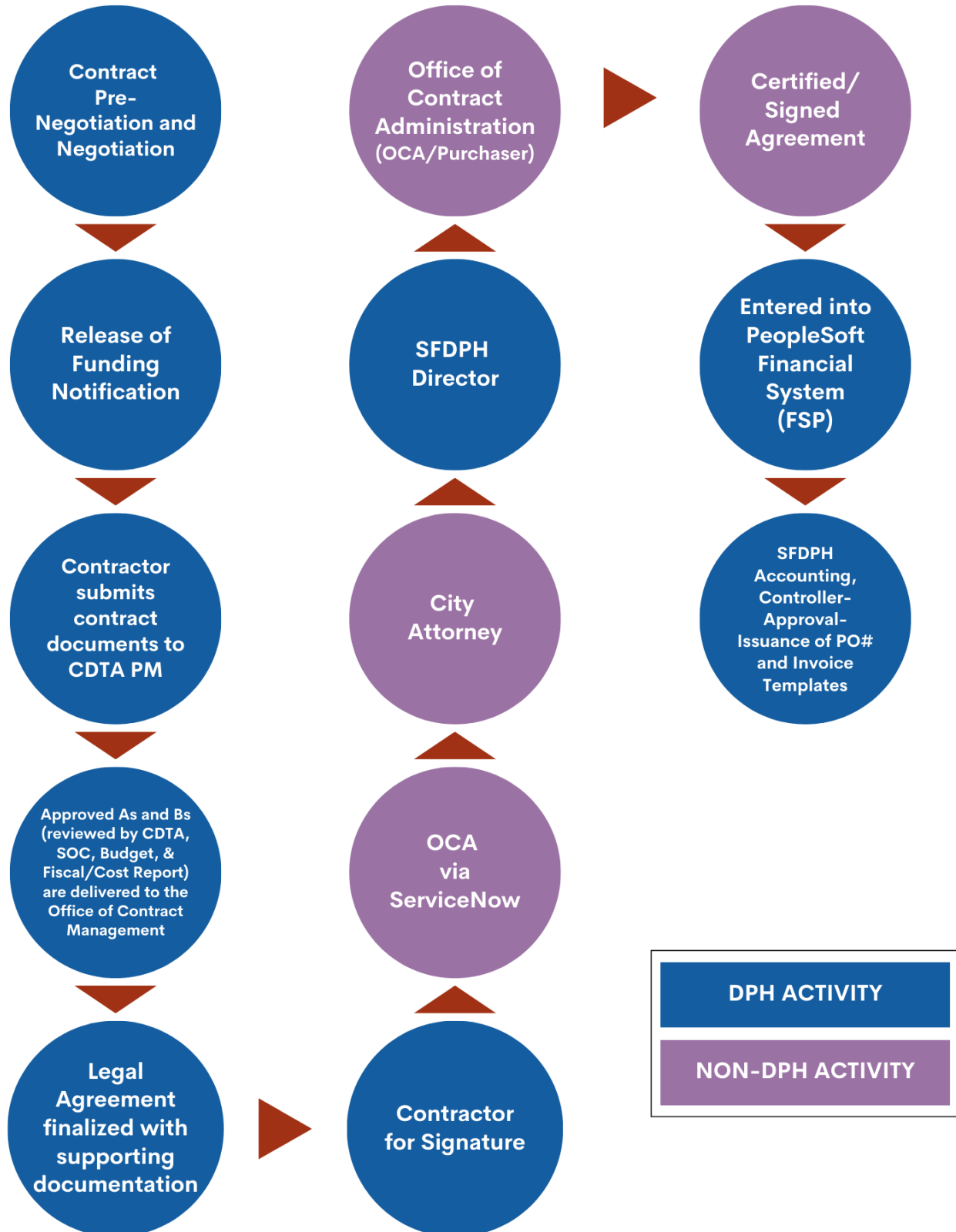
1. Agency Name and Address

Telephone Number AND Email Address for the following:
2. Executive Director
3. Chief Financial Officer
4. Privacy Officer
5. Compliance Officer
6. IT Security Officer
7. Administrative Contact (other than ED)
8. Emergency Contact #1
9. Emergency Contact #2
10. Program Name and Street Address (often different than the agency address)
11. Program Director
12. Alternate Contact (other than Program Director)

If one person holds multiple roles, it is acceptable to submit duplicate names in each role. A different name is not required for every bullet. Please update this list if roles change. When completed, send this list in MS WORD to: Jerna Reyes –Jerna.Reyes@sfdph.org and/or Nick Hancock – Nick.Hancock@sfdph.org

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Contract Development and Technical Assistance (CDTA)

Contract Certification/Signature Process

Contract Pre-Negotiation and Negotiation

Office of Contract Administration (OCA/Purchaser) ▶ **Certified/ Signed Agreement**

Release of Funding Notification

SFDPH Director

Entered into PeopleSoft Financial System (FSP)

Contractor submits contract documents to CDTA PM

City Attorney

SFDPH Accounting, Controller- Approval- Issuance of PO# and Invoice Templates

Approved As and Bs (reviewed by CDTA, SOC, Budget, & Fiscal/Cost Report) are delivered to the Office of Contract Management

OCA via ServiceNow

Legal Agreement finalized with supporting documentation ▶ **Contractor for Signature**

| DPH ACTIVITY |
| NON-DPH ACTIVITY |

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Section Six: Description of Sections in the DPH Business Office

San Francisco Department of Public Health
Business Office
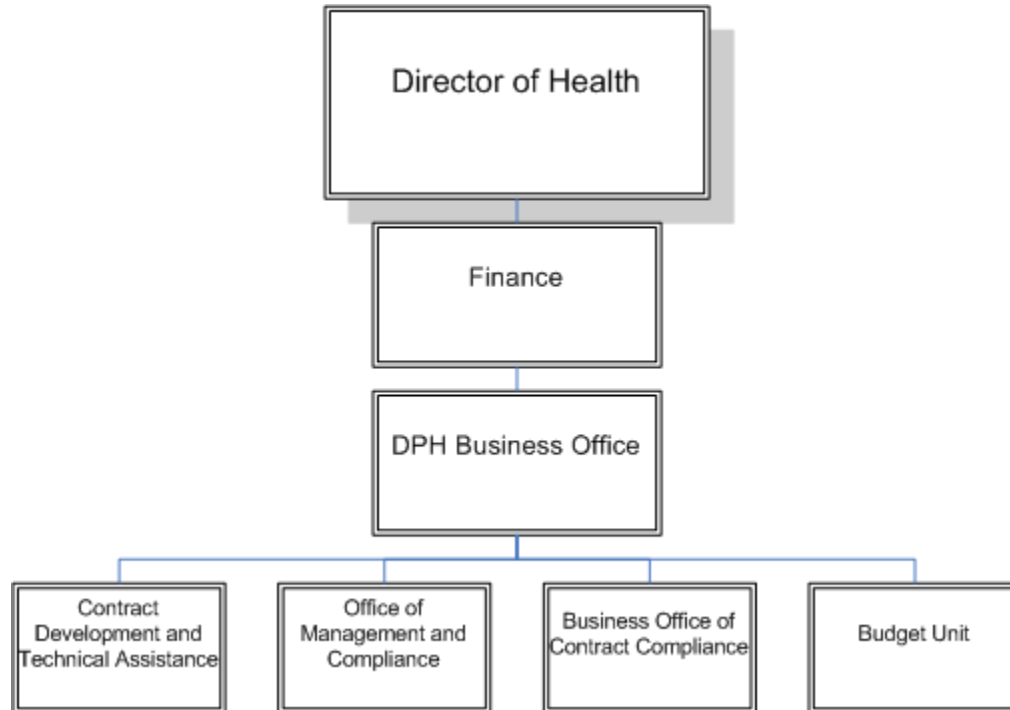
Contract Development and Technical Assistance

- Principal Point of Contact for contracting organizations
- Develop standardized contracting policies and procedures
- Liaison across covered sections to ensure consistency of contract documents and policies
- Coordination of contract development process, including negotiations, planning and implementation
- Liaison with Office of Management and Compliance and Budget Unit through certification
- Preparation of Appendix A and B for all BHS and Non-BHS contracts

- Maintain and manage calendar of activities that affect contract development
- Plan technical assistance resources and methods of deployment; offer technical assistance as needed
- Initiate and/or review contract modification/ revision requests
- Lead through Medi-Cal Certification process coordination
- Develop, monitor Corrective Action Plans, and update Health Commission
- Oversee the transition process such as program closures and mergers

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Contract Development and Technical Assistance (CDTA)

Office of Management and Compliance

- Advise and assist planning for contract needs
- As needed. prepare and assist in development of Scopes of Work and contract budgets
- Plan, prepare, coordinate, and track Civil Service Comm. (CSC) requests for approval to contract out
- Conduct competitive selection processes (RFPs/RFQs); prepare and obtain approval of no-bid and other sole source contracts

- Facilitate compliance with City requirements (e.g., insurance, taxes, LBE/MCO/HCAO, etc.)
- Plan, prepare, coordinate, and track requests for approval by City Attorney, OCA, the Health Commission and BOS, including responses to Board Budget Analyst and annual Health Commission reporting
- As needed, assist program staff in negotiating contract boilerplates and contract terms and conditions

Business Office of Contract Compliance (BOCC)

- Conduct compliance annual program monitoring of all contractors and Behavioral Health Service Civil Service clinics
- Conduct on-site chart audits of all treatment contractors and Civil Service clinics
- Conduct situational on-site monitoring, including for Whistle blower complaints
- Facilitate contractors' and Civil Service clinics' Medi-Cal site certification
- Act as lead and team member in Controller's Joint Fiscal Compliance Monitoring Program

- Staff Controller's Joint Fiscal Steering Committee
- Investigate Shelter Monitoring Standard of Care complaints
- Review/follow-up on all contractors' independent audit reports
- Implement provisions of Proposition I
- Conduct data analysis for contractors'/Civil Service clinics' deliverables, objectives, clinical compliance

Budget Unit

- Monitor expenditures and revenues in BHS, both contractual and civil service; prepare revenue projections and track Medi-Cal variance
- Oversee the preparation of funding notification letters and invoice templates; approve monthly invoice payments
- Develop standardized budget related contracting policies and procedures
- Develop and Monitor contract funding mixes by modalities

- Oversee and approve budgets for contract and contract mods
- Assist BOCC in performing contractor fiscal reviews
- Monitor and oversee the preparation of the annual budget narratives, write-ups and analyses for BHS, and others sections as requested
- Compile information requests and prepare data analyses pertaining to contractual, and civil service services

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