

The purpose of this roadmap is to facilitate grant setup, performance guidance, grant program timeline.

# Grant for Technology Opportunities Program

2017



City of Austin – Digital Inclusion Program

## Introduction

*The Grant for Technology Opportunities Program is administered by the City of Austin – Office of Telecommunications & Regulatory Affairs, Digital Inclusion Program.*

### Staff Contacts:

**John Speirs, Digital Inclusion Program Manager:** Agreement negotiation and Execution, Compliance Manager; Financial Oversight.

- Contact for: Program Finance, Budget\* and Scope of Work
- John.Speirs@austintexas.gov, 512.974.3510

\*Cross training activities will begin on October 1, 2017 on financial oversight to Laura Haufler, Accountant II.

**Jesse Rodriguez, Business Process Specialist:** Grant Selection Review and Assessment Process Coordinator, Agreement Performance Coordinator

- Contact for: Program Performance Measures and Close out Reporting
- Jesse.Rodriguez@austintexas.gov, 512.974.7676

**Allan McCracken, Senior Research Analyst:** Grant Selection Review and Assessment Process Coordinator, Agreement Performance Coordinator

- Contact for: CTK Technical Assistance, Form Deletions, Forgotten Passwords, Program Guidance
- Allan.McCracken@austintexas.gov, 512.972.5075

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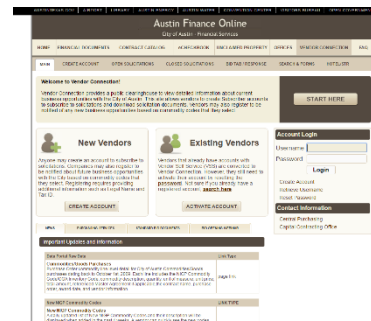
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## 2017 Grant Setup Instructions

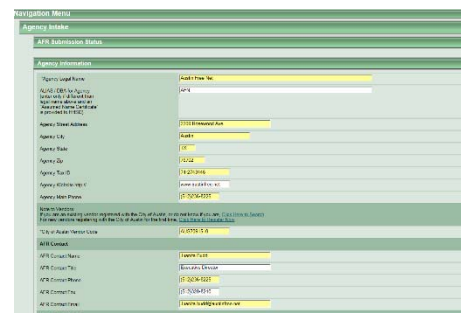
### Part 1: Vendor/Agency Intake



### Step 1: Vendor Registration

If you have done business with the City of Austin before- please make sure your W9 and Vendor Profile (for conducting business with the City of Austin) are up to date and accurate

- If not, you will have to update the Vendor Profile information at; <https://www.ci.austin.tx.us/vss/Advantage> and submit an updated W9 to me (W9: <http://www.irs.gov/pub/irs-pdf/fw9.pdf>)
- For assistance with registering as a vendor with the City of Austin, please call our Purchasing Office at 512.974.2018.



### Step 2: Agency-Intake Form Access

To begin the agreement forms in CTK:

- Turn off the pop-up blocker in your browser prior to logging on to CTK.
- Click on the following link for the CTK Login page: <https://www.ckodm.com/austin/>

### Step 3: Update your Agency Intake form

This information is used to build the social services agreements email distribution list, so the contact information should be kept up-to-date at all times throughout the agreement period.

- In this section, please indicate any additional personnel within your agency who should be notified for reminders of important information being conveyed to ALL service partners.

If your agency's name appears in a box entitled My Folders,

Select your organization's name, and it will take you to the folder (your virtual file cabinet).

To open the form, select your organization's name directly beneath the “–Create New–” drop field.  
Review, edit, and save.

If your organization's name does not appear,

Go to the navigation menu button at the top left of the website.  
Go to Search and select Agency Intake Search.  
Select Search button and your agency should appear.  
Highlight the star adjacent to your organization's name  
Go back to Navigation menu button and select Virtual office and My ODM  
Then select your organization's name, and it will take you to the folder (your virtual file cabinet).  
To open the form, select your organization's name directly beneath the “–Create New–” drop field.  
Review, edit, and save.

## Part 2: Program Application Forms

### Step 4: Program Cover Page

**Please enter:** Program Name as: GTOPs 2017 – (\*Your Self Selected Program Name)

- Period End and Start: The recommended year-long agreement time period is 7/1/17 – 6/30/18. If your organization needs to deviate from this timeframe, please contact [digital.inclusion@austintexas.gov](mailto:digital.inclusion@austintexas.gov).

### Step 5: Program Work Statement

Please prepare a Program Work Statement (*adhering to the layout of the example Program Work Statement attached.*)

- Program Objectives;
- Program Population;
- Program Service Delivery;
- Program Data Collection & Reporting;
- Program Evaluation Plan;
- Agency Service Cooperation and Collaboration and
- Program Community Planning Activities.

### Step 6: Program Budget and Narrative

Please prepare a Program Budget, including a narrative/description for each category (*adhering to the layout of the example Program Budget & Narrative attached.*)

- You will notice Capacity Building expenses; your organization will likely expend zero (0) dollars in this category. Please categorize your originally proposed budget to the format provided, and enter 0 as a placeholder for Capacity Building expenses.
- Please enter the GTOPs Funding Award Amount as the Requested City of Austin [A] Amount

## Step 7: Program Performance Measures

Please enter proposed program output and outcome performance measures (*adhering to the layout of the example Program Performance form attached with examples below.*)

1. The measures need to be entered by selecting (Clicking) the "Outcome Exceptions Only" drop-down below the Output(s).
2. This will enable you to populate the narrative only, the %'s can then be entered into standard Outcomes, once it auto-populates from the above narrative entry.
  - d. Outputs (Enter unduplicated counts first)
    - i. Total number of unduplicated clients served
    - ii. Total number of individuals receiving training
    - iii. Total number of public access computer lab hours made available
  - e. Outcomes
    - iv. Total number of clients that receive at least 16 hours of digital training over the training period / Total number of clients that receive digital training
      1. Percentage of clients that receive at least 16 hours of digital training over the training period
    - v. Total number clients that demonstrate at least a 50% increase in their technology skills / Total number of clients that complete at least 16 hours of digital training
      1. Percentage of clients that demonstrate at least a 50% increase in their technology skills
    - vi. Total number of clients using the computer lab for general computer access / Expected number of clients accessing the public computer lab
      1. Percentage of goal reached in providing access to a dedicated computer lab

## Step 8: Program Staff Positions and Time

Please provide information on total program staff- titles and full time equivalents (FTE) allocated to the GTOPs Program (*adhering to the layout of the example Program Staff Positions and Time form attached.*)

## Step 9: Program Funding Summary

Complete for ALL Funding Sources					
Section Complete for ALL Funding Sources					
Funding Source 1	City of Austin	Grant/Contract 1 Name	GTOPS	Funding Period 1	08/06/2012-07/31/2012
Funding Source 2	Federal	Grant/Contract 2 Name		Funding Period 2	09/01/2010-08/31/2013
				Funding Amount 1	23,985.00
				Funding Amount 2	69,345.00

Please enter funding sources that are being allocated to leverage the City contribution of funding (*adhering to the layout of the example Program Funding Summary form attached.*)

- f. This will serve to record any funding allocated as matching funds for this program (in-kind, direct cash contribution and volunteer hours).

## Step 10: Program Sub grantees

Navigation Menu	
Program Subgrantees	
Subgrantee Expenses	
*Program Name *Contract Start Date *Contract End Date *Institution: Please provide information for any of this program's sub-grantees whose professional services will be paid using City of Austin funds. Include only sub-grantees related to direct client or operating expenses (as detailed in the instructions). Create a new form for each subcontractor for each program application. Subgrantee's Length of Term Subgrantee's Start Subgrantee's End Name of Subgrantee Number of Clients to be Served (if applicable) City of Austin Funded Amount All OTHER Sources Funded amount \$ Total \$ Services to be subcontracted	

Please enter those sub grantees that you have entered into an MOU, agreement or agreement with to support the GTOPs funded program (*adhering to the layout of the example Program Funding Summary form attached.*)

## Step 11: Please complete the “Program Application Checklist” after you have completed all the forms.

Back to Search	
Funded Agencies	
Program Application	
Close Out Summaries	
Administrative and Fiscal Review	
Contract Document Uploads	
Administrative - COA	
Attach Documents	

Create New	
Program Application	
GTOPs Application Upload Detail	
Program Application 21-Month Checklist	
Program Application Checklist	
Program Budget and Narrative	
Program Cover Page	
Program Funding Summary	
Program Multi Year Budget	
Program Multi Year Performance Measures	
Program Performance Measures	
Program Staff Positions and Time	
Program Subcontractors	
Program Unit Cost Information	
Program Work Statement	
Contract Related Documents	
Program Supplemental Detail	
Program Work Statement (1)	

Adhering to the layout of the example Program Application Checklist attached, the following Program Forms are Not Applicable for this program:

- g. Program Multi Year Budget
- h. Program Multi Year Performance Measures

## Step 12: Insurance Requirements

The Program Work Statement is to be developed before the Insurance Requirements can be confirmed.

- Please submit your current organizational Certificate of Liability Insurance for review and definitive declaration of necessary coverage.
- After receipt of the Program Work Statement, the City's Risk Analyst will review the organization's *current insurance coverage* against the *Program Work Statement* and return with a definitive declaration of necessary insurance coverage. Please be prepared to procure the necessary insurance for the term of your expected agreement term, and be aware of necessary insurance renewals if purchased coverage is for a term shorter than your expected agreement term.

## Note: Available Training for the Online Grant Management System

This is for new employees/volunteers in need of training on this CIODM. Want to take a refresher course yourself?

Check out one of the following CIODM New User/Refresher Trainings on:

**Wednesday, July 5, 2017, from 9:00 AM to 11:00 AM** Registration Available

**Thursday, July 6, 2017, from 2:00 PM to 4:00 PM** Registration Available

**Wednesday, October 4, 2017, from 9:00 AM to 11:00 AM** Registration Available

**Thursday, October 5, 2017, from 2:00 PM to 4:00 PM** Registration Available

To register, select desired session above and complete webform (available @ [ctkodm.com/austin](http://ctkodm.com/austin) in the main online dashboard.)

For directions to the Betty Dunkerley Campus at 7201 Levander Loop, Austin, TX 78702, [Click here](#).

Note: Building H is represented by the arrow.



**Risk Management Insurance Summary for GTOPs  
("RM Summary for TARA")**

**Social Services Contract 2016-17**  
**GTOPs—Agency: Program Name**  
**Date of Review, 2016**

**Issue Date:** Certificate of Liability Insurance Issued

**General Liability**

Limits- **\$500,000 limit**

Additional Insured -

Waiver of Subrogation -

Thirty Day Notice of Cancellation –

- **Please note that if the carrier does not offer a 30 Day Notice, the City can waive the requirement via a signed statement on carrier letter head or an email directly from the underwriter that they do not offer a 30 Day Notice endorsement.**

**Sexual Abuse & Molestation – \$500,000 limit**

- **Please submit proof of Sexual Abuse & Molestation coverage (if care of a child is provided outside the presence of a legal guardian or parent**

**Auto Liability – HIRED AND NON-OWNED ONLY**

Limits –**\$500,000/1,000,000 limit**

Additional Insured –

- **The contractor's agent will need to update the certificate to reflect that their policies indeed do include the required endorsements, and/or have them forward copies of the actually required endorsement pages from the policies to supplement their certificate.**
- **The City will only generally accept statements that an endorsement is not available when it comes directly from the underwriter/carrier--not from the agent.**

Waiver of Subrogation - ok

Thirty Day Notice of Cancellation – ok

- **Regarding the auto insurance, if it appears that the coverage being provided is a package form that provides GL/Excess with Auto Liability added via endorsement.**
- **Contractor will need to confirm with insurance agent that this is accurate. If this is the case (and ANY is marked in error) please have it corrected and confirm that the**

contractor does not own any vehicles via the attached statement. (Hired & Non-Owned Exhibit)

- Regarding Auto, if the organization only has Hired and Non-Owned coverage so the attached statement should be put on their letterhead to confirm they do not own any vehicles. (Scheduled & Hired Exhibit)

#### **Workers Compensation**

Not required – **Offsite (Only programs on COA property is this coverage required)**

#### **Professional Liability**

Not required – **Scope of Work**

#### **Crime Insurance**

Limit – **Required Crime must be in an amount to their annual contract with COA or greater**

- The Crime Insurance requirement does not require the City of Austin to be named an Additional Insured. We simply require proof that the grant recipient has crime insurance in an amount at least as large as the grant we are providing them. A certificate of Insurance showing crime insurance would suffice for our needs.

#### **Directors & Officers Liability**

Limit – **\$1,000,000 limit**

- **Required if organization has a Board of Directors**

#### **Additional Guidance:**

##### **Missing Required Endorsements**

- For GL and Auto coverage can either be reflected on the certificate and/or the actual policy endorsements attached. If the insurer does not offer such endorsements, the City will accept a statement directly from the underwriter at Insurer.
- Most Insurers can add City's as additional insured and can (for a fee) provide a Waiver of Subrogation

***Disclaimer: This guidance is only provided as reference, terms and requirements may vary when developing terms supporting program awarded GTOPs funding.***

## Automobile Liability Statement

### Use of Hired & Non-Owned Auto

*This statement shall be provided on contractor letterhead when the firm does not own any autos and hired and non-owned auto is the only exposure. This statement does not replace the certificate of insurance. It is to be submitted with the certificate of insurance that is completed by the insurance agent providing the liability coverage for the contractors hired and non-owned autos.*

Contractor Name\_\_\_\_\_

My firm does not own any autos; therefore, this policy does not provide coverage for owned autos. This policy provides coverage for hired and non-owned autos only.

I hereby confirm that the only vehicles used for this contract will be hired and non-owned autos.

If during the contract period I begin providing services that include the use of owned autos, I will provide the City of Austin with the appropriate Automobile Insurance coverage and all necessary documentation for those vehicles.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

## Automobile Liability Statement

### Use of Scheduled and Hired Only

*This statement is to be provided on contractor letterhead when the services provided under the contract will be completed with the use of scheduled and hired autos only.*

Contractor Name \_\_\_\_\_

The services for this contract will be provided by using scheduled and hired autos only. No employees or volunteers use their own personal vehicles for company business. Therefore, this policy does not provide coverage for non-owned autos.

I submit this statement in lieu of providing Non-Owned Automobile Liability Insurance coverage. Attached is a copy of the schedule of vehicles covered by my insurance policy #\_\_\_\_\_.

If during the contract period I begin providing services that include the use of a Non-Owned automobile, I will provide the City of Austin with Business Automobile coverage for Non-Owned autos as indicated in the contract documents prior to the use of the vehicle.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

5.1. **Right To Assurance.** Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

5.2. **Default.** The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under the "Right to Assurance" paragraph herein, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by Contractor to the City.

5.3. **Termination For Cause.** In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Contractor's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.

5.4. **Termination Without Cause.** The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City shall pay the Contractor, to the extent of funds appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.

5.5. **Fraud.** Fraudulent statements by the Contractor on any Offer or in any report or deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

## **SECTION 6. OTHER DELIVERABLE**

6.1. **Insurance.** The following insurance requirements apply:

### **6.1.1. General Requirements.**

6.1.1.1. The Contractor shall at a minimum carry insurance in the types and amounts indicated herein for the duration of the Contract and during any warranty period.

6.1.1.2. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within fourteen (14) calendar days after written request from the City.

6.1.1.3. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.

6.1.1.4. The Contractor shall not commence work until the required insurance is obtained and has been reviewed by City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

6.1.1.5. The Contractor must submit certificates of insurance to the City for all subcontractors prior to the subcontractors commencing work on the project.

6.1.1.6. The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better. The City will accept workers' compensation coverage written by the Texas Workers' Compensation Insurance Fund.

6.1.1.7. All endorsements naming the City as additional insured, waivers, and notices of cancellation endorsements as well as the Certificate of Insurance shall contain the Contractor's email address, and shall be mailed to the following address:

City of Austin, Telecommunications And Regulatory Affairs office  
ATTN: Grant for Technology Opportunities  
P. O. Box 1088  
Austin, Texas 78767

6.1.1.8. The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.

6.1.1.9. If insurance policies are not written for amounts specified, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

6.1.1.10. The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

6.1.1.11. The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.

6.1.1.12. The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.

6.1.1.13. The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. All deductibles or self-insured retentions shall be disclosed on the Certificate of Insurance.

6.1.1.14. The Contractor shall endeavor to provide the City thirty (30) calendar days written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.

6.1.2. **Specific Coverage Requirements.** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

6.1.2.1. **Commercial General Liability Insurance.** The minimum bodily injury and property damage per occurrence are \$500,000\* for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injuries). The policy shall contain the following provisions and endorsements.

6.1.2.1.1. Blanket contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project

6.1.2.1.2. Independent Contractor's Coverage

6.1.2.1.3. Products/Completed Operations Liability for the duration of the warranty period

6.1.2.1.4. Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage

6.1.2.1.5. Thirty (30) calendar days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage

6.1.2.1.6. The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage

6.1.2.1.7. If care of a child is provided outside the presence of a legal guardian or parent, Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.

6.1.2.1.8. The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

\* Supplemental Insurance Requirement. If eldercare, childcare, or housing for clients is provided, the required limits shall be \$1,000,000 per occurrence.

**6.1.2.2. Business Automobile Liability Insurance.**

Minimum limits: \$500,000 combined single limit per occurrence for all owned, hired and non-owned autos

a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.

b. If no client transportation is provided but autos are used within the scope of work, and there are no agency owned vehicles, evidence of Personal Auto Policy coverage from each person using their auto may be provided. The following limits apply for personal auto insurance: \$100,000/\$300,000/\$100,000.

All policies shall contain the following endorsements:

6.1.2.2.1. Waiver of Subrogation, Endorsement TE 2046A, or equivalent coverage

6.1.2.2.2. Thirty (30) calendar days Notice of Cancellation, Endorsement TE 0202A, or equivalent coverage

6.1.2.2.3. The City of Austin listed as an additional insured, Endorsement TE 9901B, or equivalent coverage

**6.1.2.3. Worker's Compensation and Employers' Liability Insurance.** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee. The policy shall contain the following provisions and endorsements:

6.1.2.3.1. The Contractor's policy shall apply to the State of Texas

6.1.2.3.2. Waiver of Subrogation, Form WC 420304, or equivalent coverage

6.1.2.3.3. Thirty (30) calendar days Notice of Cancellation, Form WC 420601, or equivalent coverage

**6.1.2.4. Professional Liability Insurance.**

6.1.2.4.1. Contractor shall provide coverage at a minimum limit of \$500,000 per claim to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Contract.

6.1.2.4.2. If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for twenty-four (24) months following the completion of the Contract.

6.1.2.5. **Blanket Crime Policy Insurance.** A Blanket Crime Policy shall be required with limits equal to or greater than the sum of all Contract funds allocated by the City. Acceptance of alternative limits shall be approved by Risk Management.

6.1.2.6. **Directors and Officers Insurance.** Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Contract and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Contract and for not less than twenty-four (24) months following the end of the Contract. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Contract or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

6.1.2.7. **Property Insurance.** If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

6.1.2.8. **Endorsements.** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

6.1.2.9. **Certificate.** The following statement must be shown on the Certificate of Insurance.

"The City of Austin is an Additional Insured on the general liability and the auto liability policies. A Waiver of Subrogation is issued in favor of the City of Austin for general liability, auto liability and workers compensation policies."

## 6.2. **Equal Opportunity.**

6.2.1. **Equal Employment Opportunity** No Contractor or Contractor's agent shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Bid submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Contractor has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. The Contractor shall sign and return the Non-Discrimination Certification attached hereto as Exhibit C. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the Contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4. Any Subcontractors used in the performance of this contract and paid with City funds must comply with the same nondiscrimination requirements as the Contractor.

6.2.2. **Americans With Disabilities Act (ADA) Compliance.** No Contractor, or Contractor's agent shall engage in any discriminatory employment practice against individuals with disabilities as defined in the ADA.

6.3. **Inspection of Premises.** City has the right to enter Contractor's and Subcontractor's work facilities and premises during Contractor's regular work hours, and Contractor agrees to facilitate a review of the facilities upon reasonable request by the City.

6.4. **Rights to Proposal and Contractual Material.** All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.

6.5. **Publications.** All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

## SECTION 7. WARRANTIES



# GTOPS Agreement Milestones

## *Monthly Financial Deliverables*

- By the **15th of each month**, to commence upon 1st month of actual expenditures until contact expires (submit (\$0) amount request even if no expenditures)
- By the **15th of each month**, Matching Funds Statement to reconcile actual(s) against proposed matching funds leveraging or supporting the program

## *Quarterly Program Performance Report Deliverables*

- By the **15th the month following each quarter**, Jan 15th; April 15TH; July 15th; October 15th (for Quarterly Program Performance)
- Includes Quarterly Zip Code and Demographics form (please let us know if you have questions as to the requirements or populations you need to capture for this form)
  - *For Reporting Quarterly Program Performance Reports: For All GTOPs Contracts, Reporting Quarter Number will start with Q1*
  - *All contractors will report (4) Total Quarters for the Contract Period*
  - *If you have a variance – please include “rate note variances” to demonstrate actuals. Do not adjust numeric reporting to accommodate variances that arise from quarter-based report*

## *Annual Deliverables*

- **Mid-Year Spending Plan due after December Report** (with December approved and forwarded to accounting) but before January Expenditure Report/Payment Request
- Administrative and Fiscal Review (Each Agency's Financial Audit and Administrative and Fiscal Review (AFR) are due no later than 270 days after completion of agency's own Fiscal Year End (FYE).

## *Closeout Deliverable*

- **Within sixty (60) calendar days** following the expiration or termination of this Agreement.
- An Agreement Closeout Summary report using the forms shown at <http://www.ckodm.com/austin/> shall be completed by the Grantee and submitted to the City

# City of Austin Health and Human Services

## Social Service Contracts

### Payment Request Supporting Documentation Guidelines

#### Purpose

Beginning with April 2013 payment requests (due May 15, 2013), social service contractors must provide supporting documentation with all payment requests submitted to the City. The supporting documentation must provide reasonable assurance that City funds for which the contractor is requesting reimbursement have been expended as intended based upon the statement of work and terms and conditions of the social services contract.

#### Contract Amendment

Section 4.2 of social service contracts will be amended effective April 1, 2013 to read as follows, with bolded type constituting new language and requirements:

“Payment to the Contractor shall be due thirty (30) calendar days following receipt by City’s Contract Manager of Contractor’s complete and accurate "Payment Request" and "Monthly Expenditure Report", using the forms shown at <http://www.ckodm.com/austin/>. The payment request and expenditure report must be submitted to the City’s Contract Manager no later than fifteen (15) calendar days following the end of the month covered by the request and expenditure report. **Contractor must provide the City with supporting documentation for each monthly Payment Request to include, but not limited to, a report of City contract expenditures generated from the Contractor’s financial management system. Examples of appropriate supporting documentation MAY include, but are not limited to:**

- General Ledger Detail report from the contractor’s financial management system
- Profit & Loss Detail report from the contractor’s financial management system
- Check ledger from the contractor’s financial management system
- Payroll reports and summaries, including salary allocation reports and signed timesheets
- Receipts and invoices
- Copies of checks and bank statements showing transactions as cleared

**The City retains right of final approval of any supporting documentation submitted before a Payment Request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the Payment Request. The City reserves the right to modify the required supporting documentation from time to time, as needed.”**

#### Procedures

City contract managers will work directly with each contractor to determine the most appropriate backup documentation for that contract.

A contract manager will not approve any payment request without reviewing and approving appropriate accompanying backup documentation. In general, transactions detailed in backup documentation must equal or exceed the amount of the payment request, although this may not apply to unit cost contracts or contracts with specific milestone or deliverables. Contracts on Monitoring Level 2 may have greater

# **City of Austin Health and Human Services Social Service Contracts Payment Request Supporting Documentation Guidelines**

documentation requirements than those on Level 1, and contracts on Level 3 will have greater documentation requirements than those on Levels 1 or 2.

Contract managers shall have the responsibility and authority to negotiate appropriate supporting documentation with each contractor. As stated in the contract, the minimum required documentation is a report of City contract expenditures generated directly from the contractor's financial management system. Manually created spreadsheets or other documents are not acceptable except as ancillary documents to the system-generated reports.

The City (and by extension the contract manager) retains the right to final approval of the supporting documentation. Approval of payment requests may be delayed or denied if appropriate, correct, and complete backup documentation is not provided as required. Any delay or denial of payment must be approved by the unit manager in advance of notifying the contractor.

## **How To Submit Supporting Documentation**

For payment requests submitted through CTK, supporting documentation must be electronically attached to the corresponding Expenditure Report and will not be printed for the contract file unless deemed necessary by the contract manager (e.g., there are additional notes, reconciliations, etc.). Additional documentation beyond that attached to the Expenditure Report may also be uploaded to CTK in a Performance and Expenditure Upload Detail form.

For payment requests that are submitted in hard copy, supporting documentation must be printed, attached to the file copy of the approved Expenditure Report/Payment Request, and included in the physical contract file.

## **Non-Direct Services Contracts**

For non-direct services contracts that include deliverables or milestones, the relevant deliverables and/or documents that serve as proof that payment is due must be electronically attached to the CTK Expenditure Report as supporting documentation. If the contract is not administered through CTK, the supporting documentation must be printed and included in the contract file as described above.

## **Supporting Documentation for Grant Contracts**

Acceptable supporting documentation for grant contracts will be determined by the grantor.

# Internet Explorer Settings for Use with CIODM

Open **Internet Explorer**  only

Vendor **Does Not Support** the following browsers:



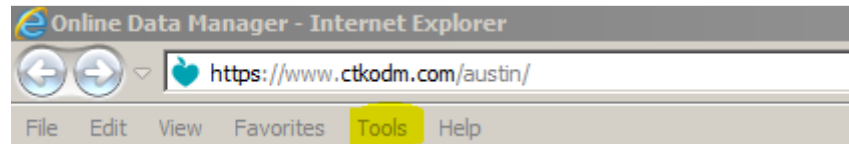
Go To **Menu Bar** at Top of Internet Explorer Browser



Don't See It?

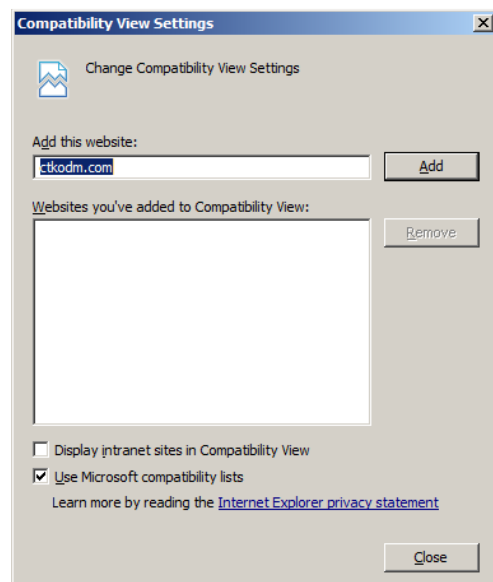
Hit "**Alt**" key on your keyboard to reveal it. Then Select **View**, **Toolbars**, and Check the **Menu Bar**

Select **Tools**

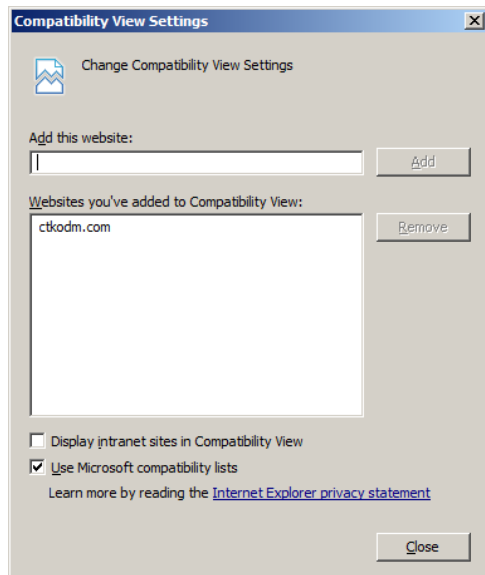


Select **Compatibility View Settings**

Enter "**ctkodm.com**" in top box and select **Add**



So it is displayed below

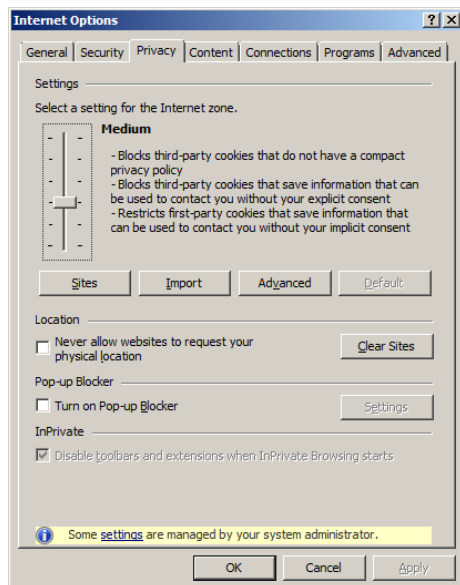


Select **Close** on Pop Up

Return to **Tools**

Select **Internet Options**

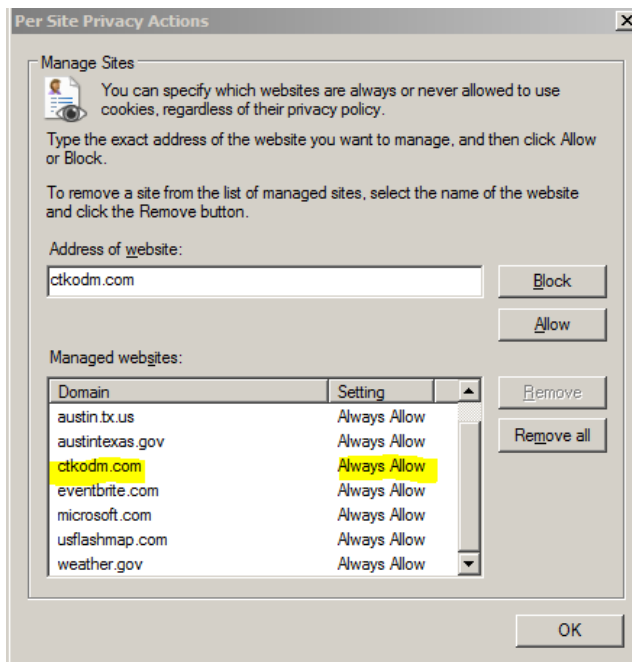
Select **Privacy** Tab



Ensure Pop-up Blocker is **Unchecked**. If it is checked, **Uncheck** and select **Apply**

Select **Sites** button

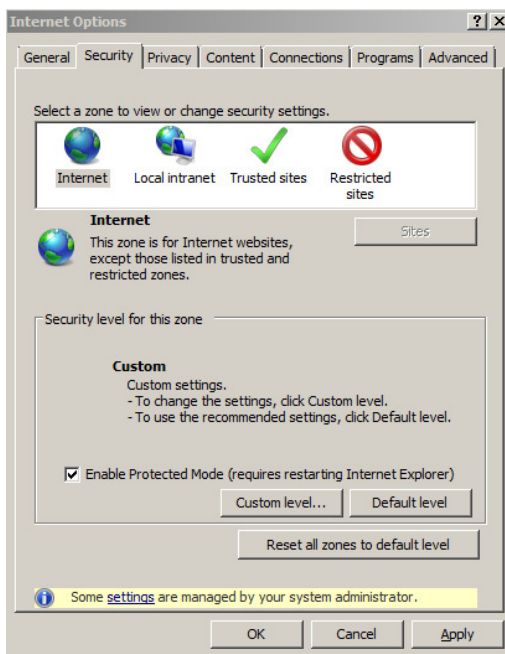
Enter “**ctkodm.com**” in top box and select **Allow**



Domain “**ctkodm.com**” should be displayed below in Managed Websites as “**Always Allow**”

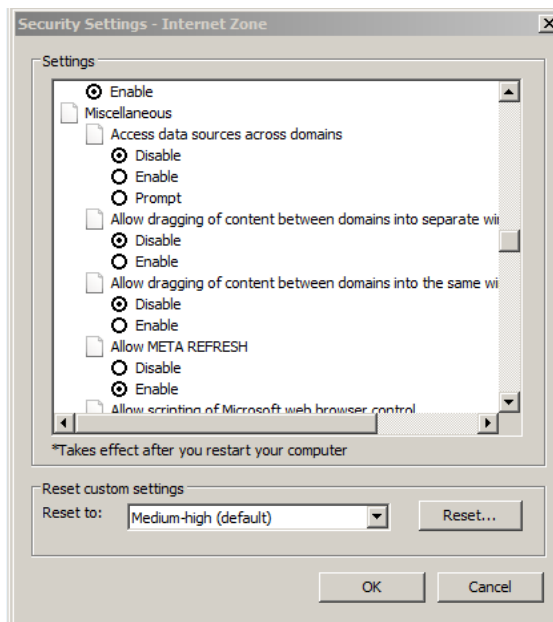
Select **OK** to close Per Site Privacy Actions Pop Up.

On remaining Internet Options Pop Up select **Security** Tab

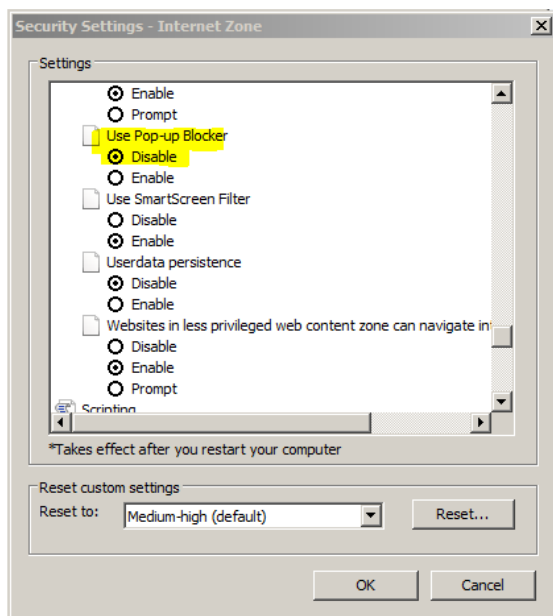


Select **Custom level** button

Scroll down to **Miscellaneous** section

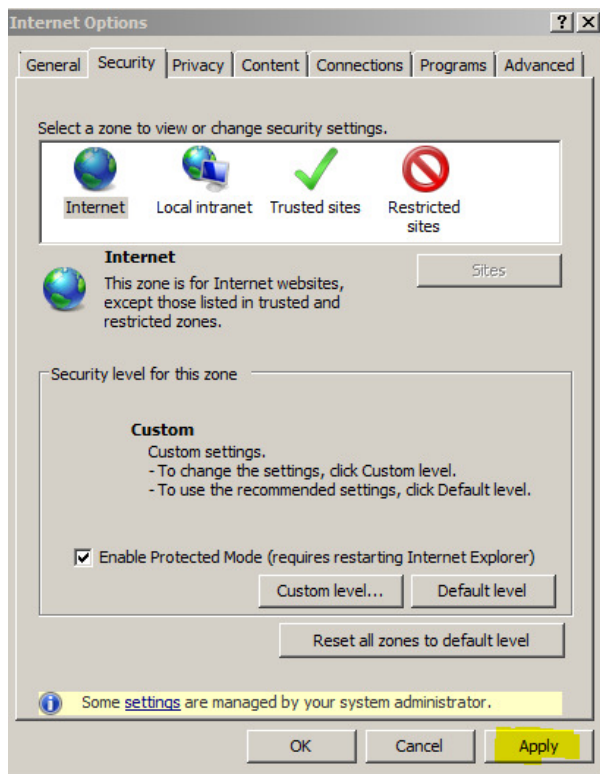


Several options before end of section, ensure **Use Pop-Up Blocker** is set to **Disable**

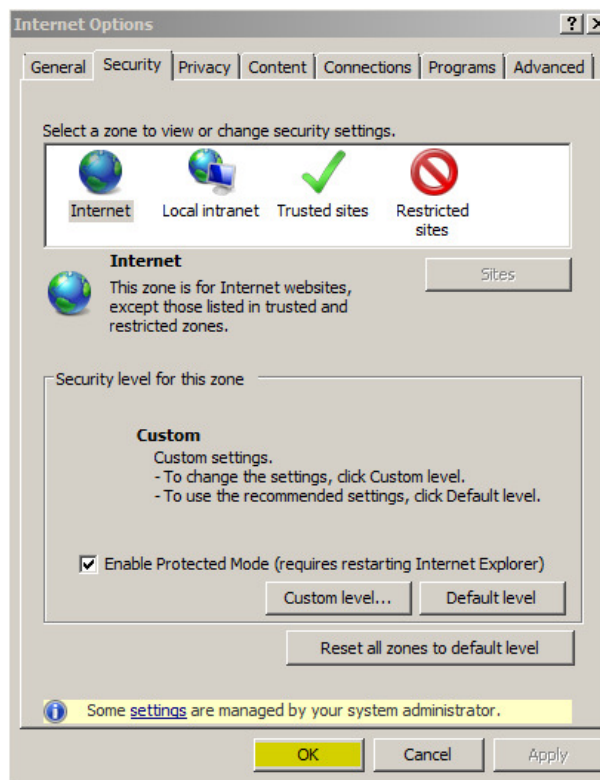


If Not, Select **Disable**, then **OK**, and acknowledge **Yes** to change the settings.

Select **Apply** button if enabled



Select **OK** to close Internet Options Pop Up





Select **F5** on keyboard to refresh Internet Explorer with new settings

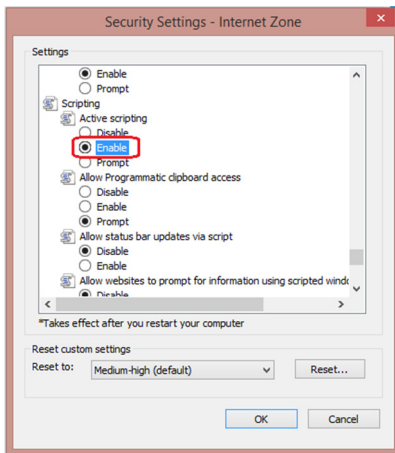
Close Internet Explorer.

Ensure All other web browsers are also closed completely.

Reopen Internet Explorer and attempt to log back in. This should address most of your terminal's Internet Browser settings.

### **Additional Considerations:**

To Enable Javascript: Select, **Tools, Internet Options, Security** tab, "**Custom level...**" button, Scroll to "**Scripting**" section, **Enable** for Active Scripting



To Enable Cookies: Select, **Tools, Internet Options, Privacy** tab, **Advanced**" button, **Accept First Party Cookies**, Then **OK**, to close.



Need Assistance?

Please contact Allan at [allan.mccracken@austintexas.gov](mailto:allan.mccracken@austintexas.gov) / (512) 972-5075 for assistance.

## New Agency Level Role Users

Social Services' Community Impact Online Data Manager (CIODM, aka CTK) system

### Required Role

- Executive Director (ED) or Authorized Alternate Agency Representative

### Optional Roles

- Chief Financial Officer (CFO)
- Administrative and Fiscal Review Contact (AFR)
- Program and Performance Staff (PPS)

All 4 active agency role types (including ED) will continue to have read access to all existing agency created forms.

Agency level user roles will have create (and edit, when applicable) access to the following agency form types:

Form Type	Agency Role			
	ED	CFO	AFR	PPS
Closeouts	*	*		*
Application	*	*	*	*
Administration and Fiscal Review	*	*	*	
Expenditure Reports/Payment Requests	*	*		*
Quarterly Performance and Demographics	*	*		*
Agency Level – New User Request/Edit User Access	*			

Form editing, when applicable, remains time-limited based on form type.

Executive directors are not required to have additional agency role users; but should an agency choose to exercise this new option, please complete a separate “***New User Request***” form located in the defaulted “Funded Agencies” section within the “Agency Intake” folder. As a reminder, this is the same location where monthly expenditure requests and quarterly performance forms reside.

Each agency may have no more than one active user for each ED, CFO, and AFR role, and up to two active users for the Program and Performance Staff role. In the event an active user leaves the organization or changes roles, the ED will then need to complete an “***Edit User Access***” form at that time.

The current agency username and password used for requesting payments and certifying performance was recently replaced with the agency’s Executive Director user profile. Additional agency action is only required if the Executive Director opts to exercise one or more of the optional agency roles.

As for passwords, while using Internet Explorer browser version 6 or higher and having your pop-up blockers completely turned off, navigate to the main login screen at <https://www.ckodm.com/austin/> and select “Forgot Password.” Note: you may retrieve your username and password at anytime by entering your full Email Address and selecting “Request Password.” If it matches an active system user profile email address, the CIODM will send a message immediately to that email address only. Enter the username/password exactly as it appears in your auto generated message. Once you login in, a pop-up window will appear forcing you to change your password. The old password is the one you will receive by following this process. The new password will be of your choosing and be based on the password restrictions identified below.

- Must have at least 1 Capital letter
- Must have at least 1 numeral
- Must be between 8 and 15 characters in length
- And will expire every 90 days

For questions or assistance, please contact Allan at (512) 972-5075 or [allan.mccracken@austintexas.gov](mailto:allan.mccracken@austintexas.gov)