Contract Monitoring Division: Local Business Enterprise Utilization Tracking System

2016

Guide for Contractors and San Francisco City and County Users

The LBE Utilization Tracking System allows the City's Contract Monitoring Division to ensure Chapter 14B Local Business Enterprise compliance for the City and County of San Francisco. If you are a user with technical questions, please contact the Elation Systems and Software help desk by phone at 925-924-0340 ext. 100 or by email at support@elationsystems.com.

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The LBE Utilization Tracking System

Overview of the LBE Utilization Tracking System

The LBE Utilization Tracking System (LBEUTS) enables the City and County of San Francisco's (CCSF) Contract Monitoring Division (CMD) to ensure that the CCSF's departments are in compliance with the provisions of Administrative Code Chapter 14B, known as the Local Business Enterprise (LBE) Ordinance, whose purpose is not only to assist small local businesses compete effectively for CCSF contracts, but also to provide for an overall fair City-wide contracting process.

The LBEUTS works by collecting information about contracts governed by the LBE Ordinance and awarded by the CCSF, as well as about payments made by the CCSF and prime contractors. Using the information gathered in the LBEUTS, the CMD can generate reports on LBE utilization on individual or multiple contracts to report to the Mayor and the Board of Supervisors as mandated by Chapter 14B.

The LBEUTS makes it possible for the CCSF and its contractors to move beyond a manual paper-based process to an integrated online database that improves transparency, accountability and performance, while centralizing and standardizing contract data.

LBEUTS Module History

The LBEUTS was developed by Elation Systems and Software (Elation) of Pleasanton, California and is currently used by other localities in California. Other CCSF departments currently using Elation include, the Office of Labor Standards Enforcement, which uses it to track certified payroll, and the Mayor's Office of Workforce Development, which uses it to monitor compliance with the City's Local Hire Ordinance.

LBEUTS Objectives

The objectives of the LBEUTS are to gather the most comprehensive and up-to-date information on all contracts governed by the LBE Ordinance, including:

- Information about a contract awarded by any CCSF department including, the contract name, number, award dates and a brief description of the scope of work;
- The prime and subcontractors on a particular contract;
- The dollar amount awarded to prime and subcontractors at the time of bid;
- The dollar amount paid to both prime and subcontractors; and
- A prime contractor's ability to meet LBE Ordinance compliance goals

LBEUTS Information Collection

The LBEUTS collects information about contracts governed by the LBE Ordinance from:

- *CCSF departments*, which input contract award information about their department's various contracts into the LBEUTS;
- *Prime contractors*, who are responsible for registering with Elation, entering subcontract award information, verifying payments received from the CCSF, and entering information about payments made to subcontractors; and
- *Subcontractors*, who are also required to register with Elation, and who are responsible for verifying payments received from prime contractors

LBEUTS Considerations and Constraints

Since data input into the LBEUTS is dependent upon three sources, it is imperative that the CMD's Contract Compliance Officers review and verify the accuracy of the data entered, in order to provide the CCSF and public with an accurate picture of the CCSF's contracting environment.

Main LBEUTS Functions

What Does the LBEUTS Allow Users to do?

The LBEUTS allows users to do the following:

1. Input descriptive information about each contract;
2. Build a team of subcontractors associated with a particular contract;
3. Associate payment information from FAMIS (the CCSF's accounting system) to a contract;
4. Add or edit payment information for subcontractors on multiple tiers; and
5. Generate reports

Generating Reports

Contractors who want to save a record of their incoming and outgoing payments can generate online reports for a specific contract. The CMD's Contract Compliance Officers and system administrators can also generate aggregate information for multiple contracts. System administrator privileges are assigned by the CMD to one user within any department. To request system administrator privileges, contact the CMD by email at romulus.asenloo@sfgov.org or by phone at 415-581-2320.

Training Opportunities

The CMD offers free monthly training for CCSF staff and contractors on the last Tuesday of every month in room 421 of City Hall. CCSF staff training is from 9:30-10:30 a.m. and contractor training is held from 10:30-11:30 a.m. If you would like more information about these training opportunities, please contact the CMD by email at romulus.asenloo@sfgov.org, or by phone at 415-581-2320.

How to Use the LBEUTS

Step-By-Step Guide

How it Works

1. The CCSF contract awarding agency enters information about the LBE Ordinance governed contracts, including: the contract name, number, manager, CMD Contract Compliance Officer assigned to the contract, a brief description of the scope of work on the contract, the contract award amount, relevant dates, the contract's LBE goal, and the contract's encumbrance number.
2. Prime contractors are notified by email when the awarding agency has associated their firm with a particular contract.
3. Prime contractors then add information about all the subcontractors associated with their contract, as well as a brief description of the work being performed by each subcontractor and the amount awarded to each subcontractor at the time of bid.
4. Prime contractors are notified by email when a payment associated with their contract is loaded into the LBEUTS from FAMIS.
5. Prime contractors may accept or reject the payment information received from FAMIS.
6. Prime contractors associate accepted payment information received from FAMIS to a particular subcontractor listed on their contract.
7. Subcontractors are notified by email when a payment associated with their contract is entered into the system by the prime contractor.
8. The CMD's Contract Compliance Officers reviews the payment information.
9. Once a contract is completed, it is archived in the system.
10. The CMD generates reports on active and archived contracts.

This manual will be updated periodically and can be found on the Contract Monitoring Division website www.sfgov.org/cmd. Suggestions to improve this manual should be sent to romulus.asenloo@sfgov.org.

Accessing the System Online

You can access the system online by going to https://www.elationsys.com.

Logging On and Off

To log on, contractors must complete the following registration form: https://www.elationsys.com/app/Registration/. This will provide them with an LBEUTS login ID and password.

CCSF staff may obtain an LBEUTS login ID and password by contacting Romulus Asenloo with the CMD by email at romulus.asenloo@sfgov.org or by phone at 415-581-2320.

To log off the system at any time, click "Sign Off" in the upper left corner of the page.

Login and Other Troubleshooting

There may be several reasons that you might have trouble logging on to the LBEUTS:

- *Check Your Internet Connection*: If your connection is interrupted, call your internet provider, or if you are online within the CCSF, call tech support.
- *System Support*: Elation provides various types of real time support. During regular business hours live telephone support is available by calling 925-924-0340 ext. 100. Remote desktop support is also available by clicking the "online support" icon located in the upper left corner of the Elation screen. You may also request to receive a call back from Elation staff by clicking the "RSQT Call Back" icon on the upper left corner of your screen and entering your phone number.
- *System Authorization*: Your department may no longer have authorization to access the LBEUTS. Call the CMD at 415-581-2320 to verify whether your department has been given such access.

Reporting a Problem

Having Difficulty Understanding how to Use Part of the LBEUTS?
If you are having a problem understanding any part of the LBEUTS, please contact the CMD at 415-581-2320.

Having a Technical Problem with the LBEUTS?
If you would like to report a technical problem with the LBEUTS, please contact Elation by phone at 925-924-0340 ext.100 or by email at support@elationsystems.com.

User Tips

Here are a few quick tips for using LBEUTS:

a) Use Microsoft Internet Explorer to run LBEUTS. LBEUTS will **not** run as efficiently with Firefox or other browsers.

b) Have you forgotten your password? If so, please go to the home page (http://www.elationsys.com/), click "**Log In**," and then click the "**Forgot Password**" link and follow the steps there to obtain a new password.

c) Do you want to change your password? Once you open your account, click on the "Configuration" tab, and then click on the "**Edit User Details**" link. Select the desired user from the drop down list. After the dialogue box displays, check the box next to the label "**Change Password**." Type and confirm your new password. Click "Submit" to save your changes.
Note: You may change either your login password or your signature password here.

d) If you can't see something that our directions say should be there, try enlarging your browser window, or use your "elevator" bars to scroll up or down, or left to right. This will allow you to see your entire screen.

e) Perform a Browser Tune-Up: Just below the web browser window (where you type in addresses for Google, Yahoo, or other web sites) you will see several black links: File, Edit, View, Favorites, and Tools. Click "**Tools**,"
Click on Pop-Up Blocker – If it reads TURN OFF POP-UP BLOCKER, click and turn off pop-up blocker If it reads TURN ON POP-UP BLOCKER, leave it as is.
Scroll down to "**Internet Options.**"
Click the "**Content**" tab. Click the "**Clear SSL State**" tab.
Click on **"Certificate."**
A Certificate from Elation should be there – if so, note its expiration date. If more than 1-Certificate is present, click and REMOVE oldest certificate. If NO CERTIFICATE is present, please email support@elationsystems.com and ask that your Certificate be re-issued. Also, click the "**Security**" tab and make sure Elation has been added to your "**Trusted Sites**" list. To do this, click the "**Trusted Sites**" icon first; then click the "**Sites**" button.
In the window that opens, look at the "**Websites**" box. If LBEUTS is there, your web browser recognizes LBEUTS as a trusted site. If LBEUTS is not shown there, please add i(https://www.elationsys.com) to the zone in the window above. Click "**Add**" and "**Close**".
Click on General Tab, locate the "**Browsing History**" and click "**Settings**". Make sure **"Every Time I Visit the Webpage"** is checked. For the "**Disk Space to Use,**" in the white box, please enter "**1024.**" Click OK, sign out of your LBEUTS account. Then sign back in.

Entering Information into the LBEUTS

Log In to Elation here: https://www.elationsys.com/app/

Step 1: Register with Elation

All prime and subcontractors using the LBEUTS **must** have an Elation account. To register with Elation, go to www.elationsys.com and click on **"New Registration."** Enter "SFGOV-2013" in the promo code field to waive the registration fee, complete the application and click submit.

Step 2: Adding a Project to LBEUTS

- Under the **"Payment"** tab click on **"Add Projects."**
- Enter as much information as you can. *Fields highlighted in yellow and mandatory and must be completed.*

- Enter the contract encumbrance number in the field labeled **"Encumbrance No."** You can obtain your contract's encumbrance number from your accounting department. This field allows the CMD to upload payment information directly from FMIS for the contract.
- Next click on **"Project Requirements."**
- Under **"Project Requirements,"** click on the drop down menu next to **"Sub Contract Information Required for Payment Tracking Up To:"** and click **"Level 5: Sub"** (see the screen shot below). This allows the contract to be visible in the payments module.

- Enter the contract's LBE certification goal and click **"Submit."**

Step 3: Assigning the Contractor

> *Step 3 is to be completed by the prime contractor and verified by the awarding agency and CMD.*

- To find your project in LBEUTS, log in to the LBEUTS and click on the **"Payment"** tab. Then click the **"Search"** button in the workplace sidebar on the left side of the screen. Enter the contract ID or name and click **"Go."** See the screen shot below.
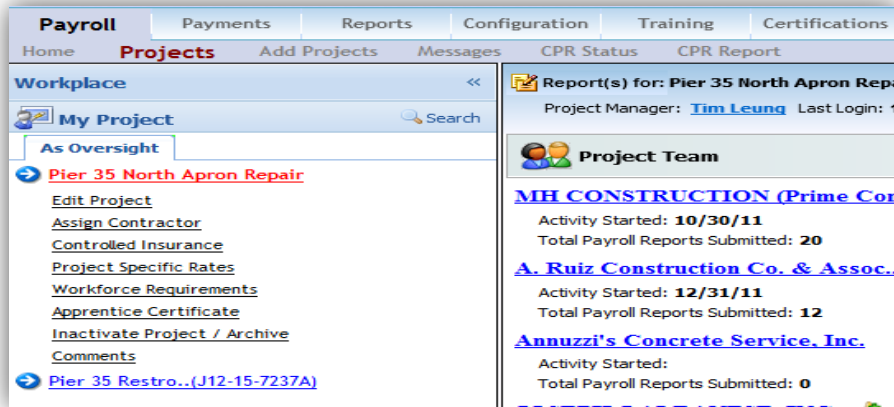
- Next click on your contract (first screen shot displays this below) and the **"Assign Subcontractor"** tab under the project name (second screen shot below displays this screen).
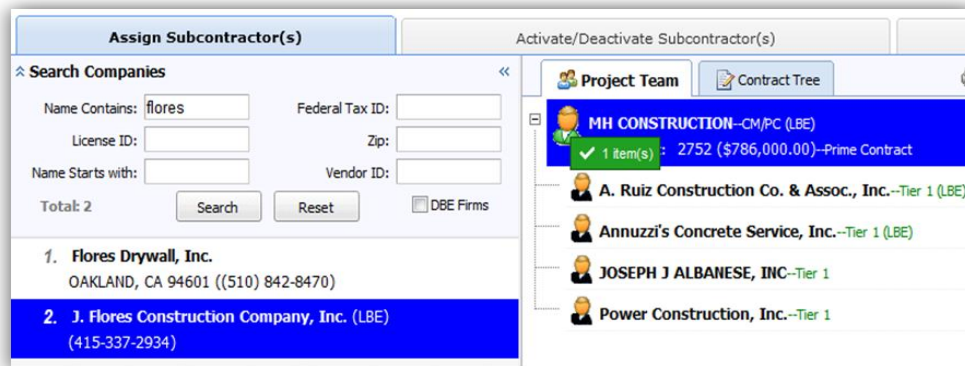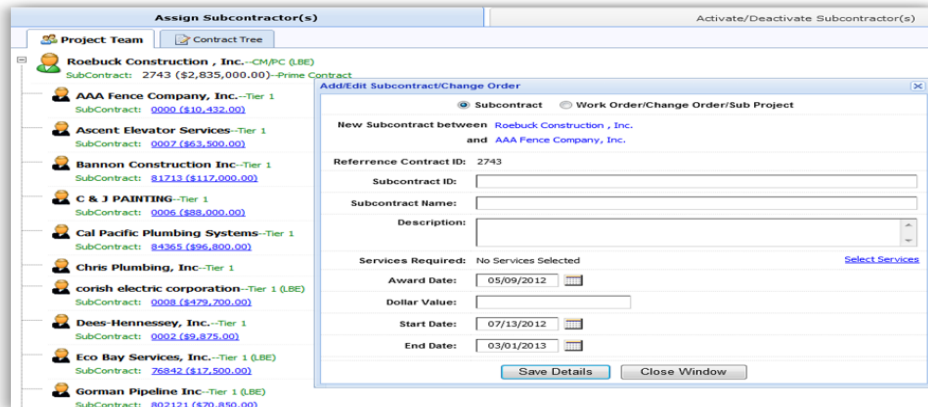

- In the **"Search Companies"** section, type in the first word of the company's name in the **"Name Contains"** field. <u>The system will list all of the companies who have registered with Elation.</u> If you don't find the name of the company you are trying to add to the project team, please contact that company and ask them to register with Elation by visiting ***www.elationsys.com*** (See Step 1: Registering with Elation).
- **If the company name appears in the left side panel**, click and hold on the company name, drag it directly onto the name of prime contractor. The LBEUTS will refresh and the company name will appear on the right side panel as a subcontractor in your project team.
- **To remove a contractor** from the project team, click and hold your cursor over the company's name, drag and release. The LBEUTS will refresh and the company's name will automatically disappear from the right panel.

Step 4: Adding Award Information

- To add award information to prime and subcontractors (CMD Form 2A information), double click on the head icon next to the contractor's name. The **"Add/Edit Subcontract/Change Order"** pop-up window will appear. Please note that all the fields must be completed for the information to be saved.

Step 4 is to be completed by the prime contractor and verified by the awarding agency and CMD.
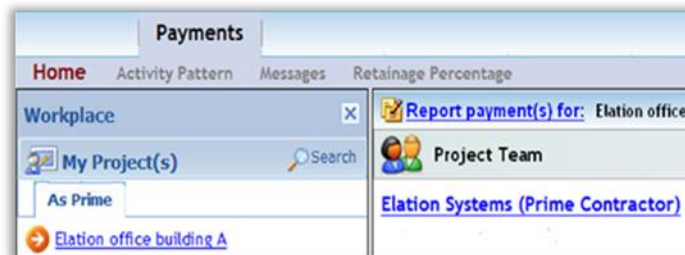
- In the **"Subcontractor ID"** field enter a unique number for that payment. An invoice number or any unique identifier you chose will work.
- Complete the **"Subcontractor Name"** field, write a brief description of the services provided in the **"Description"** text box, then click the blue **"Select Services"** link to select an appropriate NACIS code for the service provided. Enter the appropriate dates and the dollar value at the time of award and click **"Save Details."**

Step 5: Accepting Payment

- To accept a payment for a particular contract, begin by clicking on the relevant project name on your home screen.

Step 5 is to be completed by all subcontractors.

- Under the **"Incoming Payments"** section, all of the payment notification will be listed for review and confirmation. Under the **"Outgoing Payments"** sections, all of the payment notifications sent to the subcontractors will be listed.

- To confirm a payment, click √ in the box to the left of the payment that you want to confirm.

- Clicking on the icon in the "**Status**" column will lead you to the **"Payment Details"** for a particular payment.

- To reject a payment, click on the **"Reject the Payment"** notification. Rejecting a payment will notify the awarding and the prime contractor that there is an issue with the payment.

- Click on the "**Reject this Payment**" button to input a comment and click submit when done.

Step 6: Creating and Sending Payment Information

- To enter subcontractor payment information click on **"Report Payments"** and select "**Report Payment(s)-Manual"**

> *Step 6 is to be completed by the prime contractor.*
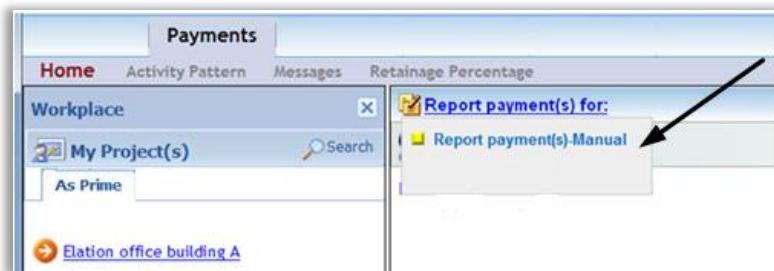
- Click on the blue **"Add Payment"** link in front of the Contractor's name to whom you want to send a payment notification. This will open an input line under the contractor's name.

- The three yellow boxes are mandatory fields. The additional fields are optional, but contain very useful information displayed in the **"Payment Detail"** window.
- Click **"Submit"** to send the payment notification to the contractor.

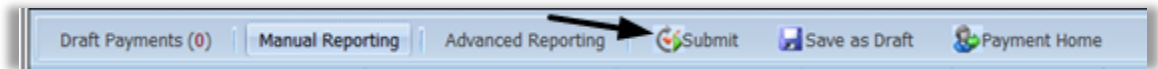- Click on the **"Save as Draft"** link to save your payment information or click on the red X to delete a draft payment.

Step 7: Viewing the Status of Submitted Payment Information

> ***Step 7 is to be completed by all Contract Compliance Officers.***

- Click on the **"Payment Tab,"** click on the project of interest on the left hand side panel, click on the prime contractor's name.
- Locate the **"Outgoing Payment"** section in Red. To view all payments associated with a particular contract click the **"Show"** button.

- The icons in the **"Status"** column provide information regarding subcontractor acceptance of payment.

Step 8: Void or Correcting a Payment Notification That has Been Sent

- Click on the **"Payments"** tab and select the project of interest on the left side panel. Click on the relevant contractor's name.

> ***Step 8 is to be completed as needed by prime- and sub-contractors.***

- In the **"Outgoing Payment"** section, right click on the icon in the **"Status"** column.

Outgoing Payments:

Show Payments: ● All Status ○ New Submit ○ Rejected ○ Void ○ Draft
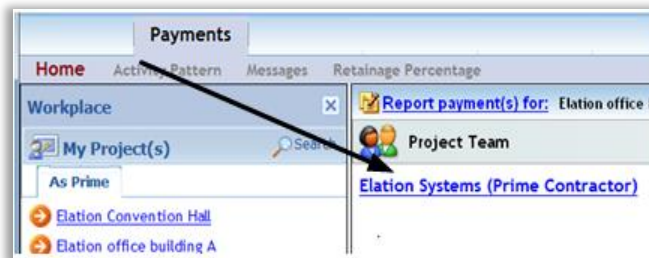● All ○ 3 most recent payments ○ In month 01 / 11 [Show]

Issue Date	Amount	Check #	Status	Action	Issues/
01-14-2011 (SC)	$1,000.00		→?		
12-31-2010 (SC)	$1,000.00		Void Payment		
12-17-2010 (SC)	$500.00		Delete the Draft		
12-01-2010 (SC)	$2,500.00		Make Corrections		
11-01-2010 (SC)	$7,500.00		Confirm Payment		
			Payment Messages		

- To void a payment, select **"Void Payment."** The subcontractor must accept the void payment request to completely void the transaction.
- To edit a payment, right click on the icon in the **"Status"** column and select **"Make Correction"**, and edit the yellow fields as needed. Click submit when done.

Make a Payment   ✖

Making payments to: Elation Trucking, Inc.

Subcontract ID of Payment	EC-ET-01	Payment Type	Progress Payment ▼
Invoice Number	⇓	Invoice Date	
Gross Amount	1000.00	Retainage	0.00
Other Due	0.00	Net Amount	1000.00
Issue Date	01/14/2011	Release Date	01/14/2011
Pay Period Start Date		Pay Period End Date	
Check Number			
Description			
Check Image			Browse...

[Submit] [Reset] [Cancel]

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Administering the LBEUTS

Who Does What in the LBEUTS

Department	Rights and Responsibilities
Contract Monitoring Division (CMD)	Contract Compliance Officers monitor and utilize data to enforce 14B requirements. Authorizes new accounts with City Departments. Verifies the accuracy of the data input into the LBEUTS. Generates reports to comply with the requirements of the LBE Ordinance.
Contract Awarding Agency	Adds new projects to the LBEUTS, including the project name, project number, project manager, CMD Contract Compliance Officer, a brief description of the scope of work, the project award amount, relevant dates, the project's LBE goal, and the project's encumbrance number.
Prime Contractor	Assigns subcontractors to the project team and accept payments received from the CCSF.
Subcontractor	Accepts payments received from prime contractors.
Elation	Provides technical support and training on the LBEUTS.

Adding Users

Adding Departments

CCSF Departments may request a login ID and password for access to the LBEUTS by contacting the CMD. Each CCSF department is granted one "System Administrator" and multiple "System Users." System Administrators are granted access to all functionality within the system except the ability to grant system administrator rights to other users.

Adding Users

System Administrators can add users by clicking on the "Add User" icon under the "Configuration" tab. System Users are granted basic access to the LBEUTS, which includes the ability to add and edit contract information.

Glossary of Terms

In Alphabetical Order

CCSF – City and County of San Francisco

CMD – Contract Monitoring Division

Encumbrance – Funds identified and set aside for a particular purpose

LBEUTS – Local Business Enterprise Utilization Tracking System

FAMIS – The accounting system for the City and County of San Francisco.

LBE – The Contract Monitoring Division certifies small local businesses as Local Business Enterprises (LBEs). These firms may receive bid preferences or ratings discounts when bidding on projects within a certain dollar range.

LBE Ordinance – Refers to Chapter 14B of the San Francisco Administrative Code, which designates the CMD as the agency responsible for providing assistance to small local businesses to increase their ability to compete effectively for the award of CCSF contracts.

Prime Contractor – The prime contractor is the main contractor in charge of a project. They may hire subcontractors or may be the only contractor on a project.

Subcontractor – A subcontractor may be hired by a prime contractor to work on a project, a common occurrence in the construction industry. Sometimes subcontractors will hire other subcontractors.