

# City and County of San Francisco



*Edwin M. Lee, Mayor*

# Human Services Agency

Department of Human Services  
Department of Aging and Adult Services

*Trent Rhorer, Executive Director*

August 15, 2017

All HSA Contractors and Grantees:

On July 3, 2017, the City and County of San Francisco rolled out a new fiscal system (Financial System Project or "F\$P") that controls the city's budget and fiscal transactions. It replaced the existing FAMIS/ADPICS systems. Eventually, all invoicing and procurements will be managed through direct vendor access to this system.

However, for this fiscal year, HSA contractors and grantees will continue to invoice and conduct program reporting through the Contracts Administration, Reporting and Billing Online (CARBON) system. RFP's will also be conducted separate from FSP.

There have been challenges with conversion to F\$P. Project staff are continuing to address system configuration issues, and Agency staff are continuing to learn how to efficiently complete transactions in the F\$P environment. There have also been delays in making payments to contractors and grantees. We are working to resolve issues on a case by case basis. HSA and City staff remains committed to taking whatever steps are necessary to process payments as quickly as possible.

A number of our grantees have not updated their vendor and bank information either because they did not receive any of the notices previously sent by the Department or the Controller's Office requesting that they do so, or were experiencing difficulties updating the information. Without accurate information, payments cannot be processed through the system. If you have not activated your account and updated your bank information in F\$P, please do so now. It takes approximately ten (10) days for the banking information to be approved and for the system to be able to issue payments. Agencies should have already updated their contact information using this link:

<https://sfcitypartner.sfgov.org/vendor/updateInfoForm>

If you are a City vendor and need help updating or activating your account, please contact [sfcitypartner@sfgov.org](mailto:sfcitypartner@sfgov.org) or call the Supplier Support Desk at 415-944-2442, Ext 1, during normal business hours.

For status updates on the processing of your invoices, please contact your assigned Contract Manager. If you do not know who that person is, please call (415) 557-5140 and we will provide you their contact information.