

City and County of San Francisco



London Breed, Mayor

Human Services Agency

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

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

DATE: AUGUST 16, 2019

SUBJECT: NEW CONTRACT: **AT&T (FOR-PROFIT)**
 TO PROVIDE BOX ACCESS LICENSES AND CLOUD CONTENT
 MANAGEMENT

CONTRACT TERMS: 09/01/19-6/30/22

CONTRACT AMOUNTS:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$458,476	\$45,846	\$504,322		
ANNUAL AMOUNTS:	<u>FY19/20</u>	<u>FY20/21</u>	<u>FY21/22</u>		
	\$125,598	\$148,738	\$184,140		

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$343,857	\$55,017	\$59,602	\$45,846	\$504,322
PERCENTAGE:	75%	12%	13%		100%

The Department of Human Services (DHS) requests authorization to enter into a new contract with AT&T for the period of September 1, 2019 to June 30, 2022, in an amount of \$458,476 plus a 10% contingency for a total amount not to exceed \$504,322. The purpose of this contract is to provide BOX access licenses and cloud content management.

Background

The Health Insurance Portability and Accountability Act (HIPAA) requires that covered entities implement safeguards to ensure the confidentiality, integrity, and availability of protected health information. Protected health information (PHI), under US law, is any information about the health status, provision of health care, or payment for health care that is created or collected by a covered entity that may be linked to a specific individual. While the Human Services Agency (HSA) may not be a covered entity under HIPAA, the Department of Public Health (DPH) is a HIPAA covered entity who routinely collects Protected Health Information (PHI) and works to

implement compliant data sharing between end users. Within this contract, the HSA, DPH and the Department of Homelessness and Supportive Housing (HSH), have combined their needs to procure BOX licenses and cloud content management at a more favorable cost.

Typically, most non-service IT procurements are handled through purchasing and /or the City's Technology Marketplace and do not come through Commission. However, procurements involving Protected Health Information (PHI) must include a Business Associate Agreement (BAA), which in turn necessitates the use of a contract. A BAA is an appendix to a contract that includes conditions and contractor responsibilities to protect client data. Since the DPH requires cloud content management involving the maintenance, transmission, storage, and access of Protected Health Information (PHI), this purchase is facilitated through a departmental contract.

The HSA released a Request for Proposals in August 2018 for Cloud Content management, which AT&T was awarded. AT&T's proposal utilized the BOX application as their HIPAA compliant cloud storage vehicle. BOX is a HIPAA compliant cloud-based content-sharing solution that facilitates collaboration internally between staff and externally with agency partners. BOX enables users to store, share, and work with the latest versions of content in the cloud via most web-enabled devices.

Previously procured through the Technology Marketplace, the HSA, along with the Department of Public Health (DPH) and the Department of Homelessness and Supportive Housing (HSH), have each historically used BOX for the cloud storage of non-PHI data. The familiarity with the application will allow for a more seamless transition into PHI compliant storage administration and data sharing. It is anticipated that other city departments will piggyback the AT&T contract to procure BOX licenses and cloud content management for their respective departments through the work order of funds.

Services to be Provided

Contractor will provide access licenses and ancillary services of the following BOX products:

BOX Access Licenses

BOX Governance-Data Retention and Classification

BOX POC Consulting- HIPAA Customization

BOX Governance Set-up- Retention Policy Configuration

BOX QuickStart- Basic set up and SSO integration of Core Product

BOX SmartStart - Intermediate Setup of Core Product

BOX SmartStart Plus - Advanced Set up of Core Product

Selection

Contractor was selected through RFP 803, which was issued on August 31, 2018.

Funding

This contract will be funded through a combination of State, Federal, and County General Funds.

Attachments

Appendix A-Scope of Services

Appendix B-Calculation of Charges

Appendix A
Scope of Services
 AT&T for San Francisco Human Services Agency

Item 1 (a-g): BOX Access Licenses-RTL.4998C

Description: Box from AT&T Enterprise 1 YR (Annual) - With Box, you get a single place to manage, secure, share and govern all of the content for your internal and external collaboration and processes. Box connects to all your apps.

Item 2: Box Governance - Data Retention and Classification - RTL.4242F

Description: Box Governance (Annual) - Get enhanced protection for sensitive content, enable defensible discovery for litigation, and easily set up retention and disposition schedules for files in Box. Box Governance provides the guardrails your organization needs to effectively govern content in the cloud, without impacting your user's (or your) ability to get work done.

Item 3: Box POC Consulting - HIPAA Customization - RTL.4093K

Description: Box POC Consulting (One-Time) - Box Consulting is focused on accelerating your time to market and helping you unlock your full potential with Box — from successful implementations to more sophisticated technical integrations and adoption programs.

Item 4: Box Governance Set-up - Retention Policy Configuration - RTL.4054K

Description: Box Governance Set-up - Retention Policy Configuration (One-Time)

Item 5: Box QuickStart - Basic set up and SSO integration of Core Product -42617

Description: Box QuickStart (One-Time) - QuickStart is an entry-level offering that is designed to get small businesses running successfully and quickly on Box in three to four weeks. QuickStart authorizes a member of the Box Consulting team to assist Customer on the implementation of the specific subscription type purchased of the Box Service.

Item 6: Box SmartStart - Intermediate Setup of Core Product) - 42618

Description: Box SmartStart (One-Time) - SmartStart is an entry-level offering designed to get small to medium sized businesses with fewer than 500 users successfully running on Box in six to eight weeks. SmartStart authorizes a member of the Box Consulting team to assist Customer on the implementation of the specific subscription type purchased of the Box Service.

Item 7: Box SmartStart Plus - Advanced Set up of Core Product) - RTL.4092k

Description: Box SmartStart Plus (One-Time) - SmartStart Plus is an entry-level implementation offering designed to get small to medium-sized businesses, with fewer than 500 users, successfully running on Box in six to eight weeks. With SmartStart Plus, a Box Consulting member will assist Customer with the implementation of the specific subscription type of the Box Service purchased by Customer.

Appendix B
Calculation of Charges
AT&T for San Francisco Human Services Agency
ANNUAL TOTAL

Item # Reference	Product Description	Vendor Reference #	Term	Metric	Minimum Amount	Maximum Amount	Unit Price
1	BOX Access Licenses	RTL.4998C	12 (months)	Licenses: Hosted Environment	25	500	\$315.00
1a	BOX Access Licenses	RTL.4998C	12 (months)	Licenses: Hosted Environment	501	1000	\$198.00
1b	BOX Access Licenses	RTL.4998C	12 (months)	Licenses: Hosted Environment	1001	2000	\$180.00
1c	BOX Access Licenses	RTL.4998C	12 (months)	Licenses: Hosted Environment	2001	5000	\$170.00
1d	BOX Access Licenses	RTL.4998C	12 (months)	Licenses: Hosted Environment	5001	10000	\$160.00
1e	BOX Access Licenses	RTL.4998C	12 (months)	Licenses: Hosted Environment	10001	15000	\$132.00

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1f	BOX Access Licenses	RTL.4998C	12 (months)	Licenses: Hosted Environment	15001	20000	\$110.00
1g	Enterprise Agreement for BOX Access Licenses	RTL.4998C (44,000 seats)	12 (months)	Licenses: Hosted Environment	Unlimited	Unlimited	\$2,992,000
2	Box Governance (Annual) – (Data Retention and Classification)	RTL.4242F	12 (months)	Each License	1	Unlimited	\$85.00
3	Box POC Consulting (One- Time) – (HIPAA Customization)	RTL.4093K	Term	Per Hour	1	Unlimited	\$290.00
4	Box Governance Set-up (One- Time) – (Retention Policy Configuration)	RTL.4054k	Term	One Time	1	Unlimited	\$3,500

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5	Box QuickStart (One-Time) – (Basic set up and SSO integration of Core Product)	42617	Term	One Time	1	Unlimited	\$2,500
6	Box SmartStart (One-Time) - (Intermediate Setup of Core Product)	42618	Term	One Time	1	Unlimited	\$7,500
7	Box SmartStart Plus (One-Time) - (Advanced Set up of Core Product)	4092K	Term	One Time	1	Unlimited	\$12,500

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Department	Term	Licenses	Annual License Cost	Annual Ancillary Services	Budgeted Annual	10% Contingency
DPH	FY19/20	201	\$39,798	\$7,960	\$47,758	\$4,775
DPH	FY20/21	351	\$69,498	\$13,900	\$83,398	\$8,339
DPH	FY21/22	500	\$99,000	\$19,800	\$118,800	\$11,880
			\$208,296	\$41,659	\$249,955	\$24,994

Department	Term	Licenses	Annual License Cost	Annual Ancillary Services	Budgeted Annual	10% Contingency
HSH	FY19/20	150	\$29,700	\$5,940	\$35,640	\$3,564
HSH	FY20/21	150	\$29,700	\$5,940	\$35,640	\$3,564
HSH	FY21/22	150	\$29,700	\$5,940	\$35,640	\$3,564
			\$89,100	\$17,820	\$106,920	\$10,692

Department	Term	Licenses	Annual License Cost	Annual Ancillary Services	Budgeted Annual	10% Contingency
HSA	FY19/20	150	\$29,700	\$12,500	\$42,200	\$4,220
HSA	FY20/21	150	\$29,700	\$0	\$29,700	\$2,970
HSA	FY21/22	150	\$29,700	\$0	\$29,700	\$2,970
			\$89,100	\$12,500	\$101,600	\$10,160

Department	Term	Licenses	Annual License Cost	Annual Ancillary Services	Budgeted Annual	10% Contingency
Total	FY19/20	501	\$99,198	\$26,400	\$125,598	\$12,559
Total	FY20/21	651	\$128,898	\$19,840	\$148,738	\$14,873
Total	FY21/22	800	\$158,400	\$25,740	\$184,140	\$18,414
			\$386,496	\$71,979	\$458,475	\$45,846

Budget:

The initial 3-year budget under this agreement is \$458,475 with 10% contingency for a total amount not to exceed of \$504,321.