SAN FRANCISCO HUMAN SERVICES AGENCY

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	DAN KAPLAN, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	SEPTEMBER 24, 2021
SUBJECT:	NEW CONTRACT: **CODE42 SOFTWARE, INC. (FOR PROFIT)** TO PROVIDE DATA RISK AND PROTECTION SOFTWARE
CONTRACT TERM:	October 1, 2021 – September 30, 2024

CONTRACT AMOUNT:

New	Contingency	Total
$150,000	$15,000	$165,000

ANNUAL AMOUNT:

FY21-22	FY22-23	FY23-24
$50,000	$50,000	$50,000

Funding Source

	County	State	Federal	Contingency	Total
FUNDING:	$112,500	$18,000	$19,500	$15,000	$165,000
PERCENTAGE:	75%	12%	13%		

The Human Services Agency (HSA) requests authorization to enter into a contract with the Code42 Software, Inc. for the period of October 1, 2021 through September 30, 2024, in an amount of $150,000, plus a 10% contingency for a total amount not to exceed $165,000. The purpose of the contract is to provide data risk and protection software.

Background

HSA currently uses Code42's software for data risk protection and response. HSA would like to continue the subscription services for these software licenses. Code42's software allows the user to save data on their laptops that may contain client data and it stay protected. HSA uses Code42's services to provide automated backup and recovery of user data on workstation computers. The Code42 system includes standard backup/recovery in case of device failure, and additionally it is used by HSA to ensure retention of data that may be subject to litigation hold. Code42's service includes litigation hold functionality that prevents users or administrators from accidentally or routinely deleting data under hold, e.g. in the course of decommissioning accounts after separation from employment.

This software and application was previously procured through the Office of Contract Administration's Tech Marketplace. However, HSA would now like to continue working with Code42 but move from having the data stored on-premises to in the cloud. This change would mean the requirement of a Business Associate Agreement because the use of Code42 contains Protected Health Information/Personally Identifiable Information data and will now have to be on a software maintenance contract.

Services to be Provided
Contractor will provide access to the Incydr cloud-based software platform.

Selection
Contractor is a sole source provider. The Incydr cloud-based software is proprietary and owned by the Contractor.

Funding
Funding for this contract is provided through a combination of Federal, State, and County General Funds.

ATTACHMENTS
Appendix A – Services to be Provided
Appendix B – Budget

Appendix A
Scope of Services
Code42 Software, Inc.
Data Risk and Protection Software
October 1, 2021 – September 30, 2024

Item 1: Incydr Basic

Description: Standard user license. This covers all the preservation and legal hold functionality that HSA currently has, while also adding the Incydr Basic feature set (Insider Risk Management functionality).

Item 2: Product and Integration Configuration

Description: Professional services to get HSA's new tenant configured in the cloud.

Item 3: Incydr ProStart Upgrade

Description: Professional services SKU to help facilitate the transition from HSA's previous on-premise SKU to Code42's new fully cloud SKU. This includes a health check, updates to deployment, SSO, etc.

Item 4: Authority Migration Services - Standard

Description: Free professional services SKU to facilitate the actual migration of HSA's tenant from on-prem to the cloud.

Appendix B
Calculation of Charges
Code42 Software, Inc.
Data Risk and Protection Software
October 1, 2021 – September 30, 2024

Item # Reference	Product Description	Term	Metric	Quantity	Unit Price
1	Incydr Basic	12 (months)	Each License	500	$90.00
2	Product and Integration Configuration	Term	One Time	1	$1,000.00
3	Incydr ProStart Upgrade	Term	One Time	1	$1,500.00
4	Authority Migration Services – Standard	Term	One Time	1	$0.00

FY21/22	FY22/23	FY23/24	Total	10% Contingency	Note to Exceed Amount
$50,000	$50,000	$50,000	$150,000	$15,000	**$165,000**

Annual Amount:

Budget:

The initial 3-year budget under this agreement is **$150,000** with 10% contingency for a total amount not to exceed of **$165,000**.