



**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: JULY 22, 2022

SUBJECT: NEW CONTRACT: **BLACKBERRY CORPORATION (FOR PROFIT)** TO PROVIDE BLACKBERRY UEM AND ATHOC SOFTWARE

ds
JG

CONTRACT TERM: August 1, 2022 – July 31, 2025

CONTRACT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$772,922	\$77,292	\$850,214

ANNUAL AMOUNT:	<u>FY22/23</u>	<u>FY23/24</u>	<u>FY24/25</u>
	\$245,177	\$257,436	\$270,308

FUNDING:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
PERCENTAGE:	\$579,691	\$92,751	\$100,480	\$77,292	\$850,214
	75%	12%	13%		

The Human Services Agency (HSA) requests approval of a sole source waiver and authorization to enter into a contract with the BlackBerry Co. for the period of August 1, 2022 through July 31, 2025, in an amount of \$772,922, plus a 10% contingency for a total amount not to exceed \$850,214. The purpose of the contract is to provide BlackBerry UEM and AtHoc Software.

Background

The Human Services Agency (HSA), Department of Homelessness and Supportive Housing (HSH), and Juvenile Probation Department (JPD) currently use BlackBerry's UEM Suite and AtHoc commercial software. HSA would like to continue the subscription services for these software licenses on behalf of the three City departments.

HSA, HSH, and JPD currently uses BlackBerry's UEM, which is an enterprise mobile management (EMM) system that provides mobile device, application, and content management and containerized mobile access to email, calendar, and contacts. HSA also uses BlackBerry AtHoc, which is a mass email and SMS notification platform.

This software and application were previously procured through the Office of Contract Administration's Tech Marketplace. HSA and the other departments would like to continue using BlackBerry but there are new requirements from the City's Department of Technology and Office of Contracts Administration. Because of the nature of Protected Health Information/Personally Identifiable Information data being shared when these services are in use, a Business Associate Addendum is required and will now have to be on a software maintenance contract agreement. Therefore, a direct contract with BlackBerry is required.

Services to be Provided

Contractor will provide access to the AtHoc commercial software and service support, and BlackBerry Spark UEM Suite commercial software and associated technical support.

Selection

Contractor is a sole source provider. The 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
BlackBerry Corporation
UEM and AtHoc Software
August 1, 2022 – July 31, 2025**

SKU 1: > AT.DI.PAWS.CL.F

Description: > AtHoc Alerts - IPAWS Integration Module - Cloud – Fulfilment

Department: HSA

SKU 2: > AT.UL.APP.CL

Description: > AtHoc Alerts Mobile App User License (Android / iOS Smart App Push Notifications) – Cloud

Department: HSA

SKU 3: > AT.UL.SMS.CL.F

Description: > AtHoc Alerts SMS User License (SMS Text and Email) - Cloud – Fulfilment

Department: HSA

SKU 4: AT.CP.EDP

Description: AtHoc US, CA Emergency Data Plan (per user)

Department: JPD

SKU 5: AT.CP.OPD

Description: AtHoc Operational Data Plan (package)

Department: HSA

SKU 6: AT.PSTY.T4.CL

Description: BlackBerry AtHoc Public Safety (Tier 4: up to 499,999 users)

Department: HSA

SKU 7: AT.UL.SMS.CL.AP

Description: AtHoc Alerts SMS User License (SMS Text and Email) - Cloud - AtHoc - Premium Support

Department: JPD

SKU 8: ISV.PO.SU

Description: Polaris Office for BlackBerry Dynamics User License

Department: HSH, HSA

SKU 9: PS.DPLYMT.SVC.DAY

Description: PS - Consulting Fees per Day

Department: HSA

SKU 10: PS.SPK.EXP.CL.JS

Description: PS - BlackBerry Spark UEM Express Cloud JumpStart

Department: HSH, HSA

SKU 11: PS.TRAINING

Description: PS - Training

Department: HSH, HSA

SKU 12: SPK.UEM.CHF.S

Description: > BlackBerry Cloud Hosting Service for Spark UEM Suite Subscription

Department: HSH, HSA

SKU 13: SPK.UEM.SU.AD

Description: BlackBerry Spark UEM Suite User License - Advantage Support

Department: HSH, HSA

SKU 14: ISV.CPT.SU

Description: CAPTOR for BlackBerry Dynamics User License

Department: HSH

Appendix B
Calculation of Charges
BlackBerry Corporation
UEM and AtHoc Software
August 1, 2022 – July 31, 2025

Dept	SKU #/Description	Product Description	Sales Price	Quantity	Term (months)	Year 1	Year 2	Year 3
HSA	1/ > AT.DI.IPAWS.CL.F	> AtHoc Alerts - IPAWS Integration Module - Cloud - Fulfilment	\$0.00	1	12	\$0	\$0	\$0
HSA	2/ > AT.UL.APP.CL	> AtHoc Alerts Mobile App User License (Android / iOS Smart App Push Notifications) - Cloud	\$0.00	1	12	\$0	\$0	\$0
HSA	3/ > AT.UL.SMS.CL.F	> AtHoc Alerts SMS User License (SMS Text and Email) - Cloud - Fulfilment	\$0.00	1	12	\$0	\$0	\$0
HSA	5/ AT.CP.OPD	AtHoc Operational Data Plan (package) Start Date 2022-Aug-29 - End Date 2023-Aug-28	\$83.33	6	12	\$6,000	\$6,300	\$6,615
HSA	6/ AT.PSTY.T4.CL	BlackBerry AtHoc Public Safety (Tier 4: up to 499,999 users) Start Date 2022-Aug-29 - End Date 2023-Aug-28	\$4,458.34	1	12	\$53,500	\$56,175	\$58,984
HSA	8/ ISV.PO.SU	Polaris Office for BlackBerry Dynamics User License Start Date 2022-	\$0.87	100	12	\$1,044	\$1,096	\$1,151

		Aug-19 - End Date 2023-Aug-18						
HSA	9/ PS.DPLYMT.SVC.DAY	PS - Consulting Fees per Day	\$2,500	6		\$15,000	\$15,750	\$16,538
HSA	10/ PS.SPK.EXP.CLJS	PS - BlackBerry Spark UEM Express Cloud JumpStart	\$21,500.00	1		\$21,500	\$22,575	\$23,704
HSA	11/PS.TRAINING	PS - Training	\$2,500	1		\$2,500	\$2,625	\$2,756
HSA	12/ SPK.UEM.CHF.S	BlackBerry Cloud Hosting Service for Spark UEM Suite Subscription Start Date 2022-Aug-19 - End Date 2023-Aug-18	\$0.94	1360	12	\$15,341	\$16,108	\$16,913
HSA	13/ SPK.UEM.SU.AD	BlackBerry Spark UEM Suite User License - Advantage Support Start Date 2022-Aug-19 - End Date 2023-Aug-18	\$5.64	1360	12	\$92,045	\$96,647	\$101,479
HSH	12/ > SPK.UEM.CHF.S	> BlackBerry Cloud Hosting Service for Spark UEM Suite Subscription	\$0.94	100	12	\$1,128	\$1,184	\$1,244
HSH	8/ ISV.PO.SU	Polaris Office for BlackBerry Dynamics User License	\$0.87	100	12	\$1,044	\$1,096	\$1,151
HSH	10/ PS.SPK.EXP.CLJS	PS - BlackBerry Spark UEM Express Cloud JumpStart	\$21,500.00	1		\$21,500	\$22,575	\$23,704
HSH	11/PS.TRAINING	PS - Training	\$2,500	1		\$2,500	\$2,625	\$2,756
HSH	13/ SPK.UEM.SU.AD	BlackBerry Spark UEM Suite User License - Advantage Support	\$5.64	100	12	\$6,768	\$7,106	\$7,462

HSB	14/ ISV.CPT.SU	CAPTOR for BlackBerry Dynamics User License	\$1.09	100	12	\$1,308	\$1,373	\$1,442	
JPD	4/ AT.CP.EDP	AtHoc US, CA Emergency Data Plan (per user) Start Date 2022-Nov-17 - End Date 2023-Nov-16	\$0.04	500	12	\$240	\$252	\$265	
JPD	7/ AT.UL.SMS.CL.AP	AtHoc Alerts SMS User License (SMS Text and Email) - Cloud - AtHoc - Premium Support Start Date 2022-Nov-17 - End Date 2023-Nov-16	\$0.21	500	12	\$1,260	\$1,323	\$1,389	
						Total	\$245,177	\$257,436	\$270,308

Annual Amount:

Department	FY22/23	FY23/24	FY24/25	Total	10% Contingency	Not to Exceed Amount
HSA	\$206,929	\$217,276	\$228,140	\$652,345	\$65,235	\$717,580
HSB	\$36,748	\$38,585	\$40,515	\$115,848	\$11,585	\$127,433
JPD	\$1,500	\$1,575	\$1,654	\$4,729	\$473	\$5,202

FY22/23	FY23/24	FY24/25	Total	10% Contingency	Not to Exceed Amount
\$245,177	\$257,436	\$270,308	\$772,922	\$77,292	\$850,214

Budget:

The initial 3-year budget under this agreement is **\$772,922** with 10% contingency for a total amount not to exceed of **\$850,214**.