



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

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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 DS
EE

DATE: APRIL 19, 2024

SUBJECT: NEW CONTRACT: INSIGHT PUBLIC SECTOR, INC. (FOR-PROFIT) TO PROVIDE LICENSES TO ACCESS BOX CLOUD SERVICES AND OTHER BOX PRODUCTS

| | | | | | |
|-------------------------|------------------|--------------------|----------------|--------------------|--------------|
| CONTRACT TERM: | 7/1/2024-6/30/27 | | | | |
| | <u>Contract</u> | <u>Contingency</u> | <u>Total</u> | | |
| CONTRACT AMOUNT: | \$2,142,600 | \$214,260 | \$2,356,860 | | |
| ANNUAL AMOUNT: | <u>FY 24/25</u> | <u>FY 25/26</u> | <u>FY26/27</u> | <u>Contingency</u> | <u>Total</u> |
| | \$714,200 | \$714,200 | \$714,200 | \$214,260 | \$2,356,860 |
| Funding Source | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
| FUNDING: | \$1,691,606 | \$216,477 | \$234,517 | \$214,260 | \$2,356,860 |
| PERCENTAGE: | 79% | 10% | 11% | | 100% |

The Human Services Agency (HSA) requests authorization to enter into a new contract with Insight Public Sector, Inc. for the period of July 1, 2024 to June 30, 2027, for a total not to exceed amount of \$2,142,600 plus a 10% contingency for a revised total amount not to exceed \$2,356,860. The purpose of this contract is to provide licenses to access Box Cloud Services and other Box products.

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 that routinely collects Protected Health Information (PHI) and works to implement compliant data sharing between end users. Within this contract, 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. The contract cost is funded by 84% Human Service Agency, 5% Department of Public Health, and 11% Department of Homelessness and Supportive Housing.

By using Box's cloud-based file storage solution, HSA staff can share files more easily and securely with Community-based Organizations and other partners. Staff can simultaneously make changes to documents with co-workers, track those changes, and restore and share files on their own, without IT help. In addition to these efficiencies, Box also helps to protect against ransomware attacks since ransomware cannot spread within the Box cloud. By using a cloud solution, some support burdens are lifted from I.T., allowing them to focus on more impactful projects. Finally, Box Sign, is included at no additional cost with the Box Enterprise licenses and the agency could save upwards of \$50,000 by switching DocuSign use cases to Box Sign.

In October 2019, HSA contracted with AT&T through a competitive bid to provide Box licenses through June 30, 2024. However, HSA was informed that ATT no longer sells Box products and will need to find another reseller by the end of our contract term. HSA, along with DPH and 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 may piggyback the Insight Public Sector contract to procure Box licenses and cloud content management for their respective departments through the work order of funds.

Services to be Provided

The contractor will provide access licenses and as-needed professional services of the following Box products:

- Box Enterprise
- Box Governance
- Box Shield
- Box Consulting
- Box Consulting Enable
- Box Consulting Deploy
- Box Consulting Transform

For more information regarding services to be performed by the Contractor, please refer to Appendix A (attached).

Selection

The contractor was selected through Invitation for Bid # 1131 released in February 2024.

Funding

Funding for this contract is provided through a combination of Federal, State, and County General Funds. The contract cost is funded by 84% Human Service Agency, 5% Department of Public Health, and 11% Department of Homelessness and Supportive Housing.

ATTACHMENTS

- Appendix A, Scope of Services
- Appendix B, Budget

Appendix A Scope of Services

Insight Public Sector, Inc. for San Francisco Human Services Agency

Item 1: Box Enterprise SKU: ENT 5000

Description: 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. The enterprise licenses also features Box Relay, Box Platform, and Box Sign.

Item 2: Box Governance SKU: BoxGovernance 5000

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 Custom Shield SKU: BoxShield 5000

Description: Box Shield is an advanced security offering that helps organizations reduce risk and protect the flow of information. Shield helps you prevent accidental data leaks and quickly detect potential threats

Item 4: Box Consulting Enable – As Needed

Description: Services include product configuration, project management, customized training, and change management.

Item 5: Box Consulting Deploy – As Needed

Description: Services include product configuration, project management, customized training, change management, and business analysis.

Item 6: Box Transform – As needed

Description: Services Include product configuration, project management, change management, customized training, business analysis, in-depth solution workshops

Item 7: Box Consulting Hours (10 hours)

Description: Ad-Hoc consulting hours for various services related to Box.

Item 8: Box Enterprise Plus – As needed

Description: Combine Suite of the following Box products- Enterprise, Governance, Shield, and Premier Support.

Additional Items:

Insight Public Sector, Inc. and Box will provide additional quotes for SKUs not listed upon request.

Appendix B
Calculation of Charges

Insight Public Sector, Inc. for San Francisco Human Services Agency

A. Licenses:

| Line | Description | Model/SKU | Quantity | Unit of Measure | Unit Price | Extended Price |
|------|----------------|-------------------|----------|-----------------|--------------|----------------|
| 1 | Box Enterprise | ENT5000 | 2,972 | EA | \$161 | \$478,492 |
| 2 | Box Governance | BoxGovernance5000 | 250 | EA | \$68 | \$17,000 |
| 3 | Box Shield | BoxShield5000 | 2,750 | EA | \$79.53 | \$218,708 |
| | | | | | Annual Total | \$714,200 |

B. As needed product/services:

| Line | Description | Manufacturer | Model/SKU | Quantity | Unit of Measure | Unit Price |
|------|--------------------------|--------------|---------------------------|-----------|-----------------|------------|
| 4 | Box Consulting Enable | Box | Box Consulting Enable | As-needed | EA | \$4,500 |
| 5 | Box Consulting Deploy | Box | Box Consulting Deploy | As-needed | EA | \$13,500 |
| 6 | Box Consulting Transform | Box | Box Consulting Transform | As-needed | EA | \$22,500 |
| 7 | Consulting Hours (10 hrs | Box | Consulting Hours (10 hrs) | As-needed | EA | \$2,250 |
| 8 | Box Enterprise Plus | Box | ENTplus5000 | As-Needed | EA | \$274 |

| Departments | Box Enterprise | Box Governance | Box Shield | Annual Total | Contract Total |
|-------------|----------------|----------------|------------|--------------|----------------|
| HSA | 2,500 | | 2,500 | \$601,325 | \$1,803,975 |
| DPH | 222 | | | \$35,742 | \$107,226 |
| HSH | 250 | 250 | 250 | \$77,133 | \$231,399 |
| Total | 2,972 | 250 | 2,750 | \$714,200 | \$2,142,600. |

The total amount of this budget is \$2,142,600. Contingent amount up to \$214,260 may be available in the City's sole discretion.

The total amount of the contract shall not to exceed \$2,356,860.