



**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: AUGUST 20, 2021

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

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	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
CONTRACT TERM:	9/01/19-6/30/22	7/01/21-6/30/24	9/01/19-6/30/24		
CONTRACT AMOUNT:	\$458,475	\$3,063,851	\$3,522,326	\$352,233	\$3,874,559
ANNUAL AMOUNT:	<u>FY 19/20 and 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	
	\$274,336	\$784,930	\$1,134,280	\$1,328,780	
Funding Source MODIFICATION FUNDING: PERCENTAGE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$2,641,745 75%	\$422,679 12%	\$457,902 13%	\$352,233	\$3,874,559 100%

The Human Services Agency (HSA) requests authorization to modify the existing contract with AT&T for the period of July 1, 2021 to June 30, 2024, in the additional amount of \$3,063,851 plus a 10% contingency for a revised total amount not to exceed \$3,874,559. The purpose of this modification is to provide additional 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, 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.

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.

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 AT&T contract to procure BOX licenses and cloud content management for their respective departments through the work order of funds.

By using Box's cloud based file storage solution, HSA staff can more easily and securely share files with CBOs 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. Finally, by using a cloud solution, some support burdens are lifted from I.T. allowing them to focus on more impactful projects.

Services to be Provided

Under this modification, the contractor will provide additional 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
Box Custom Full Start
Box Custom Shield
Box Shuttle
Workstream

For more information regarding services to be performed by the Contractor, please refer to Appendix A-1 (attached).

Selection

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

Funding

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

ATTACHMENTS

Appendix A-1, Scope of Services
Appendix B-1, Budget

Appendix A-1 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 1YR (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.

Item 8: Box Custom Full Start SKU-42619

Description: Custom Full Start SKU outlines the consulting work deliverables for a project and the ongoing support and maintenance of an implemented or assistance for minor enhancements and / or additional training. The project could be for the implementation for a document imaging project which means there would be the following items:

- 1) Integration to other systems
- 2) Workflows
- 3) Custom search
- 4) Ability to add in old documents that are available in soft copy
- 5) Training for staff to maintain and enhance document imaging system (i.e. add new program)
- 6) Documentation of the custom implementation
- 7) Any other associated items for implementation
- 8) Ongoing support consultation and / or additional training

Item 9: Box Custom Shield SKU-4707M

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 10: Box Shuttle SKU-TBD

The Box Shuttle Basic service migrates up to ten (10) terabytes of content to Customer's Box account with little effort required by the Customer and minimal impact on end users.

Item 11: Workstream 1, 2, and 3 SKU-TBD

Description: WorkStream 1: Box will partner with the Customer using a fixed activity model to configure the Box Service and enable adoption by end users. WorkStream 2: Box will partner with the Customer using a fixed activity model to configure the Box Service and enable adoption by end users .Support Customer's Box Administrator2.Share Best Practices, Design Support and Roadmap advising3.Advise on technical requirements of the Box instance

ATT/BOX will provide additional quotes for SKUs not listed upon request.

Appendix B-1
Calculation of Charges
 AT&T for San Francisco Human Services Agency

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

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
2a	Box Governance	4242F	Term	Each License	25	500	\$85.00
2b	Box Governance	4242F	Term	Each License	501	1000	\$81.00
2c	Box Governance	4242F	Term	Each License	1001	2000	\$75.00

2d	Box Governance	4242F	Term	Each License	2001	5000	\$72.00
2e	Box Governance	4242F	Term	Each License	5001	10000	\$63.00
2f	Box Governance	4242F	Term	Each License	10001	15000	\$57.00
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

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
8	Box Custom Full Start	42619	Term	One Time	1	Unlimited	\$4,500
9a	Box Shield	4707M	Term	Each License	25	500	\$109.20

9b	Box Shield	4707M	Term	Each License	501	1000	\$103.20
9c	Box Shield	4707M	Term	Each License	1001	2000	\$90.00
9d	Box Shield	4707M	Term	Each License	2001	5000	\$84.00
9e	Box Shield	4707M	Term	Each License	5001	10000	\$75.60
9f	Box Shield	4707M	Term	Each License	10001	15000	\$64.80

Department	Term	Budgeted Annual	10% Contingency	Note to Exceed Amount
DPH	FY19-22	\$249,955	\$24,994	\$274,949
HSH	FY19-22	\$106,920	\$10,692	\$117,612
HSA	FY19-22	\$101,600	\$10,160	\$111,760
Total		\$458,475	\$45,846	\$504,321

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**.

Modification #1

Department	FY19/21	FY 21/22	FY 22/23	FY 23/24	Totals	10% Contingency	Not to Exceed Amount
HSA*	\$71,900	\$679,750	\$1,009,400	\$1,216,400	\$2,977,450	\$297,745	\$3,275,195
DEC			\$19,700	\$7,200	\$26,900	\$2,690	\$29,590
DPH	\$131,156	\$36,180	\$36,180	\$36,180	\$239,696	\$23,970	\$263,666
HSH	\$71,280	\$69,000	\$69,000	\$69,000	\$278,280	\$27,828	\$306,108
Total	\$274,336	\$784,930	\$1,134,280	\$1,328,780	\$3,522,326	\$352,233	\$3,874,559

*For FY19/20 – FY21/22, HSA’s budget amount will include OECE’s licenses. FY22/23 will be the first year OECE branches off into the new department known as DEC.

Budget:

The 4-year budget under this modification agreement is **\$3,522,326** with 10% contingency for a total amount not to exceed of **\$3,874,559**.