



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DAN KAPLAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: FEBRUARY 9, 2023

SUBJECT: NEW CONTRACT: **ZOOM VIDEO COMMUNICATIONS INC. (FOR PROFIT)** TO PROVIDE LICENSES FOR ZOOM TELECONFERENCE SERVICES.

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CONTRACT TERM: 5/27/2023 – 5/26/2026

| Contract Amount | <u>Annual</u> | <u>Total Three-Year Budget</u> | <u>Contingency</u> | <u>Total Amount</u> | |
|------------------------|---------------|--------------------------------|--------------------|---------------------|--------------|
| | \$100,765 | \$302,295 | \$30,063 | \$332,358 | |
| Funding Source | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
| FUNDING: | \$226,811 | \$36,290 | \$39,314 | \$30,213 | \$332,358 |
| PERCENTAGE: | 75% | 12% | 13% | | 100% |



London Breed
Mayor

Trent Rhorer
Executive Director

The Human Services Agency (HSA) requests approval of a sole source waiver and authorization to enter into a sole source contract with Zoom Video Communications Inc. for the period of May 27, 2023 to May 26, 2026 in an amount of \$302,295 plus a 10% contingency for a total amount not to exceed \$332,358. The purpose of the contract is to procure licenses for the provision of licenses for the proprietary application and software, Zoom services, which includes services branded as Zoom Meetings and Chat, Zoom Phone, Zoom Webinars, and Zoom Rooms.

Background

HSA uses Zoom software to support clients and conduct meetings/training with non-City employees. HSA also uses Zoom for hosting conferences and other public-facing meetings. HSA would like to continue the subscription services for these software licenses. Zoom software is the application of choice for clients/outside City persons to use when speaking with HSA staff, particularly for Family & Children Services and for our Human Resources Department conducting interviews. Zoom is easier to use for many clients which reduce the burden on social workers to train clients on technology, allowing them to just focus on client issues.

Services to be provided

Zoom Enterprise Includes:

- Meetings:
 - Host meetings with up to 500 attendees
 - Unlimited meetings for up to 30 hours per meeting
 - Unlimited cloud recording storage
 - Automated and Translated Captions
- Whiteboard
 - Unlimited editable boards with standard features
- Team Chat
 - Chats and channels for collaboration, file sharing, and more
- Other Features
 - Single sign-on
 - Managed domains
 - Company branding
- Zoom Room + Conference Room Connector
- Webinars for 500 participants
- Translation Captions

Selection

The contractor was selected through a sole source waiver # OCAWVR0007165, which was approved on January 11, 2023 and is proprietary. Admin Code 21.30: Proprietary Software Licenses and Support and Proprietary Equipment

Funding

Funding for this contract is provided by Local, State, and Federal Funds

ATTACHMENTS

Zoom Video Communications Appendix A – Services to be Provided

Zoom Video Communications Appendix B – Budget

Sole Source Approval

Appendix A
Scope of Services
Zoom Video Communications Inc.
May 27, 2023 – May 26, 2026

Item 1: Zoom Enterprise Licenses

Includes:

- Meetings:
 - Host meetings with up to 500 attendees
 - Unlimited meetings for up to 30 hours per meeting
 - Unlimited cloud recording storage
 - Automated and Translated Captions
- Whiteboard
 - Unlimited editable boards with standard features
- Team Chat
 - Chats and channels for collaboration, file sharing, and more
- Other Features
 - Single sign-on
 - Managed domains
 - Company branding

Item 2: Dedicated Dial-In Numbers

Description: A Dedicated Dial-In Number is a phone number tied directly to a user's Personal Audio Conference.

Item 3: Audio One Year Prepay Monthly Usage

Description: Prepayment of Audio toll-free plan.

Item 4: Zoom Translation Caption Dial-In Numbers

Description: Zoom translated captions enable users to have the speech in a meeting or webinar automatically translated in real-time to captions in another language.

Appendix B
Zoom Video Communications Inc.
Calculation of Charges (Budget)
Access to the Zoom Platform
(5/27/2023-5/26/2026)

| Services | Quantity | Price | Billing Frequency | Estimated Budget Amount |
|--|-----------------|--------------|--------------------------|--------------------------------|
| Enterprise Named Host Annual 625 hosts x \$155/host | 625 | \$155 | Annual | \$96,875 |
| Dedicated Dial-in Number | 24 | \$10 | Month | \$240 |
| Audio One Year Prepay Monthly Usage | 1 | \$3,600 | Annual | \$3,600 |
| Translation Captions | 1 | \$50 | Annual | \$50 |
| | | | Total Annual Fees | \$100,765 |
| | | | FY 23/24 | \$100,765 |

| | |
|----------------------------|------------------|
| FY 23/24 | \$100,765 |
| FY 24/25 | \$100,765 |
| FY 25/26 | \$100,765 |
| Annual Fees | \$302,295 |
| Contingency (10%) | \$30,063 |
| Total Not to Exceed | \$332,358 |

The total amount of this budget is **\$302,295**. Contingent amount up to **\$30,063** may be available, at the City's sole discretion.

The total amount of the contract shall not exceed **\$332,358**.



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London Breed
Mayor

Trent Rhorer
Executive Director

Date: January 3, 2023
To: Dan Kaplan, Deputy Director, HSA
From: Esperanza Zapien, Director of Contracts, HSA
RE: Sole Source Waiver request 21.30 – Zoom Communications to provide access to proprietary software and technical support services (1000027937)

The Human Services Agency (HSA) respectfully requests the approval of the sole source waiver for Zoom Video Communications Inc. (Zoom) for the provision of the proprietary application and software, Zoom services, which includes services branded as Zoom Meetings and Chat, Zoom Phone, Zoom Webinars, and Zoom Rooms, utilized by the Human Services Agency Department.

Per Administrative Code Section 21.30(d), “Where a vendor has proprietary rights to the software or where maintenance of equipment by a particular vendor is required to preserve a warranty, software support and equipment maintenance agreements entered into with that vendor shall be treated as a sole source for the purposes of any contract requirements included in the Municipal Code.”

This software and application would typically be procured through the Tech Marketplace. Zoom uses third parties, including, without limitation, licensors, suppliers, and subcontractors, to deliver the Services to market. However, 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. It will now have to be on a software maintenance contract agreement. Therefore, a direct contract with Zoom is needed.

Requesting this sole source waiver would allow HSA not to interrupt already existing services and continue to work directly with Zoom as they are the sole proprietors of this specific software and application and the only entity HSA can require the BAA from.

HSA is proposing the following:

| |
|--|
| Request: Enter into a new agreement with Zoom Communication, to provide licenses to their proprietary services for the term May 27, 2023, to May 26, 2026, for the amount of \$332,358. |
| Brief description of services: HSA currently uses Zoom software to support clients as well as conduct meetings/training with non-City employees. HSA would like to continue the subscription services for these software licenses. Currently, Zooms software is the application of choice for clients/outside City persons to use when speaking with HSA staff. |
| Duration: A contract for three years. May 27, 2023, to May 26, 2026 |
| Justification for Sole Source: Admin Code 21.30: Proprietary Software Licenses and Support and Proprietary Equipment |

Approved Disapproved



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DocuSigned by:

Dan Kaplan

1/3/2023

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Dan Kaplan, Deputy Director of Administration and Finance

Lau, Leslie (HSA)

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Wednesday, January 11, 2023 4:52 PM
To: Lau, Leslie (HSA)
Subject: OCAWVR0007165 – 'Waive Competitive Solicitation Requirements' has been Approved

Dear Leslie Lau,

This is to inform you that OCAWVR0007165 - 'Request to Waive Competitive Solicitation Requirements' has been approved.

Please include a copy of this email in your purchase /contract request to OCA.

Summary of Request: requesting provision of the proprietary application and software, Zoom services, which includes services branded as Zoom Meetings and Chat, Zoom Phone, Zoom Web

Admin Code for Determination:

Reg 21.30: Proprietary Articles Software Licenses and Support and Proprietary Articles Equipment Maintenance.

Contract ID: 1000027937

Reason for determination: Request is for the proprietary application and software, Zoom services, which includes services branded as Zoom Meetings and Chat, Zoom Phone, Zoom Web.

Zoom Video Communications, Inc. is the sole owner and provider of the Zoom Services requested.

Approved

Total approved amount: \$332,358.00

[Take me to the OCA Waiver Request](#)

Thank you.

Ref:TIS3958127_6xZ4CbGtnYTKHyMh822A