



**SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT  
REQUEST TO THE HEALTH COMMISSION**

*A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.*

**PROPOSED BREAKDOWN OF ITEMS/SERVICES**

| <b>Licenses</b>  | <b>Quantity</b>                         | <b>Unit Price</b> | <b>Amount</b>         |
|--|---|-------------------|-----------------------|
| Imprivata OneSign (Premium Support) for Perpetual Licenses | 15,400 Licenses                         | \$54.48           | <b>\$839,123.96</b>   |
| Imprivata OneSign (Premium Support)                        | 1000 Licenses                           | \$3872.99         | <b>\$123,935.71</b>   |
| OneSign SSPW Management (Premium Support)                  | 1000 Licenses                           | \$649.19          | <b>\$20,773.99</b>    |
| Virtual Desktop Access (VDA) (Premium Support)             | 1000 Licenses                           | \$1,005.75        | <b>\$32,183.95</b>    |
| Imprivata GroundControl (Premium Support)                  | 1000 Licenses                           | \$7.14            | <b>\$257,040.00</b>   |
|  | <b>Licenses Subtotal</b>                |                   | <b>\$1,273,057.61</b> |
| <b>Support and Maintenance Services, Managed Services</b>  | <b>Quantity</b>                         | <b>Unit Price</b> | <b>Amount</b>         |
| Management Services: Enterprise @16,400 licenses           | 16,400 Licenses                         | \$17,630.00       | <b>\$634,680.00</b>   |
| Management Services: Mobile @1,000 licenses                | 1,000 Licenses                          | \$1,400.00        | <b>\$50,400.00</b>    |
|  | <b>Support and Maintenance Subtotal</b> |                   | <b>\$685,080.00</b>   |
| <b>Implementation Services – Professional Services</b>     | <b>Quantity</b>                         | <b>Unit Price</b> | <b>Amount</b>         |
| Imprivata Services Clinical Specialist Day – Onsite*       | 3 days                                  | \$4,150.00        | <b>\$12,450.00</b>    |
| Imprivata Services Day – Onsite*                           | 13 days                                 | \$3,725.00        | <b>\$48,425.00</b>    |
| Imprivata Services - Remote, Hourly *                      | 98 Hours                                | \$275.00          | <b>\$26,950.00</b>    |
| TRAVEL (Reimbursable, CONUS rates) *                       | Reimbursable                            | \$30,000.00       | <b>\$30,000.00</b>    |
|  | <b>Implementation Services Subtotal</b> |                   | <b>\$117,825.00</b>   |
| <b>Hardware</b>  | <b>Quantity</b>                         | <b>Unit Price</b> | <b>Amount</b>         |
| 9-Inch Lightning Cables (10 Pack)                          | 108                                     | \$235.00          | <b>\$25,380.00</b>    |
| Imprivata Proximity USB Reader - HID                       | 52                                      | \$107.00          | <b>\$5,564.00</b>     |
| 20 Device-Capacity PowerSync Pro Tray (Small)              | 52                                      | \$1,510.00        | <b>\$78,520.00</b>    |
|  | <b>Hardware Subtotal</b>                |                   | <b>\$109,464.00</b>   |
| <b>Optional (As Needed) Items</b>                          | <b>Quantity</b>                         | <b>Unit Price</b> | <b>Amount</b>         |
| Additional Licenses (As Needed)                            |   |                   | <b>\$508,197.00</b>   |
| Additional Support Maintenance Services (As Needed)        |   |                   | <b>\$50,400.00</b>    |
| Additional Implementation Services (As Needed)*            |   |                   | <b>\$46,475.00</b>    |
| Additional Hardware (As Needed)                            |   |                   | <b>\$52,645.00</b>    |
|  | <b>Optional Items Subtotal</b>          |                   | <b>\$657,717.00</b>   |
| <b>Total Contract before Contingency</b>                   |   |                   | <b>\$2,843,143.61</b> |
| <b>Contingency 12%</b>                                     |   |                   | <b>\$341,177</b>      |
| <b>Total Contract Not to Exceed</b>                        |   |                   | <b>\$3,184,321</b>    |

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**Purpose of Contract:**

Imprivata OneSign is a software, currently used by thousands of staff that have badge IDs at SFDPH, to access clinical systems and applications efficiently and securely across computers and physical locations. This method is known as Tap N Go, integrating ID badges and password requirements to allow staff to move from one workstation to the next as they perform their duties throughout the hospital, clinic, or other care settings. The OneSign software is also configured to integrate into applications such as Epic electronic health record platform to create efficiency, to avoid entering the same username and password multiple times when accessing applications. Imprivata's GroundControl module is an add-on product to OneSign, utilizing the existing infrastructure, application mapping, and integrated staff directory and badge information to manage check out and check in "duty" mobile phones used by care professionals. This helps create efficiency in managing the processes through automation and tracking to whom and where our devices went, without numerous entry requirements for username and password.

**Background on Imprivata and SFDPH Relationship**

Imprivata's software was initially implemented under a separate contract in 2007 to support another software system. Under that contract, SFDPH purchased Imprivata's perpetual software licenses, which are no longer offered by the company. Currently, Imprivata only sells term-based subscription licenses. In the upcoming three-year contract, SFDPH will engage directly with Imprivata, leveraging the perpetual licenses SFDPH already owns, and the already-built and mapped infrastructure and hospital staff access/logins since 2007. To meet the hospital's needs, SFDPH will also renew additional required term-based licenses currently purchased through a third-party reseller. Both perpetual and term subscription licenses will require Imprivata's proprietary support and maintenance services.

**Performance Monitoring:**

The contract will be monitored in accordance with Hospital and network monitoring procedures by the Program Manager assigned to these services.

**Health Equity and Inclusion Compliance:**

The Contractor will provide necessary information to comply with the Department's Office of Health Equity (OHE) requirements and will align with the citywide efforts on contract equity as overseen by the Office of Racial Equity (ORE) in the Human Rights Commission.

**Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:**

**CEO:** Francis Rosch, CEO  
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**Board of Directors:** Francis Rosch, CEO  
Jeffrey Kowalski, Vice President, Legal  
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**Owners of 10% or more of the Firm:** Imprivata Parent LP.  
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