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.

Contractor:	Imprivata Inc.	Division/Section:	DPH / ZSFG		
		Deputy Director:	Jeff Scarafia		
Address: 20 CityPoint		DPH Administrator:	Jeff Scarafia		
	Waltham, MA 02451	Program Administrator:	Ken Buckley	Phone:	628-271-6024
Contact:	Chris McCrea Phone: 619.204.8180	Contract Analyst:	Joanna Li	Phone:	628-271-6154

Request for approval of a new agreement with Imprivata Inc. (Imprivata) to provide service and support to implement, host, and maintain software that enables integrated system access for DPH staff across applications and physical space. The total proposed contract amount is \$3,184,321, which includes a 12% contingency of \$341,177 for the term of January 1, 2025, through December 31, 2027 (3 years).

Mark only one for each question below:

1.	Vendor Type	🖂 For Profit	🗌 Non-Profit		Government Entity	
2.	Is the Vendor a CMD Certified LBE?	🗌 Yes	🖂 No			
3.	Purchasing Authority:	🗌 RFP		\boxtimes	Sole Source OCAWVR0010348 October 29, 2024	🗌 GPO
4.	Does DPH have other existing cont	acts with this	Vendor?		Yes 🛛 No	
	If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed. <u>0 Years</u>					

Imprivata's software was initially implemented under a separate contract in 2007 to support another software system.

CONTRACT INFORMATION

Proposed Transaction

January 1, 2025 to December 31, 2027

FUNDING SOURCES:

General Fund	\$2,843,144
TOTAL DPH REVENUES:	\$2,843,144
12% Contingency Amount	\$341,177
TOTAL CONTRACT AMOUNT WITH CONTINGENCY:	

ONE-TIME UPFRONT COSTS: \$164,300

ANNUAL AMOUNT OF CONTRACT*: *Excludes one-time upfront/implementation costs.	\$1.006.674
*Excludes one-time upfront/implementation costs.	\$1,000,074

[FOR PROGRAM ADMINISTRATION CONTRACTS ONLY]

Program Administrator Indirect Percent <u>N/A</u>
<u>Total Indirect Expenses: N/A</u>
<u>Total Direct Expenses: N/A</u>

SUMMARY OF <u>DEPARTMENT OPERATIONAL SUPPORT</u> CONTRACT REQUEST TO THE HEALTH COMMISSION

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PROPOSED BREAKDOWN OF ITEMS/SERVICES

Licenses	Quantity	Unit Price	Amount
Imprivata OneSign (Premium Support) for Perpetual Licenses	15,400 Licenses	\$54.48	\$839,123.96
Imprivata OneSign (Premium Support)	1000 Licenses	\$3872.99	\$123,935.71
OneSign SSPW Management (Premium Support)	1000 Licenses	\$649.19	\$20,773.99
Virtual Desktop Access (VDA) (Premium Support)	1000 Licenses	\$1,005.75	\$32,183.95
Imprivata GroundControl (Premium Support)	1000 Licenses	\$7.14	\$257,040.00
		Licenses Subtotal	\$1,273,057.61
Support and Maintenance Services, Managed Services	Quantity	Unit Price	Amount
Management Services: Enterprise @16,400 licenses	16,400 Licenses	\$17,630.00	\$634,680.00
Management Services: Mobile @1,000 licenses	1,000 Licenses	\$1,400.00	\$50,400.00
	Support and Main	ntenance Subtotal	\$685,080.00
Implementation Services – Professional Services	Quantity	Unit Price	Amount
Imprivata Services Clinical Specialist Day – Onsite*	3 days	\$4,150.00	\$12,450.00
Imprivata Services Day – Onsite*	13 days	\$3,725.00	\$48,425.00
Imprivata Services - Remote, Hourly *	98 Hours	\$275.00	\$26,950.00
TRAVEL (Reimbursable, CONUS rates) *	Reimbursable	\$30,000.00	\$30,000.00
	Implementation Services Subtotal		\$117,825.00
Hardware	Quantity	Unit Price	Amount
9-Inch Lightning Cables (10 Pack)	108	\$235.00	\$25,380.00
Imprivata Proximity USB Reader - HID	52	\$107.00	\$5,564.00
20 Device-Capacity PowerSync Pro Tray (Small)	52	\$1,510.00	\$78,520.00
	Hardware Subtotal		\$109,464.00
Optional (As Needed) Items	Quantity	Unit Price	Amount
Additional Licenses (As Needed)			\$508,197.00
Additional Support Maintenance Services (As Needed)			\$50,400.00
Additional Implementation Services (As Needed)*			\$46,475.00
Additional Hardware (As Needed)			\$52,645.00
Optional Items Subtotal			\$657,717.00
Total Contract before Contingency			\$2,843,143.61
	Total Contract be	erore contingency	+-,
	Total Contract be	Contingency 12%	\$341,177

SUMMARY OF <u>DEPARTMENT OPERATIONAL SUPPORT</u> 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.

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