Request for Bids for Assistive Technology Services Assessment Services for SFHSS Employees who are Blind/Visually Impaired (RFPQHSS2023.O2)

Updated September 28, 2023

Description

The [San Francisco Health Service System](#) is looking for a vendor partner to provide as-needed adaptive or assistive technology assessment, installation, configuration, and training services to the San Francisco Health Service System (SFHSS), to support our office employees with significant vision impairment, including blindness.

Adaptive or assistive technology technologies currently used by SFHSS staff include *MAGic* software with speech and *VoiceOver* for Apple products. SFHSS is able to purchase additional software and hardware for both Windows and Apple products, including NVDA screen reader and/or software licenses based on the findings and recommendations provided by the employee's personalized assessment.

Please email patrick.chang@sfgov.org and cc: michael.visconti@sfgov.org by 10/31/23 at 2:00pm (PT) with your responses to the items below if you are interested in more information about this opportunity.

Please be aware that interested parties are not permitted to contact SFHSS staff or management by other means, and all communications with the Contracts Unit must be in writing via email to ensure timeliness and transparency. Please see "Permitted Communications" at https://sfhss.org/RFPs for more detail.

Project Scope Overview

A. <u>Location of Services</u>

The applicable office employees are located in San Francisco, CA, but Services can be provided remotely.

B. <u>Term</u>

Initial term through 12/02/24 with annual options to extend by one (1) year each for up to a total of ten (10) years.

C. <u>Types of Service</u>

1. Technology Assessments

2. Installation & Setup, as-required

3. Training

    a. NVDA screen reader

    b. Applications include, but are not limited to: *Oracle PeopleSoft, Perceptive Content Software, Salesforce, Adobe Reader Pro, Google Chrome, Microsoft Office Suite Software (Excel, PowerPoint, Outlook, Word), and Microsoft 360 Cloud Applications (Teams, OneNote, and Forms).*

4. Technical Support, as needed

5. Scripting & Custom Configuration, as-required

D. <u>Qualifications</u>

The selected vendor will be able to <u>confirm the following</u>:

1. Can you perform the assessment in-person at 1145 Market Street, San Francisco? This is not a requirement. If not, what technology/set up will you need to perform an assessment remotely?

2. What is your assessment process and timeline (a brief summary)

3. What is your cost per assessment and/or hourly rate for the services listed above?

4. What is your earliest start date for an assessment?

5. Can you commit to completing the City's [Cybersecurity Risk Assessment (CRA)](#)? *(please review prior to confirming)*

E. Supplier Requirements

The selected vendor will be required to comply with the following City and County of San Francisco requirements:

1. [Become an Approved City Supplier](#) *(please review prior to responding);*

2. Agree to the City's terms and conditions, including required insurance coverages and minimum levels; and

3. Invoice SFHSS via a purchase order (PO).