



SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 7

Flexible Spending Account, Dependent Care Spending Account, COBRA, and AB528 Administration for Plan Year 2027 Request For Proposal

(RFPQHSS2025.B1)

November 25, 2025

REQUEST FOR PROPOSALS FOR

Flexible Spending Account, COBRA, and AB528 Administration PY2027 (RFPQHSS2025.B1)

**CONTACT: patrick.chang@sfgov.org cc: michael.visconti@sfgov.org and
william.kudenov@sfgov.org**

Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP (issued September 16, 2025) and the terms of this Addendum No. 7, then the terms of this Addendum No. 7 shall prevail.

Section references below are to the RFP and are provided for convenience of reference only.

A. Questions & Answers

- 1. It is our understanding that the RFP generally requires all services and City data to remain onshore in the United States. If a vendor has offshore or nearshore staff, would it be acceptable for those staff personnel to access City data through a VPN based in the United States?**

SFHSS Response:

Remote access by the selected vendor to view City data from outside the United States is prohibited without the formal written approval of City. The selected vendor commits to maintaining and hosting City data solely on hardware residing on data centers located in the United States, whereas no City data is downloaded to or stored on any hardware residing on data centers not residing in the United States.

In order to restrict City data from traveling across a network that is located outside of the United States, regardless of the use of a virtual private network (VPN), the selected vendor's offshore and/or nearshore personnel must connect to City data via an onshore system. This may include, but not be limited to, use of a Virtual Desktop Infrastructure (VDI) or jump server.

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