



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION										
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR										
FROM:	DANIEL KAPLAN, DEPUTY DIRECTOR FOR ADMINISTRATION & FINANCE ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS										
DATE:	SEPTEMBER 17, 2021										
SUBJECT:	NEW CONTRACT: ACCENTURE LLP (FOR-PROFIT) TO PROVIDE RACIAL EQUITY TRAINING FOR HSA EXECUTIVE LEADERSHIP										
CONTRACT TERM:	1/1/2022 – 03/31/2022										
CONTRACT AMOUNT:	<table border="0"> <tr> <td><u>New</u></td> <td><u>Contingency</u></td> <td><u>Total</u></td> </tr> <tr> <td>\$129,000</td> <td>\$0</td> <td>\$129,000</td> </tr> </table>	<u>New</u>	<u>Contingency</u>	<u>Total</u>	\$129,000	\$0	\$129,000				
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\$129,000	\$0	\$129,000									
ANNUAL AMOUNT:	<u>FY21-22</u> \$129,000										
Funding Source FUNDING:	<table border="0"> <tr> <td><u>County</u></td> <td><u>State</u></td> <td><u>Federal</u></td> <td><u>Contingency</u></td> <td><u>Total</u></td> </tr> <tr> <td>\$96,750</td> <td>\$15,480</td> <td>\$16,770</td> <td>\$0</td> <td>\$129,000</td> </tr> </table>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>	\$96,750	\$15,480	\$16,770	\$0	\$129,000
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PERCENTAGE:	<table border="0"> <tr> <td>75%</td> <td>12%</td> <td>13%</td> <td></td> <td>100%</td> </tr> </table>	75%	12%	13%		100%					
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Mayor

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Executive Director

The San Francisco Human Services Agency (SFHSA) requests authorization to enter into a new contract with Accenture LLP for the period of January 1, 2022 through March 31, 2022 for a total amount not to exceed \$129,000. The purpose of the contract is to provide SFHSA leadership teams with racial equity training.

Background

The San Francisco Human Services’ Racial Equity Action Plan (2021-2023) provides an ambitious, specific and actionable roadmap of our commitment to advance racial equity and create a more inclusive culture within our Agency. In order to be successful in our goals, the Plan calls for racial equity training to

support SFHSA leadership teams in utilizing the role of leader--both individually and collectively--to create an inclusive culture and manage the necessary organizational change to drive racial equity work forward throughout the organization.

Services to be Provided

The consultant will provide racial equity training to SFHSA executive leadership, program directors, and board and commission members. The consultant will collaborate with the Office of Diversity, Equity, Inclusion and Belonging (DEIB), as well as with other Agency stakeholders, to design training curriculum specific to SFHSA’s context and needs. To do so, the consultant will complete a baseline assessment of SFHSA’s racial equity journey and workplace culture through document review and interviews with key stakeholders. The consultant will provide an outline of curriculum objectives and topics. The consultant will then deliver the curriculum to multiple SFHSA leadership cohorts across six weeks. The consultant will provide each cohort three three-hour learning sessions. At the end of the curriculum, the consultant will solicit and review feedback from the participants to inform a final document where the consultant will provide recommendations on next steps for developing SFHSA leadership’s competencies surrounding racial equity. The consultant will provide status reports on a weekly basis during meetings with the Office of DEIB.

Location and Time of Services

Racial Equity Training services will take place virtually and/or at SFHSA offices, and will occur during SFHSA’s normal business hours (Monday-Friday 9am- 5pm).

Selection

Contractor was selected through Informal Bid #949 – Racial Equity Training for SFHSA Executive Leadership, which was competitively bid in May 2021.

Funding

Funding for this contract is provided by a mix of Federal, State, and County General Funds.

ATTACHMENTS

- Appendix A – Services to be Provided
- Appendix B – Budget

Appendix A – Services to be Provided
Accenture LLP
HSA Leadership Racial Equity Program Design and Delivery
January 1, 2022- March 31, 2022

I. Purpose of Contract

The purpose of the contract is to provide professional services for Racial Equity Program design and delivery, including assessment, design, development of workshop and learning materials, workshop delivery, and updates to workshop and learning materials through iteration on feedback.

II. Definitions

Contractor	Accenture, LLP
HSA	Human Services Agency of the City and County of San Francisco
Project	The proposed Racial Equity Program work for the time period specified

III. Target Population

The target population for this contract is the HSA executive and department leaders.

IV. Description of Services

Contractor shall provide the following services during the term of this contract:

In collaboration with the Racial Equity Team and Human Resources/Training members, all Racial Equity Program Design and Delivery materials.

Part 1: Racial Equity Program Design and Planning

January 3rd - January 28th

Purpose: Design Racial Equity Program for HSA executive and department leaders, tailored specifically for the Racial Equity needs of HSA.

Part 1: Activities	Timeframe
1. HSA/Accenture Program Kickoff. <ul style="list-style-type: none"> a. Establish meeting/update cadence b. Align on roles and methods of communication c. Determine best candidates for sensing interviews 	January 3 rd - 7 th

Part 1: Activities	Timeframe
d. Solicit supplemental information from HSA as necessary	
2. Develop workshop plan and build specific program content <ul style="list-style-type: none"> a. The plan shows the workshop title and a breakdown of the topics within each session b. Confirm cohorts and schedule workshops c. Determine evaluation and feedback mechanisms 	January 3 rd – 21 st
3. Validate the workshop plan and courses with key stakeholders via a facilitated workshop	January 24 th - 28 th

Part 2: Racial Equity Program Delivery (January 31st - March 25th)

Purpose: Deliver Racial Equity Program with cohort of HSA leaders.

Part 2 Activities	Timeframe
1. Deliver content <ul style="list-style-type: none"> a. Conduct 3 workshops (estimated 3 hours each spaced two weeks apart) for cohorts of 8 – 10 people (4-6 cohorts total) b. Collect evaluations & feedback 	January 31 st - March 25 th
2. Workshop Feedback and Iteration <ul style="list-style-type: none"> a. Synthesize feedback from evaluations b. Provide recommendation on next steps and iterations to content/delivery 	February 14 th - March 31 st

Part 3: Racial Equity Program + Project Management
January – March 2021 (13 Weeks)

Purpose: Manage project against timeline and activities, conform to scope and actively manage/escalate risks and issues with HSA.

Part 3 Activities	Timeframe
1. Finalize Project Plan a. Finalize Project Plan and socialize with key stakeholders	January 3 rd -7 th
2. Weekly Status Meetings a. Conduct weekly project status meetings, provide report	Every Tuesday during Project Period
3. Monthly Reporting a. Provide monthly reporting summarizing project activities during given month	Last Friday of the Month during Project Period
4. Project Readout a. Final readout of project produced and presented	Week of March 28 th

V. Location and Time of Services

All work will be done remotely, until mutually agreeable and within City Department of Public Health guidelines to return to office.

Remote working enablers include MS Teams.

VI. Deliverables

The following table outlines the deliverables to be provided.

Deliverable	Description
Part 1: Racial Equity Program Design	
Racial Equity Program Strategy and Plan for HSA Executives	Details the approach for HSA executives for the Racial Equity Program using findings from the assessment and baseline review.
Workshop Plan and Content Catalog	The documentation of the courses, grouped by theme or topic. Details include course name, objective, description, delivery method, course outline, activities used, and time length of module.
DEIB+ Courses	Develop the courses based on the Workshop plan
Part 2: Racial Equity Program Delivery	

Deliverable	Description
Workshop Delivery Plan and Execution	Outline of Racial Equity Program Conduct, including identified cohort, timeline, and feedback collection tools. Execution Racial Equity Program Conduct.
Workshop Feedback and Iterate	Readout of feedback, and conduct iterations of Workshop and Courses as necessary
Part 3: Project Management & Reporting	
Project Planning	Project Plan, including project parts, key activities and deliverables visual
Program Kickoff	Facilitated kickoff of the project with identified key stakeholders and necessary materials
Weekly Status Reports	Weekly project status reports highlighting key activities, deliverable completion, risks and issues. Provide color visual of overall project status during that week.
Monthly Status Reports	Monthly project status reports summarizing key activities, deliverable completion, risks and issues. Provide color visual of overall project status during that month.
Final Project Readout	Final Document covering project activities with recommendations to move forward

VII. Reporting Requirements

Please see Section VI- Deliverables Part 3.

VIII. Official Holiday Observance

The Contractor will observe the following City and County of San Francisco Holidays:

1. January 1st, New Year's Day
2. January 17th, Martin Luther King Day
3. February 21st, President's Birthday
4. March 31st, Cesar Chavez Day

Appendix B - Calculation of Charges
Accenture LLP
HSA Leadership DEIB+ Learning Curriculum Design and Delivery
January 1, 2022- March 31, 2022

- I. The City and County of San Francisco agrees to pay the Contractor for the scope of work specified in Appendix A at the following rates for the January 1, 2022 – March 31, 2022 contract terms:

Deliverable	Total Cost	Deliverable Due Date
Part 1: DEIB+ Learning Curriculum Design		
1.1 DEIB+ Learning Strategy and Plan for HSA Executives	\$15,000	01/07/2022
1.2 Curriculum Plan and Course Catalog	\$40,000	01/21/2022
Total Part 1	\$55,000	
Part 2: DEIB+ Learning Curriculum Delivery		
2.1 Curriculum Delivery Plan and Curriculum Execution	\$50,000	03/25/2022
2.2 Curriculum Feedback and Iterate	\$15,000	03/31/2022
Total Part 2	\$65,000	
Part 3 Project Management		
3.1 Project Planning	\$3,000	01/03/2022
3.2 Program Kickoff	\$1,000	01/07/2022
3.3 Weekly Status Reports (15)	\$1,500	End of Each Week in Project Period
3.4 Monthly Status Reports (3)	\$1,500	End of Each Month in Project Period
3.5 Project Readout	\$2,000	03/31/2022
Total Part 3	\$9,000	
TOTAL OF PHASES	\$129,000	
Contingency:	\$0	
NOT TO EXCEED TOTAL	\$129,000	

- II.** The contract amount shall not exceed **\$129,000**.
- III.** The contractor will submit a quarterly invoice detailing hours of service, tasks completed, and amount charged by week. Invoices will be accompanied with receipts for all expenses incurred and detailed summary of activities performed. The contractor will maintain a record describing hours and activities provided.