



PROCUREMENT & CONTRACT SERVICES

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Issued March 25, 2010

REQUEST FOR PROPOSALS

STUDENT HEALTH SERVICES (SHS) IT TECHNOLOGY SERVICES P900151

PROPOSAL DUE DATE: May 3, 2010, 2:00 PM

**SAN FRANCISCO STATE UNIVERSITY
REQUEST FOR PROPOSAL
P900151**

**STUDENT HEALTH SERVICES (SHS)
MANAGED INFORMATION TECHNOLOGY SERVICES**

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San Francisco State University
RFP—P900151
Student Health Services
Managed Information Technology Services

I INTRODUCTION AND REQUIREMENTS

1.1 Introduction

San Francisco State University (SF State) and Student Health Services (SHS) desires to receive proposals from professional providers of comprehensive managed information technology services. This includes on-site and off-site support, maintenance, and repair of computers, network hardware and network peripherals, operating system and network management software, all inclusive help desk administration, compliance and related Managed Information Technology Services to support to SHS.

SHS intends the Vendor to be the primary source for Information Technology Services, on-site and off-site.

The University and SHS also desire to receive an alternate proposal for Hosted Services based on the requirements in this RFP.

1.2 Minimum Qualifications

Mandatory Disabled Veteran Owned Business Enterprise participation. See Exhibit B

1.3 MANDATORY Pre-Proposal Conference

1.3.1 The purpose of the pre-proposal conference is to provide new or updated solicitation information, provide clarification regarding the RFP package, and answer general questions regarding proposal preparation. All prospective proposers are required to attend the pre-proposal conference. SF State does not reimburse parking for pre-proposal attendees.

1.3.2 Please bring a copy of the RFP with you so we may explain special requirements pertaining to the solicitation. Extra copies of the RFP will not be available at the pre-proposal meeting.

1.3.3 Pre-Proposal Conference

Date and Time: Tuesday, April 13, 2010, 1:00 PM

Location: Corporation Yard, Procurement, same building as Shipping and Receiving/Mail Services

1.3.4 Before the Pre-Proposal Conference questions or requests for clarification should be submitted to Elaine Collins via e-mail only (ecollins@sfsu.edu) until 2:00 PM April 9, 2010. These questions will be answered at the conference and a summary of all questions will be posted as a formal addendum to the RFP.

1.3.5 A campus map, directions and parking information are available at: <http://www.sfsu.edu/~parking/directions>. Campus parking, including perimeter streets, is at a premium and restrictions are strictly enforced. Paid parking is available in the

Parking Garage entered from State Drive.

- 1.3.6 All participants in the Pre-Proposal conference must be registered at http://www.planetbids.com/SFSU/vendor_registration.cfm. You will receive a User Name and Password from Planet Bids. Go back to <http://www.planetbids.com/sfsu/bidframe.cfm> Contracts/Bid Opportunities, sign in and download the bid package.

1.4 Receipt and Opening of Proposals

- 1.4.1 Proposals will be received until **May 3, 2010, 2:00 PM**. Proposals received after the time and date set for closing will be returned unopened. The respondent is solely responsible for the means of delivering its proposal to the submittal office on time. Proposals will be received at no other place. If proposal is sent by U.S. mail or other services, it is the firm's responsibility to ensure that the proposal is received at the correct time and place. Mistakes or delays in the mail, campus mail services, or other means of delivery employed by the firm are the responsibility of the firm. The proposal must be completed and delivered in sufficient time to avoid disqualification for lateness due to difficulties in delivery. Late proposals will not be accepted.

- 1.4.2 Proposals must be submitted in a sealed envelope, box or container clearly marked on the outside: "Proposal for SHS IT Services".

- 1.4.3 Proposals should be mailed or delivered to:

Attn: Elaine M. Collins
San Francisco State University
1600 Holloway Ave., Corporation Yard 140
San Francisco, CA 94132

- 1.4.4 After the time for receiving proposals has closed, the Buyer will prepare a register of the names and addresses of all respondents to the RFP, which information will be available for public inspection. There will be no public opening of the proposals and proposal contents will remain confidential until the evaluation and selection is complete.

- 1.4.5 All respondents must be registered at http://www.planetbids.com/SFSU/vendor_registration.cfm. You will receive a User Name and Password from Planet Bids. Go back to <http://www.planetbids.com/sfsu/bidframe.cfm> Contracts/Bid Opportunities, sign in and download the bid package. All respondents must have attended the Pre-Proposal Conference.

1.5 Addenda/Modification/Withdrawal/Rejection of Proposals

- 1.5.1 In the event SF State determines a substantive modification to the provisions of the RFP is required it will issue a written addendum to all Respondents of record. Respondents who obtained the proposal documents by registering at <http://www.planetbids.com/sfsu/bidframe.cfm> Contracts/Bid Opportunities should automatically receive e-mail notification of posted addenda. Respondents who are not registered at the Bid/Contract Opportunities site, should do so as all addenda will be

posted to that site. All Respondents must be registered. It is the Respondent's sole responsibility to be aware of all posted addenda and to acknowledge same when submitting a response. Failure to acknowledge addenda may render the proposal non-responsive.

- 1.5.2 A Respondent may modify a proposal by letter or fax transmission at any time prior to the closing date and time for receipt of proposals.
- 1.5.3 A proposal may be withdrawn on written request from the Respondent to the Buyer prior to the closing date.
- 1.5.4 No proposal may be withdrawn within 90 calendar days following the closing date and time.
- 1.5.5 SF State reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received.

1.6 Term of the Agreement

The term of the agreement resulting from this RFP will be one (1) year with an option to renew for an additional three (3) years in one (1) year increments. Renewal will be negotiated based on a documented increase in Vendor's cost to operate the program and the June Consumer price index percentage prior to the anniversary date of the contract. Contractor will be notified 45 days before the date of renewal.

1.7 Termination of the Agreement

SF State may terminate this contract with 45 days written notice. Upon cancellation, awarded Respondent will remain as the contractor for the 45 days specified and will provide all information and documents to provide a smooth transition.

1.8 Small Business Preference

SF State will offer a preference of 5% for Small Business Enterprises which may not exceed \$50,000.00. Only SBE's certified by the Office of Small and Minority Businesses (OSMB) are eligible to receive the preference. Please furnish your certification letter with your response.

1.9 Disabled Veteran Business Participation

Mandatory Disabled Veteran Owned Business Enterprise participation requirements are applicable to this RFP. See Exhibit B attached for all requirements.

II GENERAL SUBMISSIONS INSTRUCTIONS

2.1 General Instructions

- 2.1.1 Respondents shall carefully read the information contained herein and submit a complete response to all requirements and questions as directed.
- 2.1.2 Proposals and any other information submitted by respondents in response to this RFP shall become the property of SF State. Notwithstanding any indication by Respondent of confidential contents, and with the exception of bona fide trade secrets, contents of proposals are public documents subject to disclosure under freedom of information regulations.

- 2.1.3 SF State will not provide compensation to respondents for any expenses incurred by the respondents for proposal preparation or for any demonstration that may be made, unless otherwise expressly stated. Respondents submit proposals at their own risk and expense.
- 2.1.4 Proposals that are conditioned upon acceptance by SF State of terms, conditions, or service level agreements that differ from or alter those contained or described herein are subject to disqualification by SF State, at its option.
- 2.1.5 Proposals shall be prepared simply and economically, and provide a straightforward, concise description of the respondent's ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and a demonstrated understanding of SF State's needs.
- 2.1.6 SF State makes no guarantee that an award will be made as a result of this RFP, and reserves the right to accept or reject any or all proposals, waive any formalities or minor technical inconsistencies, or delete any item/requirements from this RFP or resulting contract when deemed to be in SF State's best interest.
- 2.1.7 Any proposal that deviates from the format specified herein may, at SF State's option, be rejected without further review.
- 2.1.8 The terms "Respondent", "Bidder" and "Vendor" may be used interchangeably throughout this document. In general Vendor is intended to signify the Respondent awarded a contract pursuant to this RFP. The intent of the terms shall be construed in accordance with the context of their use.

2.2 Proposal Preparation and Format

- 2.2.1 Proposal Response will consist of nine (9) components, the Introduction, Minimum Qualifications, Data Security and Integrity, Service, Implementation, Administration Staffing Requirements, References and the Cost Proposal.
- 2.2.2 Please provide one (1) original (marked), complete, signed, **unbound** hard copy of the proposal package, six (6) hard copy proposal packages to the proposal submission location, by the RFP Proposal Due Date and Time indicated in Section 1.4.

III PROPOSAL SUBMISSION REQUIREMENTS

The Proposal must include each of the following components, identified and presented in the specified order:

3.1 Introduction

Provide a brief description of your company, its history, number of years in business and experience supplying services of the type proposed herein. Provide a brief overview of why the service package you propose best accomplishes the objectives and needs described in this RFP.

3.2 Minimum Qualifications

- 3.2.1 Mandatory Disabled Veteran Owned Business Enterprise participation requirements are applicable to this RFP. See Exhibit B attached for all requirements.

3.2.2 Responses to the Base Proposal and the Alternative Proposal.

3.3 Financial Information

3.3.1 Please submit your company's most recent financial statement that has been audited, reviewed or compiled by a certified public accountant (the University will hold this information as confidential if so marked):

3.3.2 Alternatively, if a financial statement that has been audited, reviewed, or compiled by a certified public accountant does not exist, each of the following three items may be submitted in lieu thereof: (a) the most recent internally prepared income statement and balance sheet, (b) management certification that such information is accurate; and (c) a copy of the most recently filed federal income tax return for the entity submitting the proposal.

3.4 Data Security and Integrity

Understanding of HIPAA, FERPA and state privacy compliance requirements for IT security is essential. Provide your compliance protocols and procedures for the protection of PII (Personally Identifiable Information) and PHI (Personal Health Information.) You will find information concerning HIPAA at <http://hipaa.dhs.ca.gov/>. and FERPA <http://www2.ed.gov/policy/gen/reg/ferpa/index.html> The URLs below provide additional security standards required by the CSU and SF State:

- http://its.calstate.edu/systemwide_it_resources/initiative_programs.shtml
- <http://staging.test.calstate.edu/Suam/icsuam/draft/INFORMATIONSECURITY.shtml>
- www.sfsu.edu/~secure

Respondent should supply evidence to corroborate the requirements below.

SHS has provided "Security Resource Access" for your information. This exhibit defines the structure of SHS security. See Exhibit E.

3.4.1 IT Contractor shall address all HIPAA Security Rule requirements including hardware, software, network and data security, data integrity and business continuity issues for the IT Contractor's own IT network and infrastructure and for the SHS IT network and infrastructure.

3.4.2 IT Contractor shall provide copies of their company protocols policies and procedures and identify the responsible officer for all aspects of HIPAA, FERPA and CA **SB1386, amending civil codes 1798.29, 1798.82 and 1798.84**

3.4.3 IT Contractor shall perform a periodic (at least 1 x / year) security evaluation to assess their compliance with HIPAA, FERPA and other applicable state and federal regulations related to security and privacy. At the time of the audit the vendor will present a written report of findings and any remediation plan to SF State. For the RFP provide a copy of a past HIPAA Compliant self audit your company has completed.

3.4.4 The IT Vendor would as part of the Contract be required to sign a HIPAA Business Associate Agreement

3.4.5 Please provide a detailed explanation of your company's expectations of SF State in the implementation of this setup and maintenance.

3.5 Service Requirements

SHS has provided Exhibit A “SHS IT Policies and Protocols” to identify internal protocols for your information.

- 3.5.1 Describe in detail with examples how Respondent proposes to service and resolve SHS IT needs and problems as stated in the Scope of Work Section IV for Managed IT Services requirements. Include software and equipment, service levels as appropriate. The response should address the scheduling and assignment of technicians in relation to monitoring, maintaining, supporting and repairing the architecture, servers, network and firewalls, preventive maintenance schedules, and manning a help desk for the Managed Information Technology Services.
- 3.5.2 Provide detailed information describing how your company monitors, maintains and repairs servers, routers, networks, firewalls, content filters, desktop units and thin clients
- 3.5.3 Vendor should discuss how it typically assigns priority levels to network, hardware and operation systems faults and provide example of responses.
- 3.5.4 Offer your procedures for routine and emergency management of SHS IT infrastructure, include problem escalation. Supply a written Problem Response Procedure for all types of faults, repairs, issues etc. which addresses the steps to be taken in the event that a problem (repair, patch or issue) is not completed within a reasonable amount of time, and which is responsive to and consistent with your response to this part of the RFP Our requirement is to respond to multiple simultaneous service requests with pre-qualified technical service personnel within time frames set out here and to be included into the written contact.

When responding to service requests, provide a solution and a timeframe for resolution.
High Priority calls—15 minutes response time required (i.e. down server, down network, password reset, print server issue, exam room computers down, issues effecting multiple users)

Medium priority calls—1 hour response time required (i.e. desktop computer not working, office printer not operable, issues effecting single user)

Low Priority calls—4 hour response time required (i.e. creating new users, disabling users, installing printer drives)

Scheduled priority—as agreed upon by both parties (i.e. installing new hardware or software, imaging computers, prep work)

- 3.5.5 Document your communication procedures internally and with SF State.

3.6 Implementation Requirements

- 3.6.1 Provide a detailed description of the plan for coordinating implementation. Include:
 - Your plan for an information and knowledge transfer from the current vendor
 - Your timeline for implementation to be fully operational.

3.7 Administration Requirements

- 3.7.1 The contractor will be provided with Configuration Documentation showing protocols, settings, procedures etc. Respondent must provide monthly updates to the documents.

Provide samples of current documents showing this type of information and your update procedure.

- 3.7.2 The awarded vendor will be expected, during the term of the contract, to provide mutually agreed upon operational policies and procedures concerning security, privacy, confidentiality and data integrity in writing to SF State.
- 3.7.3 Provide a detailed description of how Respondent proposes to manage the Administrative component of the agreement. Include information about billing procedures, invoice delivery method etc plus any requirements of SF State. Please provide sample invoices. Invoice Term, Net 30

3.8 References

- 3.8.1 Proposal should include information on three (3) accounts: one reference where Respondent is providing or has provided a service program as described herein, including service, size and complexity compared to the program at SF State; two (2) references where Respondent is or has implemented a similar program with an organization with HIPAA and FERPA requirements.
- 3.8.2 For each referenced account provide the following:
 - Account name and address.
 - Contract begin and end dates
 - Name, title and phone number of the reference contact person(s) knowledgeable about Respondent's service and administrative performance under the agreement. (Multiple contacts may be provided).
 - Brief description of the program provided by Respondent including number and type of service, average monthly volume, financial structure, etc.

3.9 Staffing

- 3.9.1 A narrative should address the experience and training of technicians assigned to the specifics of the Managed IT Services. Proposal should include a profile of the staff to be involved in fulfilling the requirements of the SF State SHS IT proposal including certification and experience. Provide documentation of certifications. Provide resumes for each proposed person to staff SF State's contract.
- 3.9.2 The following minimum certifications are required to meet the IT needs of the client.
 - Cisco certified professionals: one Cisco Certified Network Associate (CCNA); one Cisco Certified Network Professional (CCNP) Cannot be the same person; one Cisco Certified Administrator (CCA)
 - Microsoft certified professionals on staff with at least one Microsoft Certified Systems Engineer (MCSE) (2003 or 2008)
 - Citrix certified professionals on staff
 - At least one A+ certified professional on staff (vendor neutral certification in computer science and technical support)
 - SF State reserves the right to request the replacement of any technician who does not satisfactorily perform their responsibilities.

3.10 Cost Proposal

Cost Proposal must be submitted on the form provided on page 19. Your proposal must include a cost for the Managed Information Technology Services as described.

- 3.10.1 The University requires a Monthly Fee to include all the requirements in the Scope of Work. This fee will encompass the first year of the contract.
- 3.10.2 An estimate of hours required to cover the Monthly Managed Information Technology Service Program
- 3.10.3 Your proposal may include other services not included in the Monthly cost proposal. Itemize minimum fees. (minimum hourly rates for other services not included here)
- 3.10.4 The Cost Proposal Form must be signed in ink by a party authorized to bind the Respondent of the RFP.
- 3.10.5 Cost increases for subsequent years will be negotiated based on the percent of increase of the Consumer Price Index in the month of April. Renewal notification will be 45 days prior to end of contract.

3.11 Equipment/Software and Project Services

Equipment, Software and Project Services are not included in the cost portion of this RFP.

- 3.11.1 Software and Equipment: Vendor will supply all necessary specifications to allow SF State to obtain competitive bids. Specifications must be given to SF State in a timely manner to allow bidding by Procurement.
- 3.11.2 Project Services: Any project, necessary or optional, outside the Scope of Work in Section IV will be subject to a separate scope of work, a signed acceptance by the Director of SHS and a separate Purchase Order. See Section 4.4 for identified Projects planned for 2010-2011.

3.12 Alternative Proposal: Hosted Services

The University is requiring an alternative proposal for Hosted Services. The Hosted Services proposal must present a solution based on and fully meeting all specifications and service requirements presented herein including but not limited to hosting and aggregation of infrastructure services, secure remote access, redundancies, all HIPAA requirements and all necessary elements to provide service to Student Health Services on a hosted basis. This proposal is mandatory

- 3.12.1 Provide your company's alternative proposal in conjunction with the original proposal.
- 3.12.2 Provide a monthly charge for this alternative
- 3.12.3 Provide any set up charges
- 3.12.4 Provide full detail concerning how the Hosted Services alternative complies with all necessary requirements of the University

- 3.12.5 Explain your implementation process to maintain the existing system until the Hosted Service is in place.
- 3.12.6 Please provide references from a company or institution of similar size using your company's Hosted Services.
- 3.12.7 Provide additional information regarding this model to the University, pros/cons of using the hosted solution over in-house, the steps to move from the current in-house model to hosted solution who is responsible for each step, and a realistic project timeline for transitioning.
- 3.12.8 Please provide a detailed explanation of your company's expectations of SF State in the implementation of this alternative proposal.

IV SCOPE OF WORK: MANAGED INFORMATION TECHNOLOGY SERVICES

SF State Student Health Services (SHS) requires a full service IT consulting company. Services include but are not limited to strategic IT leadership to SHS, routine server and network monitoring, maintenance and support as needed, IT troubleshooting and IT project services.

4.1 Current Technical Environment (subject to growth/change) See Exhibit C & D

- 16 (sixteen) Windows servers (two redundant sets of eight)
- Network with eight switches (will increase with deployment of additional thin clients)
- Thin clients – Citrix (60 licenses)
- Biometric login devices/readers (as keyboards and stand-alone)
- Computers: standard desktop - tower and slim (100) and thin clients - Wyse V90 (45)
- Eighty users
- Computer peripherals: flat panel monitors, keyboards
- Printers: networked (20 and local (25)
- Label Writers: networked (7) and local (19)
- Kiosks: (3) self-service check-in stations & card readers
- Hubs (8)
- Switches (14) SHS will be moving to smart switches
- UPS (9)
- PDU (4) power distribution units
- Tape backup machine (1)
- Cisco Firewall and ASA device (a filtering device that monitors the firewall)
- Symantec Content Filter
- Point and Click Solutions practice management system, go to www.pointnclick.com
- Kalos ProPharm pharmacy system, go to www.kalos-inc.com/
- Windows Desktop and Microsoft Office
- Innovation pill counting machine

4.2 Service Requirements

Ongoing Monthly Monitoring, Maintenance, Support and Repair

- 4.2.1 Provide phone support from 7:30am-5:30pm (PST) SHS regular hours.

- 4.2.2 Provide a customer service administrator to assure quality and timely service and support delivery
- 4.2.3 Provide technical support onsite and remotely as required to service SHS IT support needs
- 4.2.4 System maintenance, updates, upgrades and reboots to any network component affecting the majority of SHS customers should be scheduled after hours and on weekends.
- 4.2.5 User and customer support and service to be performed during regular SHS hours.
- 4.2.6 In addition to 4.2.4 provide two (2) hours of after-hours or weekend on-site support per month. Unused calls may accumulate for use later in the contract year but will expire on the contract anniversary date.
- 4.2.7 Provide background help desk administration and support and a ticketing system to assure timely support and service to SHS and tracking by service requester and SHS lead contact or delegate
- 4.2.8 Work closely with the customer's Business Manager or delegate to coordinate service calls and project activity.
- 4.2.9 Provide a weekly ticket status report via e-mail or on line.
- 4.2.10 Accomplish all the essential functions of the work under contract in a timely manner
- 4.2.11 Be responsive to each task's priority assignment as directed by SHS.
- 4.2.12 Employ effective internal escalation processes to ensure availability of skills to resolve problem.
- 4.2.13 Respond to multiple simultaneous service requests with pre-qualified technical service personnel within time frames set out here and to be included into the written contract. When responding to service requests, provide a solution and a timeframe for resolution.
High Priority calls—15 minutes response time required
Medium priority calls—1 hour response time required
Low Priority calls—4 hour response time required
Scheduled priority—as agreed upon by both parties
- 4.2.14 The awarded vendor will be subject to penalties as applied to response requirements.
Response Penalty
SHS shall receive a credit of \$100 off for each call ticket the vendor fails to handle in accordance with the response deadlines in Section 4.2.13. The credit shall be provided on the monthly invoice at the next billing cycle. Infractions shall be agreed upon by both parties and be documented in written form or email exchange between vendor and SHS Business Manager.
- 4.2.15 Install, configure, and document network hardware, peripherals, servers, desktop computers, and computer equipment; operating systems, applications and software utilized by customer. Installation shall include where applicable unloading, uncrating, assembling, setting in place, fastening to walls, floors or counters or other structures or

fixtures where required and the connection of all components of the systems plus all other related work including server set up.

- 4.2.16 Install diagnose, repair, configure, support, maintain, and provide user account maintenance for network hardware and peripheral equipment such as hubs, switches, routers, media converters, network connections, including:-
- Firewall
 - SHS Servers
 - Tape back up units
 - Printers
 - Scanners
 - Bio Metrics logon
 - Thin Clients
 - Desktop and Laptop Computers
- 4.2.17 Install, configure and set network connection services for printers. This would include set up testing of printer drivers with active directory and testing with new hardware. Printers are owned and maintained by SHS.
- 4.2.18 Diagnose and repair computer hardware and peripheral equipment such as monitors, keyboards, mice, scanners, bio metric devices. Work with manufacturers to provide replacement parts under warranty. Resolve configuration and firmware issues with manufacturers.
- 4.2.19 Install and support auto lockout, hibernation and after hours auto updates of desktop computers.
- 4.2.20 Provide regular automated software updates as required while maintaining functionality, security and data integrity.
- 4.2.21 Provide quarterly update of desktop software image
- 4.2.22 Diagnose and support various systems including but not limited to Microsoft server 2003, 2008 and SQL
- 4.2.23 Perform general maintenance and troubleshooting tasks necessary to keep equipment and tools in operable condition, which may include but is not limited to inspecting testing equipment, lubricating equipment, replacing parts, cleaning equipment, and cleaning work areas, monitors, maintain efficiency and safety report faulty equipment.
- 4.2.24 Provide on-site and 24 hour remote automated monitoring, administration and diagnostics of network and network servers and provider: 1- Rapid alert notification of danger failure, 2- up time and performance assessment and correction
- 4.2.25 Provide on-going network and server tuning and load balancing for optimum system and application performance.
- 4.2.26 Provide server migration from current servers to new servers as purchased
- 4.2.27 Provide management of emergency procedures, remote monitoring, orderly sequential shutdown and regular testing and verification.

- 4.2.28 Provide complete antivirus and malware management and monitoring using software provided by SF State.
- 4.2.29 VPN Client Administration—Provide administration and support of VPN software for SHS clients using Microsoft VPN technologies on IT Contractors server
- 4.2.30 VPN Management—Monitor VPN system for uptime and alerts or issues related to VPN connectivity. VPN systems may be integrated into firewall or separate appliance.
- 4.2.31 Documentation—Maintain and update documentation of policies and procedures in printable electronic document format.
- 4.2.32 Provide full IT asset documentation and reporting in compliance with HIPAA requirements
- 4.2.33 Provide to SHS director and business manager a complete written listing of content with regard to network structures such as Active Directory.
- 4.2.34 Provide comprehensive recovery services of network servers and desktop computers including hard drive recovery and return
- 4.2.35 SHS requires the awarded vendor to implement CSU and SF State policies and be willing to implement changes as necessary when policies change. All changes should be documented in writing.
- 4.2.36 Provide initial set up for new users: image computer, new user id
- 4.2.37 Provide Administration support for Point n Click Software application and ProPharm
- 4.2.38 Comply with all software licensing agreements and requirements that apply to SHS, its employees and third party contractors. Ascertain and document licensed software inventory, and expiration dates with notification to the SHS director and business manager. At direction of SHS update as required.
- 4.2.39 Notify SHS of any renewals of hardware service contracts that are pending
- 4.2.40 Maintain a log of services provided to software and equipment for the SHS's evaluation; provide the SHS Business manager with copies of the documentation.
- 4.2.41 Provide new user documentation
- 4.2.42 Third Party Vendor Management—Interface with software and technology vendors to coordinate resolution of issues.
- 4.2.43 Web Host Support—In conjunction with URL monitoring, will work with SF State web host provider to troubleshoot issues related to SHS web site
- 4.2.44 ISP Management—Communicate and coordinate with SF State service provider for any network issues related to our Internet connection. This may include requests for changes in service or opening service tickets related to a performance problem or outage

- 4.2.45 Security Administration—Manage security settings of network, including Active Directory for user accounts and other objects including basic Group Policy Objects and advise SHS Director accordingly.
- 4.2.46 Provide offsite support for staff who telecommute
- 4.2.47 Communicate effectively with SHS personnel and other individuals as needed to discuss work in progress, exchange information and resolve problems.
- 4.2.48 Maintain good interpersonal relationships with SHS staff, co workers, managers.
- 4.2.49 Have the ability to virtualized SHS servers on a network.
- 4.2.51 Pro actively provide strategic management of SHS network including regular recommendations and plans regarding updates to hardware, operating system applications and security. As applicable and budgets permit, these plans may at SHS discretion develop into Service Projects.
- 4.2.52 Provide pro active assessment and recommendation regarding new technology that would contribute to the robustness and reliability of SHS IT operations. As applicable and budgets permit, these plans may at SHS discretion develop into Service Projects.

4.3 **Data Security and Integrity**

Understanding of HIPAA and FERPA compliance requirements for IT is essential. Describe your compliance protocols and procedures for the protection of Personal and Health Information. You may find information concerning HIPAA at <http://hipaa.dhs.ca.gov/>, and FERPA <http://www2.ed.gov/policy/gen/reg/ferpa/index.html> The URL below provides the overall security standards required by the CSU.

<http://staging.test.calstate.edu/Suam/icsuam/draft/INFORMATIONSECURITY.shtml>

Please also include any requirements of SF State.

- 4.3.1 HIPAA – Must have prior experience working in a HIPAA compliant environment
- 4.3.2 Implement security measures as directed by the University or as HIPAA requires.
- 4.3.3 Provide security patch management to ensure privacy, security and data integrity as required by HIPAA regulations.
- 4.3.4 Provide full IT asset documentation and reporting in compliance with HIPAA requirements
- 4.3.5 Provide information on which servers need remain powered for back up operation, which can use limited power complying with HIPAA requirements
- 4.3.6 Provide management of system data back-ups, including testing and verification in compliance with HIPAA requirements.
- 4.3.7 Provide user account management archiving, new user set up and re purposing in compliance with HIPAA

- 4.3.8 Maintain updated desktop computer image standard workstation configuration as required by HIPAA
- 4.3.9 On employee's separation from the University clean, reimage, set up network connect and create new employee desktop. Disable user id in compliance with HIPAA
- 4.3.10 Provide Profile management and policy documentation in compliance with HIPAA
- 4.3.11 Shared Folder Administration—Administer security and permissions on all shared folders. Create, modify, and delete shared folders as required by the client and documentation as required by HIPAA

4.4 Project Services

The first major task of the new IT contractor will be to develop a server replacement plan.

4.5 SHS Internal IT

SHS has an internal IT staff member deploying computers, laptops, thin clients and IT peripherals including hot spares. SHS IT staff member does not have network access. We expect the IT vendor to cover this aspect of our business if the SHS IT person is on vacation or out of the office.

V PROPOSAL EVALUATION

5.1 Evaluation Procedure

- 5.1.1 Proposals will be evaluated by Student Health Services and Procurement personnel.
- 5.1.2 Proposal evaluation will be based on the materials submitted by Respondents in response to the Request for Proposals. Submittals will be reviewed and assigned points for each of the evaluative criteria described below up to the maximum of points shown. Maximum overall possible point score is 2,000.

5.2 Proposal Evaluation Criteria

5.2.1 Minimum Qualifications:--Pass or Fail

Mandatory Disabled Veteran Owned Business Enterprise participation requirements are applicable to this RFP. The University requires responses to the Base Proposal and the Alternative Proposal as a minimum qualification.

5.2.2 Financial Information—Maximum Points 100

Assessment of low aged receivables, liabilities vs income

5.2.2 Data Security and Integrity—Maximum Points 500

Info on HIPAA audits

Documents showing vendor protocols & procedures involving HIPAA and other security

6.2.3 Service Requirements — Maximum Points 350

How to resolve issues around service, repairs, patches etc—detailed examples

Priority levels

Emergency management—escalation procedure

Communication procedures

5.2.4 Implementation Requirements – Maximum Points 100

Knowledge transfer
Implementation timeline

5.2.5 Administration Requirements – Maximum Points 100

Info on documentation of protocols
Monthly updates on documentation

5.2.6 References – Maximum Points 150

References will be asked to speak to the quality, timeliness and reliability of Respondent's service performance, the bidders ability to meet HIPAA and FERPA requirements. Higher ratings will be given to references whose programs more closely mirror the size and nature of that proposed for SF State. Each reference will be assigned a quality factor from 1 to 5, which will be multiplied by 30 to arrive at the total point assignment.

5.2.7 Staffing – Maximum Points 200

Respondent must have staff with qualifications listed in 3.8. Evaluation of the Staffing Proposal to the extent to which it demonstrates the certification of technicians assigned to service the account, the ability to provide certification documentation, demonstrates like kind experience as required by the proposal and in addition supplying information on other staff needed to fulfill the SF State SHS IT requirements. Each reference will be assigned a quality factor from 1 to 10 which will be multiplied by 20 to arrive at the total point assignment.

5.2.8 Cost Proposal – Maximum Points 500

This category awards points based on rates for monthly Managed Care. The lowest cost bid receives the maximum number of points. Other bid points will be determined by dividing the lowest bid price by each additional bid price and multiplying by the maximum points. Lowest Bid divided by the next bid x 500.

5.3 Alternative Proposal

Points will be awarded to a Hosted Services Solution based on proposed solutions responsiveness to the requirements presented herein. Submittals will be reviewed and assigned points for each of the evaluative criteria described below up to the maximum of points shown. Maximum overall possible point score is 2,000. See above for Maximum Points per category.

5.4 Final Selection

5.4.1 SF State's selection of the awarded Respondent and its selection of on-site vs hosted solution will be made based on an assessment of best value, taking into consideration price, service, all evaluation criteria and final interview. SF State's determination of the awarded Respondent is at its discretion and SF State's decision in that regard shall be final.

5.4.2 A final interview will be conducted with the top Respondents of awarded points. After the interview a final selection will be made.

- 5.4.3 In the event the selected Respondent fails to execute a contract pursuant to this RFP, SF State may offer a contract to the Respondent whose proposal ranked next in the overall assessment of best value.

VII. COST PROPOSAL FORM AND SIGNATURE PAGE

Respondent proposes below the cost to furnish services that comprise the SF State Student Health Services IT Program in accordance with the specifications set forth herein. Unless otherwise specifically stated in the specifications or response, the proposed cost shall be inclusive of all services and supplies set forth in the Request for Proposals upon which this Cost Proposal is based.

Managed Information Technology Services Monthly Service \$_____per month

Estimated number of hours to supply service for Managed Care _____per month

Hosted Solution Monthly Service \$_____per month

Estimated number of hours to supply service for Hosted Solution _____per month

SIGNATURE FORM

The undersigned Respondent hereby submits this RFP and agrees to the terms and conditions thereof:

Name of Company Date

Authorized Signature Printed Name/Title

Address/City/State/Zip

Phone Number Fax Number

E-mail



STUDENT HEALTH SERVICE

1600 Holloway Avenue
San Francisco, CA 94132

Student Health Internal Protocols

Definitions used in these documents

SHS Providers—Internal Users
SHS IT Consultant—Internal IT person
External IT Contractor—Awarded Vendor

SAN FRANCISCO STATE UNIVERSITY Student Health Service
1600 Holloway Avenue San Francisco, CA 94132-4200

OPERATIONS MANUAL

Subject: IT - IT Password Maintenance

I. Procedure

- The IT Career Consultant will receive a report on a weekly basis regarding the expiration of user passwords.
- The IT Career Consultant will maintain an access database with user name and expiration of the password.
- The IT Career Consultant will send an email to the user and the user's supervisor reminding them that they will need to login to a desktop computer and change their individual user password. Below is a sample of the email reminder:

Hi (insert staff person's first name),

This is a reminder that you will need to log on to a computer by (insert date). Your password is about to expire and needs to be changed.

Thanks!

Original Document Date: Fall 2008
Date(s) of Revision:
Date(s) of Review:

APPROVED: _____

SAN FRANCISCO STATE UNIVERSITY Student Health Service
1600 Holloway Avenue San Francisco, CA 94132-4200

OPERATIONS MANUAL

Subject: IT - IT Password Change Process

I. Procedure

- The staff person shall fill out an IT problem form. If the individual staff person does not fill out an IT problem form, then the changing of the password by the IT Career Consultant cannot be done.
- The IT Career consultant shall be given a copy of the IT problem form.
- The IT Career Consultant shall call the following number: 888-725-8099
- The IT Career consultant shall need to announce herself as "Hi, I am Sandee Noda calling From San Francisco State University-Student Health Center. I need a password reset for the following user (first and last name)." The IT Contractor shall be able to provide the IT Career Consultant with a temporary password for the user.
- The IT Career Consultant shall fill out the temporary reset form (see addendum) and hand the completed form back to the user. The user can then ask for additional help if they need it resetting their individual password.
- The IT Career Consultant cannot know individual password. If the IT consultant learns individual passwords, disciplinary actions will be taken.

Original Document Date: Fall 2008
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Date(s) of Review:

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ADDENDUM

Temporary Password Request

USER Name: _____

First Name: _____

Last Name: _____

New Password: _____

On first logon you shall be asked to enter a new password.

OPERATIONS MANUAL

Subject : IT - SHS IT Problem Response

(including but not limited to software problem, computer, printer malfunction, loss of network or internet connection)

I. Reporting and Responding to IT problems within SHS

When any SHS staff experiences or identifies a software, computer, printer, network or internet problem, staff shall follow the problem resolution steps as below.

- SHS Staff members are expected to complete the SHS IT problem form (accessible throughout the clinic and exam rooms and in SHS Info/Forms folder).
- All SHS Staff **except SHS Providers** shall take the completed problem form to their SHS Supervisor.
 - SHS Providers shall take their completed problem forms in person to the SHS IT Consultant. The SHS IT Consultant's office is currently located in Clinic A room 25A (x81855). The SHS providers shall not overhead page the SHS IT Consultant.
 - If the SHS IT Consultant is not available, staff shall take their completed problem forms in person to the SHS Business Manager. If the SHS Business Manager is not available, staff shall give their completed problem forms to the Director's office reception staff.
- The SHS Supervisors shall review the problem form and walk staff through the following checklist of tasks:
 - Did the employee reboot the system? If not, go ahead and reboot.
 - Check to make sure that the monitor is turned on.
 - Check to make sure that the mouse and keyboard are plugged in.
 - If the above checklist of tasks does not solve the IT problem, then the SHS Supervisor shall contact the SHS IT Consultant in person. If the SHS IT Consultant is unavailable then the SHS Business Manager is the point of contact. If the SHS Business Manager is unavailable then the SHS Director is the point of contact.
 - This information shall be reviewed with the clinical staff at the 8:05 AM morning meetings.
- When forwarded to the SHS IT Consultant, the SHS IT Consultant shall try to resolve the problem for thirty (30) minutes if the computer in question is not a thin client. If the computer is a thin client, then the SHS IT Consultant shall troubleshoot the problem for five (5) minutes.
- If the SHS IT Consultant is unable to resolve the problem within the set timeframe, the SHS IT Consultant shall contact the External IT Consultant by completing and emailing them a maintenance request form (see Addendum II) along with a detailed report of all troubleshooting that has been tried up to that point.

II. Reporting IT problems to the External IT Consultant

The SHS IT Consultant shall complete the appropriate Direct Technology form: "Equipment Maintenance Request" or "Printer Maintenance Request." Access forms in Business Office shared drive; folder titled "Direct Technology forms")

- A copy of the request form shall be saved in the IT folder "Direct Technology requests."
- Send an email to Direct Technology at TechSupport@DirectTechnology.com

- Subject Line shall read: Direct Technology SFSU Equipment Request
- Cc to: aksmith@sfsu.edu, sthomp@sfsu.edu, bhyde@sfsu.edu, cbrewer@sfsu.edu.
- Email shall state: "See attached equipment maintenance request. The following troubleshooting steps have been taken: "
- Email shall include **staff contact** information:
 - For all requests regarding Thin Clients, the **staff contact** is the SHS Clinic Manager, Brenda Hyde. Include her name, phone number (405-4156), and email address (bhyde@sfsu.edu).
 - For all other requests, the **staff contact** is the SHS Business Manager, Stacey Thompson. Include her name, phone number (338-1692), and email address (sthomp@sfsu.edu).
- The request form shall be attached and the email sent.

III. Tracking the Problem to its Resolution

SHS IT Consultant shall enter the request data into the excel spreadsheet and begin tracking the problem and resolution information from the External IT Vendor.

NOTE: Phone contact for Direct Technology is **1-888-725-8099 or 916-787-2299**. Phone is answered between the hours of 7:00 AM – 5:30 PM PST.

- The SHS external IT vendor will have 20 minutes to troubleshoot the problem if it is an issue on a thin client. The SHS external IT vendor will have 1 hour to troubleshoot the problem if it is a computer.
- After the troubleshooting the external IT vendor shall contact the SHS IT Consultant via email with a cc: to SHS Director and SHS Business Manager. The email shall include the action that needs to be taken such as swapping out, no action needed, problem resolved, or need customer to sign off that the problem has been resolved.
- If the email states that the problem has been resolved, then the SHS IT Consultant shall go verify that the problem has been resolved.
- The SHS IT Consultant shall send findings to the SHS Director and SHS Business Manager with a cc: to TechSupport@DirectTechnology.com. The SHS IT Consultant shall include the External IT vendor's ticket number in the content of the email.
- If the SHS Consultant finds that the problem has not been resolved, then the SHS IT Consultant shall find the SHS Business Manager in person to speak directly to the SHS Business Manager about the problem. This is so the SHS Business Manager can determine how critical the error message is and if the problem request needs to be escalated. In the event that the SHS Business Manager is unavailable for the entire business day, the SHS IT Consultant shall speak directly to the SHS Director.

IV. SHS IT Consultant Weekly Report

Every Friday the SHS IT Consultant shall turn in a weekly summary report and all of the completed problem sheets for the week to the SHS Business Manager for review.

Original Document Date: 7/14/08
 Date(s) of Revision: 11/10/08, 3/13/09
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APPROVED: _____

Point and Click Error and Modification Form
PLEASE RETURN TO BUSINESS MANAGER (via DIRECTOR'S OFFICE)
(See "SHS IT Problem Response" protocol) Email: sthomps@sfsu.edu Phone: 338-1351

Please use this form to document any errors that you encounter while using Point and Click. If you receive an error message, please note that it is critical that you document the entire message or Print Screen the message and attach it to this form.

Name _____ Date _____ Approx Time: _____

Reason for Request:

☐ Error ☐ Modification

Location _____

☐ Clinic A ☐ Clinic C ☐ Urgent Care ☐ Central Office ☐ Business Office ☐ Lab/X-ray
☐ Director's Office ☐ Pharmacy ☐ Other _____

Problem occurred in:

☐ OpenSchedule ☐ OpenChart ☐ OpenBilling ☐ OpenRegistration
☐ Open Reports ☐ Template Editor ☐ Other _____

Did you reboot (shut down, restart) your computer? Yes [] No []

Description of the problem:

Has this happened before? ☐ YES ☐ NO

Error Message (please copy exact text, if any):

Request for Change in:

☐ Department ☐ Role ☐ Permission

Please describe the change requested _____

Addendum I: SHS IT Problem Response

IT or PointnClick Error Forms Processing Instructions for Student Assistant

I. Receiving Error Forms

SHS Staff are directed to let their supervisor know when they experience a software, computer, printer, network, or internet problem **except** providers who shall forward their IT problems directly to the SHS Business Manager.

Staff supervisors may forward problems to the SHS Business Manager or request that their staff turn in an IT or PointnClick error form to the Business Manager.

Staff may additionally hand the Error forms directly to the Director's Office Student Assistant or place them in the Business Manager's IN box or mail box.

- Director's Office Student Assistant shall receive the forms in person and shall check both the Business Manager's IN box and the Business Manager's mail box in the Central Office periodically throughout their shift for any error forms.

II. Processing the Forms

Director's Office Student Assistants shall process the Error forms as follows:

Review the form for accuracy and completeness:

- Area location and room number
- Serial #(s)
- Staff's name
- Description of the problem is clear
- Notation that the computer was rebooted and error still occurred.
 - If no such notation, ask the staff member if the computer has been rebooted. If not, ask them if they need help rebooting the computer.
 - If help is needed, alert the SHS Business Manager that help is needed. Give the Business Manager a copy of the Error form.
 - If still an error after the computer has been rebooted, notate this fact on the form and go to next step.
- If the form is not complete, the student assistant shall ask the staff member for more information.

Determine type of Computer:

- If the error is regarding a Thin Client, follow the steps in Section III below.
- If the error is regarding a computer that is housed in a staff person's office or in the Nurse's or Doctor's desks within Urgent Care, forward the hard copy of the error form directly to the SHS Business Manager.
 - The SHS Business Manager may request the student assistant to complete a work request. If so, follow steps in III (however, the **staff contact** in these cases would be Stacey Thompson, 338-1692, sthomps@sfsu.edu).

III. Work Requests

Student assistant shall complete the appropriate Direct Technology' form: "Equipment Maintenance Request" or "Printer Maintenance Request." Access forms in Director's Office shared drive; folder titled "Direct Technology forms")

- A copy of the request form shall be saved in the Director's Office folder "Direct Technology requests."
- Send an email to Direct Technology at TechSupport@DirectTechnology.com
 - Subject Line shall read: Direct Technology SFSU Equipment Request
 - Cc to: aksmith@sfsu.edu, sthomps@sfsu.edu, bhyde@sfsu.edu, cbrewer@sfsu.edu.
 - Email shall state: "See attached equipment maintenance request."

- Email shall include **staff contact** information:
 - For all these requests (Thin Clients), the **staff contact** is the SHS Clinic Manager, Brenda Hyde.
 - Include her name, phone number (405-4156), and email address (bhyde@sfsu.edu).
- Attach the request form to the email and send.

IV. Student Assistant shall enter the request data into the excel spreadsheet

NOTE: Phone contact for Direct Technology is **1-888-725-8099 or 916-787-2299**. Phone is answered between the hours of 7:00 AM – 5:30 PM PST.

OPERATIONS MANUAL

Subject: HIPAA Compliance

SHS Privacy Officer: Director, Student Health Services
Clinic Manager, Student Health Services

SFSU Privacy Officers: Associate Vice President, SFSU Human Resources
SFSU Registrar

Student Health Services complies with HIPAA regulations as outlined below:

I. General Rules - Section 164.306

- SHS ensures the confidentiality, integrity, and availability of all electronic protected health information that the SHS creates, receives, maintains, or transmits.
- SHS protects against any reasonably anticipated threats to the security or integrity of such information.
- SHS protects against any reasonably anticipated uses or disclosures of such information that are not permitted or required
- SHS adheres to the SFSU policies and procedures outlined in UED #03-42: Confidentiality and Information Security Plan.

II. Policies and Procedures and Documentation Requirements - Section 164.316

- SHS has developed and implemented reasonable and appropriate policies and procedures to comply with the HIPAA security standards, implementation specifications, or other requirements.
- These policies and procedures and their implementation shall be reviewed annually and modified as needed.
- All policies and procedures shall be retained for 6 years from the date of their creation or the date when last in effect, whichever is later.
- All Business Associate Agreements are stored in a binder in the Business Manager's Office.

III. Organizational Requirements - Section 164.314

SHS shall have a Business associate contract or other arrangement between SHS and business associates. The SHS business associate contracts must provide that the business associate will:

- Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of the covered entity as required by this subpart;
- Ensure that any agent, including a subcontractor, to whom it provides such information agrees to implement reasonable and appropriate safeguards to protect it;
- Report to the covered entity any security incident of which it becomes aware;
- Make its policies and procedures, and documentation required by this subpart relating to such safeguards, available to the Secretary for purposes of determining the covered entity's compliance with this subpart;
- Authorize termination of the contract by the covered entity, if the covered entity determines that the business associate has violated a material term of the contract.

IV. Physical Safeguards - Section 164.310

Facility access controls: SHS has implemented policies and procedures to limit physical access to its electronic information systems and the areas in which they are housed. The SHS ensures that properly authorized access is allowed. See HIPAA protocol Addenda IV: SHS Guest Key Log, V: SHS Guest Proximity Card Log, VII: Building Access and Keys, and VIII: Security – Surveillance cameras and alarm systems.

A. Contingency operations

The SHS maintains secure VPN access for the electronic health record (EHR) vendor (Point n Click), the pharmacy software vendor (Kalos), the outside IT contractor, and SFSU DoIT staff. The above entities may be granted authorized physical access to SHS servers, routers, and firewalls via approval of the SHS Director. Access shall be facilitated by The SHS Business Manager or SHS Director. Outside of business hours access shall be facilitated by the Campus Police (DPS).

B. Facility security plan

Outside of working hours, the SHS is locked and access is available via the front door or rear door.

Campus police, the SHS Director, SHS Clinic Manager, and the Business Manager have access via the front door Primus key.

SHS staff have access through the rear door by use of an electronic swipe card Monday through Friday from 6:00 AM to 8:00 PM.

The Campus police, Fire Department, the SHS Director, SHS Clinic Manager, and the Business Manager and staff authorized by the SHS Director have access via the rear door 24 hours / day 365 days / year.

The SHS Firewall is located inside the locked SHS Electrical room. The SHS servers are located in the SHS Pharmacy and in room 17, both of which are kept locked and accessible to authorized staff only.

The SHS routers are located in a locked cabinet inside the SHS conference room and in the locked IT room inside the SHS Central Supply storeroom.

Please also refer to SHS HIPAA protocol Addenda VII: Building Access and Keys and VIII: Security – Surveillance cameras and alarm systems.

C. Access control

Access to SHS servers is restricted to the SHS Director, Business Manager, and External IT contractor technology staff. All access to the server is password protected.

Access to SHS firewall and routers is restricted to External IT Contractor and access to software is password protected.

The SHS staff have physical access to client PCs and Thin Clients.

There is no PHI on SHS laptops, Thin Clients, or Desktops.

Access to the programs and files on the network via Desktop PCs and Thin Clients is protected by a strong password or biometric reader. All passwords are changed at least every 90 days.

Role-based application access controls are used.

Access to Pharmacy and EHR programs is controlled by passwords.

D. Maintenance records

The SHS Storekeeper maintains a record of all security-related work orders in a HIPAA Binder in Central Supply. All records must be maintained for at least six years.

Workstation use

SHS workstations are positioned in a way to maximize privacy. Staff shall lock their workstation whenever they step away.

The pharmacy program (Kalos/Propharm) and the EHR program (Point n Click) both automatically “log off” users after Fifteen (15) minutes of non use.

Workstation security:

See HIPAA protocol Addenda VII: Building Access and Keys and VIII: Security.

Device and Media controls:

SHS has identification and inventory control policies for all IT hardware. All devices that could contain PHI undergo a strict protocol prior to being relocated within the SHS. Please refer to “Re-use” section.

Disposal: Darik's Boot and Nuke (DBAN) <http://www.dban.org/> See Addendum III. An SHS Computer Equipment Sanitization Certification Form (included in Addendum III) shall be completed by SHS staff.

Re-use: Darik's Boot and Nuke (DBAN) <http://www.dban.org/> See Addendum III.

Accountability: SHS IT Consultant maintains a record of the movements of all CPUs, IT Equipment and electronic media. These records are maintained in the HIPAA IT Equipment Binder for six (6) years. See HIPAA protocol Addendum VI and VI a) – f).

Data backup and storage:

Data is backed up from primary servers to secondary servers at least once daily.

Backup copies of data are encrypted and transferred to tape. See HIPAA Addendum IX: IT-Information Technology.

V. Technical Safeguards - Section 164.312**Access control**

The SHS has implemented policies and procedures for the maintenance of electronic PHI and allows role-based access to data.

See HIPAA protocol Addenda I: SHS Shared Folders and II: SHS Shared Folders Owners

Unique user identification:

- SHS staff members have access to programs and files determined by their role in the SHS. Access is password protected or biometric access protected. All strong passwords are changed every 90 days.
- Access to Pharmacy and EHR programs is controlled by strong passwords.

Automatic logoff:

- Staff shall lock their workstation whenever they step away.
- The pharmacy program (Kalos/Propharm) and the EHR program (Point n Click) automatically log off users after fifteen (15) minutes of non use.

Emergency access procedure:

- The SHS maintains secure VPN access for named members of:-
 - The electronic health record (EHR) vendor's (Point n Click) staff.
 - The pharmacy software vendor's (Kalos) staff.
 - The outside SHS IT contractor.
 - SFSU DoIT staff.

The above entities may be granted authorized physical access to SHS servers, routers, and firewalls via approval of the SHS Director. Access shall be facilitated by Campus Police (DPS).

Encryption and decryption:

A. PointnClick:

The SHS has its own Firewall and has folder security on its servers and clients. The data on the SHS servers is not encrypted.

- The PHI in PointnClick, electronic medical records practice management system does not encrypt data on the server/s.
- Tape backup copies of PointnClick information is encrypted.
- Data transferred from the SFSU Registrar's servers to PointnClick is encrypted via secure FTP.
- Data transferred from SHS to SFSU Bursar's ARM system is encrypted via secure FTP.
- Data transferred from SHS to Quest Diagnostics is encrypted via TCP/IP – VPN.
- Data transferred from SHS to FamilyPact program of Medi-Cal is encrypted via SSL.
- Data transferred between SHS and PointnClick and SFSU Bursar's servers is encrypted via a secure FTP.
- Data transferred between PointnClick and Propharm (Kalos) within the SHS network is not encrypted.

B. Propharm (Kalos)

The SHS has its own Firewall and has folder security on its servers and clients. The data on the SHS servers is not encrypted.

- The PHI in Kalos, electronic pharmaceutical records practice management system, does not encrypt data on the server/s.
- A tape backup copy of Propharm (Kalos) information is encrypted.
- Propharm (Kalos) receives patient demographic information from PointnClick in unencrypted form..
- Data transferred between PointnClick and Propharm (Kalos) within the SHS network is not encrypted.

Integrity

PointnClick, SHS' practice management system, has a tracking system that records all changes to PHI. Data that is "deleted" is still available for review. All changes and deletions are time-stamped and electronically signed.

Person or entity authentication

SHS has implemented procedures that require password or biometric identification to access programs and files.

Transmission security

The SHS has implemented technical security measures to guard against unauthorized access to electronic protected health information that is being transmitted over an electronic communications network.

1. *Integrity controls*
All data sent via FTP ensures / confirms data integrity during transmission.
2. *Encryption*
All PHI transmitted by the SHS is encrypted via SFTP, TCP/IP-VPN, or SSL.

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Date(s) of Revision: 8/17/07, 3/10/08
Date(s) of Review: 5/17/07, 8/17/07, 3/14/08, 6/12/08, 9/22/08

APPROVED: _____

HIPAA protocol Addendum X: Encryption of SHS Data - Additional Information

Data on SHS Servers including the Propharm, PointnClick and File Servers is not Encrypted.

Some very specific Payroll data which includes SS# is stored on the SHS file server and is encrypted.

Protected Data Level 1 Data is transmitted and received by the SHS.

Data received from Registrar's Database via sFTP.

A limited subset of Data (Billing) is sent to Bursars Office and received from Bursar's Office via sFTP,

Laboratory Data is sent (requests) and received (results) from Quest Laboratories via VPN.

Data is sent (requests) to FamilyPACT (State of California) for authorization of covered Pharmacy services and received (authorization) from FamilyPACT (State of California) via ERx Networks VPN <http://www.ernetwork.com/>.

Data is entered into PointnClick's Integrated Patient Management / EHR system and Pharmacy System (Propharm) by Students, Faculty or Staff via PointnClick POS Terminals in SHS.

SHS Staff and patients use PointnClick 's Confidential Communicator to enter private information into the PointnClick database.

The data is stored on a dedicated SHS Server.

SHS Staff make PHI available to patients on PointnClick's web servers.

SHS Staff send an email to the patient's sfsu.edu address advising the patient to log onto the PointnClick web server to receive confidential information.

The PointnClick web server logon process is being migrated to LDAP in September 2008 (DoIT / PointnClick project).

Patients send confidential information (Pharmacy requests) via phone IDR system which interfaces with SHS Pharmacy Database (Propharm),.

Patients send confidential information (Pharmacy requests) via Internet <https://centralrefill.com/refill.php?s=531> to the SHS Pharmacy Database (Propharm).

Once a month the SHS pharmacy is required by the California State Board of Pharmacy to submit prescription information for all Schedule II and III prescriptions filled to the Department of Justice, Bureau of Narcotic Enforcement's, CURES Program.

The CURES prescription information contains

- Full name, address, gender, and date of birth of the patient;
- Prescriber's category of licensure, license number, and federal controlled substance registration number;
- Pharmacy prescription number, license number, and federal controlled substance registration number;
- NDC (National Drug Code) number of the controlled substance dispensed;
- Quantity of the controlled substance dispensed;
- ICD-9 (diagnosis code), if available;
- Date of issue of the prescription; and<
- Date of dispensing of the prescription.

Data is sent via sFTP (Filezilla) to the data collection vendor, Atlantic Associates contact telephone 1-888-492-7341.

Original Document Date: 10/9/07
Date(s) of Revision:
Date(s) of Review: 10/9/07

APPROVED: _____

Security Groups

Description : Report generated for the Domain(s) shs2.sfsu.edu

Generated at - 2008/12/05 - 8:14 AM

Group Name	Members
Abnormal PAP Follow-up	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Melanie Deal[shs2.sfsu.edu/User Groups/SHS/Clinical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA]
Account Operators	DT Technicians[shs2.sfsu.edu/_NEW/_Security Groups]
Account Tech	Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]
Accounting	Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Juliet Olson[shs2.sfsu.edu/User Groups/Finance]
Accounts Payable	Juliet Olson[shs2.sfsu.edu/User Groups/Finance]
Accounts Receivable	Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]
AcronisBackupServerUsers	Brian Esperson[shs2.sfsu.edu/_NEW/_Direct Technology], Paul McCullough[shs2.sfsu.edu/_NEW/_Direct Technology]
Adm Staff	FP Sched Mgr[shs2.sfsu.edu/Security Groups], Business Manager[shs2.sfsu.edu/Security Groups], Director[shs2.sfsu.edu/_NEW/_Security Groups], Clinic Manager[shs2.sfsu.edu/Security Groups], Staff Rep[shs2.sfsu.edu/Security Groups], Dir Asst[shs2.sfsu.edu/Security Groups], COS[shs2.sfsu.edu/Security Groups]
Administrators	Domain Admins[shs2.sfsu.edu], Administrator[shs2.sfsu.edu]
All Computers	TC-683BF322327[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], TC-683BF115578[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic A], TC-683BF116073[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care B]
Associate Director	Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
Backup Operators	-
Biller	Barbara Salge[shs2.sfsu.edu/User Groups/Finance]
Billing	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]

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Group Name	Members
Bursar Batch	Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]
Business Asst	Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Cristhiam D. Sanchez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office]
Business Manager	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]
Business Office	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Patricia L. Michel[shs2.sfsu.edu/Information Technology], Tuan-Anh Mai[shs2.sfsu.edu/User Groups/SHS/Storekeeper], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical], Juliet Olson[shs2.sfsu.edu/User Groups/Finance], Sandee M. Noda[shs2.sfsu.edu/Information Technology]
Cashier	Hoai Huong A. Nguyen[shs2.sfsu.edu/User Groups/SHS/Clerical], Devin Robinette[shs2.sfsu.edu/User Groups/SHS/Clerical], Linda Nguyen[shs2.sfsu.edu/User Groups/SHS/Clerical], Holli Miller[shs2.sfsu.edu/User Groups/SHS/Clerical], Nicole Joe[shs2.sfsu.edu/User Groups/SHS/Clerical], Jia Jing He[shs2.sfsu.edu/User Groups/SHS/Clerical], Jaimelle Dollaga[shs2.sfsu.edu/User Groups/SHS/Clerical], Andrew Chan[shs2.sfsu.edu/User Groups/SHS/Clerical], Stefanie Cecchi[shs2.sfsu.edu/User Groups/SHS/Clerical], Elena Vida[shs2.sfsu.edu/User Groups/SHS/Clerical], Cassie Wong[shs2.sfsu.edu/User Groups/SHS/Clerical], Caitlin Mcnerney[shs2.sfsu.edu/User Groups/SHS/Clerical], Lorna Divino[shs2.sfsu.edu/User Groups/SHS/Clerical], Conan Tong[shs2.sfsu.edu/User Groups/SHS/Clerical]
Cert Publishers	-
Clerical	Yuan M. Zhang[shs2.sfsu.edu/User Groups/SHS/Clerical], Hanna Pham[shs2.sfsu.edu/User Groups/SHS/Clerical], Dhon E. Galang[shs2.sfsu.edu/User Groups/SHS/Clerical], Bonnie Agnello[shs2.sfsu.edu/User Groups/SHS/Clerical], Jan Lenzini[shs2.sfsu.edu/User Groups/SHS/Clerical], Geri Martin[shs2.sfsu.edu/User Groups/SHS/Clerical], Fely D. Claudio[shs2.sfsu.edu/User Groups/SHS/Clerical], Victoria DeCastro[shs2.sfsu.edu/User Groups/SHS/Clerical], Selena Freeman[shs2.sfsu.edu/User Groups/SHS/Clerical], Claudia Sanchez[shs2.sfsu.edu/User Groups/SHS/Clerical], Maria Gabon[shs2.sfsu.edu/User Groups/SHS/Clerical]

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Group Name	Members
Clinic Manager	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Associate Director[shs2.sfsu.edu/Security Groups], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
Clinical Staff	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Ronisha Wilson[shs2.sfsu.edu/User Groups/SHS/Clerical], Katia Agustin[shs2.sfsu.edu/User Groups/SHS/Clerical], Stella Siu[shs2.sfsu.edu/User Groups/SHS/Clerical], Majeeda S. Hakeem[shs2.sfsu.edu/User Groups/SHS/Lab], Yuan M. Zhang[shs2.sfsu.edu/User Groups/SHS/Clerical], Hanna Pham[shs2.sfsu.edu/User Groups/SHS/Clerical], Dhon E. Galang[shs2.sfsu.edu/User Groups/SHS/Clerical], Vicki Baingul[shs2.sfsu.edu/User Groups/SHS/Lab], Fely D. Claudio[shs2.sfsu.edu/User Groups/SHS/Clerical], Victoria DeCastro[shs2.sfsu.edu/User Groups/SHS/Clerical], Claudia Sanchez[shs2.sfsu.edu/User Groups/SHS/Clerical], Maria Gabon[shs2.sfsu.edu/User Groups/SHS/Clerical], Nancy Haddad[shs2.sfsu.edu/User Groups/SHS/Lab]
COS	Teresa Rebeiro[shs2.sfsu.edu/User Groups/SHS/Clinical]
CQI Committee Members	Dir Asst[shs2.sfsu.edu/Security Groups], Peter Ewald[shs2.sfsu.edu/User Groups/SHS/Clinical], Mira Medan[shs2.sfsu.edu/User Groups/SHS/Clinical], Marilyn Wong[shs2.sfsu.edu/User Groups/SHS/Clinical], Stella Blankenship[shs2.sfsu.edu/User Groups/SHS/Clinical], Sandi Devencenzi[shs2.sfsu.edu/User Groups/SHS/RN Manager]
Desktop Support	Ravi Kamdar[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], DT Technicians[shs2.sfsu.edu/_NEW/_Security Groups], DT Engineers[shs2.sfsu.edu/_NEW/_Security Groups], Noda Admin[shs2.sfsu.edu/Information Technology], Sandee M. Noda[shs2.sfsu.edu/Information Technology]
DHCP Administrators	-
DHCP Users	-
Dir Asst	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Carol_old Brewer_old[shs2.sfsu.edu/User Groups/Administration/Admin]
Direct Technology	Rosie Duran[shs2.sfsu.edu/_NEW/_Direct Technology], Matthew Miller[shs2.sfsu.edu/_NEW/_Direct Technology], Brian Esperson[shs2.sfsu.edu/_NEW/_Direct Technology], Joey Washburn[shs2.sfsu.edu/_NEW/_Direct Technology], Ben Petersen[shs2.sfsu.edu/_NEW/_Direct Technology], Jeremy Clark[shs2.sfsu.edu/_NEW/_Direct Technology], Paul McCullough[shs2.sfsu.edu/_NEW/_Direct Technology]

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Group Name	Members
Director	Alastair A. Smith[shs2.sfsu.edu/_NEW/_User Groups/Directors Office], Alastair Smith[shs2.sfsu.edu/User Groups/Administration/Executive]
Director's Office	Alastair A. Smith[shs2.sfsu.edu/_NEW/_User Groups/Directors Office], Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Patricia L. Michel[shs2.sfsu.edu/Information Technology], Alastair Smith[shs2.sfsu.edu/User Groups/Administration/Executive]
Director's Student Assistant	Jan Milano[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Huy Le[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office]
Distributed COM Users	S-1-5-11[shs2.sfsu.edu]
DnsAdmins	-
DnsUpdateProxy	-
Domain Admins	Alastair A. Smith[shs2.sfsu.edu/_NEW/_User Groups/Directors Office], X1 Search[shs2.sfsu.edu/_NEW/_Service Accounts], DTTEST[shs2.sfsu.edu/User Groups/Student Assistants], Cluster Service[shs2.sfsu.edu/_NEW/_Service Accounts], DT Engineers[shs2.sfsu.edu/_NEW/_Security Groups], Neal Johnsen[shs2.sfsu.edu/_NEW/_Direct Technology], Rosie Duran[shs2.sfsu.edu/_NEW/_Direct Technology], Matthew Miller[shs2.sfsu.edu/_NEW/_Direct Technology], BackupExec Service[shs2.sfsu.edu/_NEW/_Service Accounts], Ben Petersen[shs2.sfsu.edu/_NEW/_Direct Technology], Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Alastair Smith[shs2.sfsu.edu/User Groups/Administration/Executive], MWService[shs2.sfsu.edu/_NEW/_Service Accounts], SFSU Service[shs2.sfsu.edu/_NEW/_Service Accounts]

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Group Name	Members
Domain Computers	TC-683BF116073[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care B], TC-683BF115578[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic A], TC-683BF322327[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], SFSU_NOTEBOOK[shs2.sfsu.edu/Computer Groups/Workstations], SELFCHECKIN03[shs2.sfsu.edu/Computer Groups/SelfCheckInKiosks], PHARM-2[shs2.sfsu.edu/Servers Groups/Servers], PHARM-1[shs2.sfsu.edu/Servers Groups/Servers], EMR2[shs2.sfsu.edu/Servers Groups/Servers], AKSMITH[shs2.sfsu.edu/Computer Groups/Workstations], EMR1[shs2.sfsu.edu/Servers Groups/Servers], SELFCHECKIN01[shs2.sfsu.edu/Computer Groups/SelfCheckInKiosks], CITRIX01[shs2.sfsu.edu/Servers Groups/Citrix Servers], WEB1[shs2.sfsu.edu/Servers Groups/Servers], CITRIX02[shs2.sfsu.edu/Servers Groups/Citrix Servers], SHS0060[shs2.sfsu.edu/Computer Groups/Workstations], WEB2[shs2.sfsu.edu/Servers Groups/Servers], SFS0001SC1[shs2.sfsu.edu/Computer Groups/Workstations], SELFCHECKIN00[shs2.sfsu.edu/Computer Groups/SelfCheckInKiosks], SFSU-GENERAL-DE[shs2.sfsu.edu/Computer Groups/Workstations], SHS8MV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHSJW8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS7X8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHSHW8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS3X8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHSCMV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS4X8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS7MV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS4MV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS5MV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS6MV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS9MV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHSGW8FGF1[shs2.sfsu.edu/Computer Groups/Workstations/Director's Office/Asst Dir], SHS2X8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS6X8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122041[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122043[shs2.sfsu.edu/Computer Groups/Workstations], SHSOMNI0002[shs2.sfsu.edu/Computer Groups/Workstations], SHS5X8FGF1[shs2.sfsu.edu/Computer Groups/Workstations], SHS040609018[shs2.sfsu.edu/Computer Groups/Workstations], SHS030812025[shs2.sfsu.edu/Computer Groups/Workstations], SHS030820002[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122045[shs2.sfsu.edu/Computer Groups/Workstations], SHS040218002[shs2.sfsu.edu/Computer Groups/Workstations], SHS040915249[shs2.sfsu.edu/Computer Groups/Workstations], SHS030310002[shs2.sfsu.edu/Computer Groups/Workstations], SHS040915250[shs2.sfsu.edu/Computer Groups/Workstations], SHS041118004[shs2.sfsu.edu/Computer

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Group Name	Members
Domain Computers	SHS051122048[shs2.sfsu.edu/Computer Groups/Workstations], SHS040714039[shs2.sfsu.edu/Computer Groups/Workstations], SHS030220003[shs2.sfsu.edu/Computer Groups/Workstations], SHS030310003[shs2.sfsu.edu/Computer Groups/Workstations], SHS031111001[shs2.sfsu.edu/Computer Groups/Workstations], SHS030812026[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122042[shs2.sfsu.edu/Computer Groups/Workstations], SHS030220009[shs2.sfsu.edu/Computer Groups/Workstations], SHS030220008[shs2.sfsu.edu/Computer Groups/Workstations], SHS040714038[shs2.sfsu.edu/Computer Groups/Workstations], SHS030220007[shs2.sfsu.edu/Computer Groups/Workstations], SHS030220006[shs2.sfsu.edu/Computer Groups/Workstations], SHS040609017[shs2.sfsu.edu/Computer Groups/Workstations], SHS050824001[shs2.sfsu.edu/Computer Groups/Workstations], SHS050824004[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122047[shs2.sfsu.edu/Computer Groups/Workstations], SHS4BCG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHSBMV6SF1[shs2.sfsu.edu/Computer Groups/Workstations], SHSB9CG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHSG9CG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHS1BCG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHS5BCG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHSC9CG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHS3BCG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHSD9CG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHSJ9CG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHS2BCG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHSMEDPRO01[shs2.sfsu.edu/Servers Groups/Servers], SHSF9CG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHS5ZFJMG1[shs2.sfsu.edu/Computer Groups/Workstations], SHSH9CG4G1[shs2.sfsu.edu/Computer Groups/Workstations], SHS52040515PU[shs2.sfsu.edu/Computer Groups/Workstations], TC-683BF115580[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Medical Records], TC-6X2DH700003[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Info Desk], TC-683BEB02258[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], TC-6X2DH700127[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], TC-683BEB02278[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care A], TC-683BF115775[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], TC-683BF116378[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care A], TC-683BF115563[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic A], TC-683BF116269[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Info Desk], TC-683BF115560[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], TC-683BF116143[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], SHS1X8FGF1[shs2.sfsu.edu/Computer Groups/Workstations],

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Group Name	Members
Domain Computers	SHS050824005[shs2.sfsu.edu/Computer Groups/Workstations], SHS041223002[shs2.sfsu.edu/Computer Groups/Workstations], SHS050824003[shs2.sfsu.edu/Computer Groups/Workstations], SHSDWTXCH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSBWTXCH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS-DOIT-01[shs2.sfsu.edu/Servers Groups/Servers], SHSCWTXCH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS8WTXCH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSFILE01A[shs2.sfsu.edu/Servers Groups/Servers], SHSFILE01B[shs2.sfsu.edu/Servers Groups/Servers], SHSFILE01[shs2.sfsu.edu/Servers Groups/Servers], SHSFILE01FS[shs2.sfsu.edu/Servers Groups/Servers], SHSFILE01PS[shs2.sfsu.edu/Servers Groups/Servers], TC-6X2DH702017[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Central Office], TC-6X2DH701195[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care B], TC-6X2DH701108[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care B], TC-683BF316736[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], TC-6X2DH701085[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE], TC-6X2DH701730[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care B], TC-683BF200226[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care A], SHS6D82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS5D82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS1F82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSCD82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS9D82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSB82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS7D82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSFD82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSJD82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS8D82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSDD82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSHD82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSGD82HH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122039[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122040[shs2.sfsu.edu/Computer Groups/Workstations], SHS5JZ0LH1[shs2.sfsu.edu/Computer Groups/Workstations], SHSFWTXCH1[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122044[shs2.sfsu.edu/Computer Groups/Workstations], SHS051122046[shs2.sfsu.edu/Computer Groups/Workstations], TC-6X2DHA00509[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Clinic C], TC-6X2DH800700[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE], TC-6X2DHA00025[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Urgent Care A], TC-6X2DH800384[shs2.sfsu.edu/_NEW/_Computer Groups/WYSE/Central Office]

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Group Name	Members
Domain Controllers	AUTH2[shs2.sfsu.edu/Domain Controllers], AUTH1[shs2.sfsu.edu/Domain Controllers]
Domain Guests	Guest[shs2.sfsu.edu]

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Group Name	Members
Domain Users	krbtgt[shs2.sfsu.edu], IUSR_AUTH1[shs2.sfsu.edu], IUSR_AUTH2[shs2.sfsu.edu], Administrator[shs2.sfsu.edu], MWService[shs2.sfsu.edu/_NEW/_Service Accounts], Alastair Smith[shs2.sfsu.edu/User Groups/Administration/Executive], SUPPORT_388945a0[shs2.sfsu.edu], Linda Wanek[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], kiosk[shs2.sfsu.edu/User Groups/KioskUsers], Nancy Haddad[shs2.sfsu.edu/User Groups/SHS/Lab], Sandee M. Noda[shs2.sfsu.edu/Information Technology], Marian Yee[shs2.sfsu.edu/User Groups/SHS/DPM], Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Albert Angelo[shs2.sfsu.edu/User Groups/SHS/DPM], Linda Meier[shs2.sfsu.edu/User Groups/SHS/Clinical], Maya Patel[shs2.sfsu.edu/User Groups/SHS/Clinical], Teresa Leu[shs2.sfsu.edu/User Groups/SHS/DPM], Juliet Olson[shs2.sfsu.edu/User Groups/Finance], Conan Tong[shs2.sfsu.edu/User Groups/SHS/Clerical], Teresa Rebeiro[shs2.sfsu.edu/User Groups/SHS/Clinical], Sandi Devencenzi[shs2.sfsu.edu/User Groups/SHS/RN Manager], Maria Gabon[shs2.sfsu.edu/User Groups/SHS/Clerical], Barbara Commins[shs2.sfsu.edu/User Groups/SHS/Clinical], Chris Cronin[shs2.sfsu.edu/User Groups/SHS/Clinical], Stella Blankenship[shs2.sfsu.edu/User Groups/SHS/Clinical], Claudia Sanchez[shs2.sfsu.edu/User Groups/SHS/Clerical], Selena Freeman[shs2.sfsu.edu/User Groups/SHS/Clerical], Victoria DeCastro[shs2.sfsu.edu/User Groups/SHS/Clerical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA], Fely D. Claudio[shs2.sfsu.edu/User Groups/SHS/Clerical], Jackie Whang[shs2.sfsu.edu/User Groups/SHS/Clinical], Ruby Blanco[shs2.sfsu.edu/User Groups/SHS/Clinical], Marilyn Wong[shs2.sfsu.edu/User Groups/SHS/Clinical], Geri Martin[shs2.sfsu.edu/User Groups/SHS/Clerical], Mira Medan[shs2.sfsu.edu/User Groups/SHS/Clinical], Vicki Baingul[shs2.sfsu.edu/User Groups/SHS/Lab], Alyce Gilmore[shs2.sfsu.edu/User Groups/SHS/Clinical], Leslie Mulligan[shs2.sfsu.edu/User Groups/SHS/Clinical], William Luu[shs2.sfsu.edu/User Groups/SHS/Clerical], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical], Peter Ewald[shs2.sfsu.edu/User Groups/SHS/Clinical], Carol_old Brewer_old[shs2.sfsu.edu/User Groups/Administration/Admin], Benson Jen[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Jan Lenzini[shs2.sfsu.edu/User Groups/SHS/Clerical], Joann Alioto[shs2.sfsu.edu/User Groups/SHS/Clinical], Mona Marachli[shs2.sfsu.edu/User Groups/SHS/Clinical], Delfina Clinch[shs2.sfsu.edu/User Groups/SHS/Clinical], Debbie Frank[shs2.sfsu.edu/User Groups/SHS/Clinical], Tuan-Anh Mai[shs2.sfsu.edu/User Groups/SHS/Storekeeper], Patricia L. Michel[shs2.sfsu.edu/Information Technology], Bonnie Agnello[shs2.sfsu.edu/User

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Group Name	Members
Domain Users	Groups/SHS/Clerical], Dhon E. Galang[shs2.sfsu.edu/User Groups/SHS/Clerical], Hanna Pham[shs2.sfsu.edu/User Groups/SHS/Clerical], Maureen Lee[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Yuan M. Zhang[shs2.sfsu.edu/User Groups/SHS/Clerical], Robert Molino[shs2.sfsu.edu/User Groups/SHS/Clinical], Tiffany Gage[shs2.sfsu.edu/User Groups/Student Assistants/SA - Infodesk], Kamal Harb[shs2.sfsu.edu/User Groups/SHS/DPM], Jim Duzak[shs2.sfsu.edu/User Groups/SHS/Clinical], Jeff McCurtain[shs2.sfsu.edu/User Groups/SHS/Clinical], Annie Buchanan[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Lynn Hanson[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Jane Galvan[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Julie Jay[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Susanna Benningfield[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Stephanie A. Richmueller[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Eva M. Lambert[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Nancy Trinh[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Scanner User[shs2.sfsu.edu/_NEW/_Service Accounts], Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Sekou Ford[shs2.sfsu.edu/User Groups/SHS/Clinical], Lois M. Parkison[shs2.sfsu.edu/User Groups/SHS/Clinical], Christopher Stoehr[shs2.sfsu.edu/User Groups/SHS/Clinical], Cristthiam D. Sanchez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], IWAM_AUTH1[shs2.sfsu.edu], IWAM_AUTH2[shs2.sfsu.edu], thinclient[shs2.sfsu.edu/User Groups/KioskUsers], Majeeda S. Hakeem[shs2.sfsu.edu/User Groups/SHS/Lab], Stella Siu[shs2.sfsu.edu/User Groups/SHS/Clerical], Point N. Click[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Roger Rehwald[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Erron Titus[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Marianella Ricardo[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Barbara Saraceno[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Pam Delgadillo[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Kalos Software[shs2.sfsu.edu/User Groups/Consultants/Kalos], SelfCheckin KioskUser[shs2.sfsu.edu/User Groups/SelfCheckinKioskUser], Family Pack[shs2.sfsu.edu/User Groups/FamilyPackKioskUser], Joe Brienze[shs2.sfsu.edu/User Groups/Consultants/Innovation], David Webster[shs2.sfsu.edu/User Groups/Consultants/Innovation], Brenda Craig[shs2.sfsu.edu/User Groups/Consultants/Innovation], Mikhail Khazanovich[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Michelle Naps[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Kim Kreitner[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Jeff Morrill[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Ben Woodward[shs2.

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Group Name	Members
Domain Users	sfsu.edu/User Groups/Consultants/pointncklick], Elizabeth Hirsh[shs2.sfsu.edu/User Groups/Consultants/pointncklick], Rex Bloom[shs2.sfsu.edu/User Groups/Consultants/Kalos], Randy Larson[shs2.sfsu.edu/User Groups/Consultants/Kalos], Jeremiah Kemper[shs2.sfsu.edu/User Groups/Consultants/Kalos], Chris Haugsness[shs2.sfsu.edu/User Groups/Consultants/Kalos], Wayne Edkin[shs2.sfsu.edu/User Groups/Consultants/Kalos], Jenna Powell[shs2.sfsu.edu/User Groups/Consultants/Kalos], Scott McFall[shs2.sfsu.edu/User Groups/Consultants/Kalos], Paul Page[shs2.sfsu.edu/User Groups/Consultants/Kalos], David Tan[shs2.sfsu.edu/User Groups/Consultants/pointncklick], Offalyn V. Samatra[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Nastassia Valenzuela[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Dymond Scott[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Leila Tabrizi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Katherine Schoen[shs2.sfsu.edu/User Groups/SHS/Clinical], Mark Sittig[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Kelsey Branca[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Kristin Michaels[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarianne Huyett[shs2.sfsu.edu/User Groups/SHS/Clerical], Elizabeth Hinchman[shs2.sfsu.edu/User Groups/SHS/Clinical], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director], Sydney Brackett[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Galley C. Leon[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Melanie Deal[shs2.sfsu.edu/User Groups/SHS/Clinical], Nichael Cramer[shs2.sfsu.edu/User Groups/Consultants/pointncklick], Kay Gamo[shs2.sfsu.edu/User Groups/SHS/Clinical], June Tor[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM], Whitney Sanford[shs2.sfsu.edu/Information Technology], Noda Admin[shs2.sfsu.edu/Information Technology], Katia Agustin[shs2.sfsu.edu/User Groups/SHS/Clerical], Ronisha Wilson[shs2.sfsu.edu/User Groups/SHS/Clerical], Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Elizabeth Arnold[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Rami Aweti[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jennifer Hidalgo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Brian Martin[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Janella Parucha[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jean Villegas[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Maya Yoshida-Cervantes[shs2.sfsu.edu/User

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Group Name	Members
Domain Users	Groups/Student Assistants/SA - Family PACT Enroller], Teryn Cook[shs2.sfsu.edu/User Groups/SHS/Clerical], Elizabeth Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Angie Fong[shs2.sfsu.edu/User Groups/SHS/Clerical], Jessica Hong[shs2.sfsu.edu/User Groups/SHS/Clerical], Mei-Li Sjoquist[shs2.sfsu.edu/User Groups/SHS/Clerical], Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Wendy Dryden[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Lornia Divono[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Caitlin McNereney[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Paul McCullough[shs2.sfsu.edu/_NEW/_Direct Technology], Patricia Michel[shs2.sfsu.edu/Information Technology], Jeremy Clark[shs2.sfsu.edu/_NEW/_Direct Technology], Ben Petersen[shs2.sfsu.edu/_NEW/_Direct Technology], Joey Washburn[shs2.sfsu.edu/_NEW/_Direct Technology], Brian Esperson[shs2.sfsu.edu/_NEW/_Direct Technology], BackupExec Service[shs2.sfsu.edu/_NEW/_Service Accounts], Lindsay Holte[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], George Lee[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Matthew Miller[shs2.sfsu.edu/_NEW/_Direct Technology], Arielle Hunter[shs2.sfsu.edu/User Groups/SHS/Clerical], Justin Markiewicz[shs2.sfsu.edu/User Groups/Consultants/pointnclick], TJ Lamair[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Rosie Duran[shs2.sfsu.edu/_NEW/_Direct Technology], Neal Johnsen[shs2.sfsu.edu/_NEW/_Direct Technology], Robin Bitner[shs2.sfsu.edu/User Groups/SHS/Clinical], Wyse 02258[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 15580[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 22327[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 00003[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 00127[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Ecaterina Verbitchi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Wyse 02278[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 15775[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 16378[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 15563[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 15560[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 16143[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 16269[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 15578[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 16073[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Daniel Chao[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Rina Javier[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Saurabh Kumar[shs2.sfsu.edu/User Groups/Student Assistants/SA - Infodesk], Kyle Casserly-Hollman[shs2.sfsu.

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Group Name	Members
Domain Users	edu/User Groups/Student Assistants/SA - Infodesk], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Huy Le[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Jan Milano[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Lorna Divino[shs2.sfsu.edu/User Groups/SHS/Clerical], Caitlin Mcnerney[shs2.sfsu.edu/User Groups/SHS/Clerical], Cassie Wong[shs2.sfsu.edu/User Groups/SHS/Clerical], Elena Vida[shs2.sfsu.edu/User Groups/SHS/Clerical], Stefanie Cecchi[shs2.sfsu.edu/User Groups/SHS/Clerical], Andrew Chan[shs2.sfsu.edu/User Groups/SHS/Clerical], Jaimelle Dollaga[shs2.sfsu.edu/User Groups/SHS/Clerical], Jia Jing He[shs2.sfsu.edu/User Groups/SHS/Clerical], Nicole Joe[shs2.sfsu.edu/User Groups/SHS/Clerical], Holli Miller[shs2.sfsu.edu/User Groups/SHS/Clerical], Linda Nguyen[shs2.sfsu.edu/User Groups/SHS/Clerical], Devin Robinette[shs2.sfsu.edu/User Groups/SHS/Clerical], Ravi Kamdar[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Myrna Gharib[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Amber Benson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Carmen Chen[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Rosanne Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Dime[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Jessica Elauria[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Angela Hodgson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Alexa Joseph[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Vincent Lam[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Tyra McNorton[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Linda Okwu[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Maria De Lourdez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], RaeAnne Perri[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Lotty Ratanamany[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Raygo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Paige Schoening[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Edcel Suarez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Cluster Service[shs2.sfsu.edu/_NEW/_Service Accounts], DTTEST[shs2.sfsu.edu/User Groups/Student Assistants], X1 Search[shs2.sfsu.edu/_NEW/_Service Accounts], Wyse 02017[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 01108[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 01195[shs2.sfsu.

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Group Name	Members
Domain Users	edu/_NEW/_Service Accounts/WyseUsers], Wyse 01730[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 01085[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 00226[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 16736[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Alastair A. Smith[shs2.sfsu.edu/_NEW/_User Groups/Directors Office], Hoai Huong A. Nguyen[shs2.sfsu.edu/User Groups/SHS/Clerical], David Block[shs2.sfsu.edu/User Groups/SHS/Clinical], John Lee[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Wyse 00509[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 00700[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 00025[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers], Wyse 00384[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers]
DT Engineers	Brian Esperson[shs2.sfsu.edu/_NEW/_Direct Technology], Joey Washburn[shs2.sfsu.edu/_NEW/_Direct Technology], Jeremy Clark[shs2.sfsu.edu/_NEW/_Direct Technology], Paul McCullough[shs2.sfsu.edu/_NEW/_Direct Technology]
DT Technicians	Rosie Duran[shs2.sfsu.edu/_NEW/_Direct Technology], Matthew Miller[shs2.sfsu.edu/_NEW/_Direct Technology], Ben Petersen[shs2.sfsu.edu/_NEW/_Direct Technology]
EMR Committee	John Lee[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Katia Agustin[shs2.sfsu.edu/User Groups/SHS/Clerical], Kay Gamo[shs2.sfsu.edu/User Groups/SHS/Clinical], Melanie Deal[shs2.sfsu.edu/User Groups/SHS/Clinical], Katherine Schoen[shs2.sfsu.edu/User Groups/SHS/Clinical], Bonnie Agnello[shs2.sfsu.edu/User Groups/SHS/Clerical], Patricia L. Michel[shs2.sfsu.edu/Information Technology], Delfina Clinch[shs2.sfsu.edu/User Groups/SHS/Clinical], Benson Jen[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical], Victoria DeCastro[shs2.sfsu.edu/User Groups/SHS/Clerical]
Enterprise Admins	DT Engineers[shs2.sfsu.edu/_NEW/_Security Groups]
Facilities	Tuan-Anh Mai[shs2.sfsu.edu/User Groups/SHS/Storekeeper]

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Group Name	Members
Family Pact Enrollers	Myrna Gharib[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Ecaterina Verbitchi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Caitlin McNereney[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Lornia Divono[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Mei-Li Sjoquist[shs2.sfsu.edu/User Groups/SHS/Clerical], Jessica Hong[shs2.sfsu.edu/User Groups/SHS/Clerical], Angie Fong[shs2.sfsu.edu/User Groups/SHS/Clerical], Elizabeth Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Teryn Cook[shs2.sfsu.edu/User Groups/SHS/Clerical], Maya Yoshida-Cervantes[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jean Villegas[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Janella Parucha[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Brian Martin[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jennifer Hidalgo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Rami Aweti[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Elizabeth Arnold[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM], Sydney Brackett[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Leila Tabrizi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Dymond Scott[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Nastassia Valenzuela[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Cristhiam D. Sanchez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Nancy Trinh[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Eva M. Lambert[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Stephanie A. Richmueller[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Kamal Harb[shs2.sfsu.edu/User Groups/SHS/DPM], Hanna Pham[shs2.sfsu.edu/User Groups/SHS/Clerical], Bonnie Agnello[shs2.sfsu.edu/User Groups/SHS/Clerical], Jan Lenzini[shs2.sfsu.edu/User Groups/SHS/Clerical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA], Claudia Sanchez[shs2.sfsu.edu/User Groups/SHS/Clerical], Albert Angelo[shs2.sfsu.edu/User Groups/SHS/DPM], Marian Yee[shs2.sfsu.edu/User Groups/SHS/DPM]

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Group Name	Members
FamilyPACT Committee	Hoai Huong A. Nguyen[shs2.sfsu.edu/User Groups/SHS/Clerical], Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Claudia Sanchez[shs2.sfsu.edu/User Groups/SHS/Clerical], Conan Tong[shs2.sfsu.edu/User Groups/SHS/Clerical], Marian Yee[shs2.sfsu.edu/User Groups/SHS/DPM]
FP Sched Mgr	Patricia Michel[shs2.sfsu.edu/Information Technology], Patricia L. Michel[shs2.sfsu.edu/Information Technology]
FPBatch	Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]
Group Policy Creator Owners	-
Guests	IUSR_AUTH2[shs2.sfsu.edu], IUSR_AUTH1[shs2.sfsu.edu], Guest[shs2.sfsu.edu], Domain Guests[shs2.sfsu.edu]
Health Education	Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director], Teresa Leu[shs2.sfsu.edu/User Groups/SHS/DPM], Albert Angelo[shs2.sfsu.edu/User Groups/SHS/DPM], Marian Yee[shs2.sfsu.edu/User Groups/SHS/DPM]
HelpServicesGroup	-
Hiring	Juliet Olson[shs2.sfsu.edu/User Groups/Finance]
HR	Juliet Olson[shs2.sfsu.edu/User Groups/Finance]
HSA	Geri Martin[shs2.sfsu.edu/User Groups/SHS/Clerical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA], Marian Yee[shs2.sfsu.edu/User Groups/SHS/DPM]
IIS_WPG	IWAM_AUTH2[shs2.sfsu.edu], IWAM_AUTH1[shs2.sfsu.edu]
Incoming Forest Trust Builders	-
Insurance	Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]
Inventory Control	Tuan-Anh Mai[shs2.sfsu.edu/User Groups/SHS/Storekeeper]
IT	Sandee M. Noda[shs2.sfsu.edu/Information Technology]

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Group Name	Members
IT Assets	Sandee M. Noda[shs2.sfsu.edu/Information Technology]
IT Reset Passwords	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]
Kalos SG	Paul Page[shs2.sfsu.edu/User Groups/Consultants/Kalos], Scott McFall[shs2.sfsu.edu/User Groups/Consultants/Kalos], Jenna Powell[shs2.sfsu.edu/User Groups/Consultants/Kalos], Wayne Edkin[shs2.sfsu.edu/User Groups/Consultants/Kalos], Chris Haugsness[shs2.sfsu.edu/User Groups/Consultants/Kalos], Jeremiah Kemper[shs2.sfsu.edu/User Groups/Consultants/Kalos], Randy Larson[shs2.sfsu.edu/User Groups/Consultants/Kalos], Rex Bloom[shs2.sfsu.edu/User Groups/Consultants/Kalos], Kalos Software[shs2.sfsu.edu/User Groups/Consultants/Kalos]
KU_Business Assistant	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_Business Office	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_Clinical Staff	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
KU_Committees	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_Director's Office	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_EMR Committee	Kay Gamo[shs2.sfsu.edu/User Groups/SHS/Clinical], Patricia L. Michel[shs2.sfsu.edu/Information Technology]
KU_FamilyPACT Committee	Barbara Salge[shs2.sfsu.edu/User Groups/Finance]
KU_Health Education	Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
KU_Info Desk	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_IT	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_IT Assets	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]

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Group Name	Members
KU_Laboratory	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
KU_Medical Records	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
KU_Medical Records Committee	Teresa Rebeiro[shs2.sfsu.edu/User Groups/SHS/Clinical]
KU_MedPro Reports	Patricia L. Michel[shs2.sfsu.edu/Information Technology]
KU_Nursing	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
KU_Optomerty	Galley C. Leon[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
KU_OutReach Committee	Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director]
KU_Patient Assistance	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA], Marian Yeef[shs2.sfsu.edu/User Groups/SHS/DPM]
KU_PEACHES Nutrition	Teresa Leu[shs2.sfsu.edu/User Groups/SHS/DPM]
KU_PEACHES Sexual Health	Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM]
KU_Peer Review Committee	Christopher Stoehr[shs2.sfsu.edu/User Groups/SHS/Clinical]
KU_Pharmacy	Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy]
KU_PNC	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Patricia L. Michel[shs2.sfsu.edu/Information Technology], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]
KU_Podiatry	Maureen Lee[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
KU_PointNClick	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Patricia L. Michel[shs2.sfsu.edu/Information Technology], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]

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Group Name	Members
KU_Process Improvment Committee	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_Providers	Teresa Rebeiro[shs2.sfsu.edu/User Groups/SHS/Clinical]
KU_Psychiatry	Elizabeth Hinchman[shs2.sfsu.edu/User Groups/SHS/Clinical]
KU_Quality Assurance Committee	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Mira Medan[shs2.sfsu.edu/User Groups/SHS/Clinical]
KU_Radiology	Maya Patel[shs2.sfsu.edu/User Groups/SHS/Clinical]
KU_Referrals	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director], Leslie Mulligan[shs2.sfsu.edu/User Groups/SHS/Clinical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA], Marian Yee[shs2.sfsu.edu/User Groups/SHS/DPM]
KU_Sports Medicine	Jeff McCurtain[shs2.sfsu.edu/User Groups/SHS/Clinical]
KU_Student Assistants	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin]
KU_Supervisors SA	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM], Teresa Leu[shs2.sfsu.edu/User Groups/SHS/DPM]
KU_Therapeutics Committee	Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy]
KU_Workers Comp	Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin]
Lab	Ronisha Wilson[shs2.sfsu.edu/User Groups/SHS/Clerical], Katia Agustin[shs2.sfsu.edu/User Groups/SHS/Clerical], Stella Siu[shs2.sfsu.edu/User Groups/SHS/Clerical], Majeeda S. Hakeem[shs2.sfsu.edu/User Groups/SHS/Lab], Vicki Baingul[shs2.sfsu.edu/User Groups/SHS/Lab], Victoria DeCastro[shs2.sfsu.edu/User Groups/SHS/Clerical], Nancy Haddad[shs2.sfsu.edu/User Groups/SHS/Lab]
Laboratory	Stella Siu[shs2.sfsu.edu/User Groups/SHS/Clerical], Majeeda S. Hakeem[shs2.sfsu.edu/User Groups/SHS/Lab], Vicki Baingul[shs2.sfsu.edu/User Groups/SHS/Lab], Victoria DeCastro[shs2.sfsu.edu/User Groups/SHS/Clerical], Nancy Haddad[shs2.sfsu.edu/User Groups/SHS/Lab]

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Group Name	Members
MC - Podiatry	Maureen Lee[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
MC - PT	Jane Galvan[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Linda Wanek[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
MC - UCB	George Lee[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Galley C. Leon[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
MC - UCSF	Wendy Dryden[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Susanna Benningfield[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Julie Jay[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Lynn Hanson[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Annie Buchanan[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
Medical	David Block[shs2.sfsu.edu/User Groups/SHS/Clinical], Robin Bitner[shs2.sfsu.edu/User Groups/SHS/Clinical], Kay Gamo[shs2.sfsu.edu/User Groups/SHS/Clinical], Melanie Deal[shs2.sfsu.edu/User Groups/SHS/Clinical], Elizabeth Hinchman[shs2.sfsu.edu/User Groups/SHS/Clinical], Christopher Stoehr[shs2.sfsu.edu/User Groups/SHS/Clinical], Lois M. Parkison[shs2.sfsu.edu/User Groups/SHS/Clinical], Sekou Ford[shs2.sfsu.edu/User Groups/SHS/Clinical], COS[shs2.sfsu.edu/Security Groups], Jim Duzak[shs2.sfsu.edu/User Groups/SHS/Clinical], Robert Molino[shs2.sfsu.edu/User Groups/SHS/Clinical], Debbie Frank[shs2.sfsu.edu/User Groups/SHS/Clinical], Delfina Clinch[shs2.sfsu.edu/User Groups/SHS/Clinical], Mona Marachli[shs2.sfsu.edu/User Groups/SHS/Clinical], Peter Ewald[shs2.sfsu.edu/User Groups/SHS/Clinical], Marilyn Wong[shs2.sfsu.edu/User Groups/SHS/Clinical], Jackie Whang[shs2.sfsu.edu/User Groups/SHS/Clinical], Linda Meier[shs2.sfsu.edu/User Groups/SHS/Clinical]
Medical Consultants	MC - UCSF[shs2.sfsu.edu/Security Groups], MC - UCB[shs2.sfsu.edu/Security Groups], MC - PT[shs2.sfsu.edu/Security Groups], MC - Podiatry[shs2.sfsu.edu/Security Groups]
Medical Records	Hoai Huong A. Nguyen[shs2.sfsu.edu/User Groups/SHS/Clerical], Arielle Hunter[shs2.sfsu.edu/User Groups/SHS/Clerical], Bonnie Agnello[shs2.sfsu.edu/User Groups/SHS/Clerical], Jan Lenzini[shs2.sfsu.edu/User Groups/SHS/Clerical], William Luu[shs2.sfsu.edu/User Groups/SHS/Clerical], Geri Martin[shs2.sfsu.edu/User Groups/SHS/Clerical], Fely D. Claudio[shs2.sfsu.edu/User Groups/SHS/Clerical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA], Selena Freeman[shs2.sfsu.edu/User Groups/SHS/Clerical], Claudia Sanchez[shs2.sfsu.edu/User Groups/SHS/Clerical], Conan Tong[shs2.sfsu.edu/User Groups/SHS/Clerical]

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Group Name	Members
Medical Records Committee	Stella Siu[shs2.sfsu.edu/User Groups/SHS/Clerical], Yuan M. Zhang[shs2.sfsu.edu/User Groups/SHS/Clerical], Hanna Pham[shs2.sfsu.edu/User Groups/SHS/Clerical], Jan Lenzini[shs2.sfsu.edu/User Groups/SHS/Clerical], William Luu[shs2.sfsu.edu/User Groups/SHS/Clerical], Geri Martin[shs2.sfsu.edu/User Groups/SHS/Clerical], Fely D. Claudio[shs2.sfsu.edu/User Groups/SHS/Clerical], Selena Freeman[shs2.sfsu.edu/User Groups/SHS/Clerical], Maria Gabon[shs2.sfsu.edu/User Groups/SHS/Clerical], Teresa Rebeiro[shs2.sfsu.edu/User Groups/SHS/Clinical], Maya Patel[shs2.sfsu.edu/User Groups/SHS/Clinical], Sandee M. Noda[shs2.sfsu.edu/Information Technology], Nancy Haddad[shs2.sfsu.edu/User Groups/SHS/Lab]
MedPro Users	DTTEST[shs2.sfsu.edu/User Groups/Student Assistants], Wyse 15580[shs2.sfsu.edu/_NEW/_Service Accounts/WyseUsers]
MR	Arielle Hunter[shs2.sfsu.edu/User Groups/SHS/Clerical], Business Asst[shs2.sfsu.edu/Security Groups], William Luu[shs2.sfsu.edu/User Groups/SHS/Clerical]
MR Committee Chair	Jan Lenzini[shs2.sfsu.edu/User Groups/SHS/Clerical]
MSSOffice	-
Network Configuration Operators	-
Nursing	Katherine Schoen[shs2.sfsu.edu/User Groups/SHS/Clinical], Leslie Mulligan[shs2.sfsu.edu/User Groups/SHS/Clinical], Alyce Gilmore[shs2.sfsu.edu/User Groups/SHS/Clinical], Mira Medan[shs2.sfsu.edu/User Groups/SHS/Clinical], Ruby Blanco[shs2.sfsu.edu/User Groups/SHS/Clinical], Stella Blankenship[shs2.sfsu.edu/User Groups/SHS/Clinical], Barbara Commins[shs2.sfsu.edu/User Groups/SHS/Clinical], Sandi Devencenzi[shs2.sfsu.edu/User Groups/SHS/RN Manager]
Optometry	Galley C. Leon[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
OutReach Committee	Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director], Mona Marachli[shs2.sfsu.edu/User Groups/SHS/Clinical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA], Stella Blankenship[shs2.sfsu.edu/User Groups/SHS/Clinical], Teresa Leu[shs2.sfsu.edu/User Groups/SHS/DPM]
Pap Audit	Melanie Deal[shs2.sfsu.edu/User Groups/SHS/Clinical], Debbie Frank[shs2.sfsu.edu/User Groups/SHS/Clinical], Claire Guerrero[shs2.sfsu.edu/User Groups/SHS/HSA]

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Group Name	Members
Payroll	Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Juliet Olson[shs2.sfsu.edu/User Groups/Finance]

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Group Name	Members
PEACHES	Edcel Suarez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Paige Schoening[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Raygo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Lotty Ratanamany[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], RaeAnne Perri[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Maria De Lourdez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Linda Okwu[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Tyra McNorton[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Vincent Lam[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Alexa Joseph[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Angela Hodgson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Jessica Elauria[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Dime[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Rosanne Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Carmen Chen[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Amber Benson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Myrna Gharib[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Caitlin McNereney[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Lornia Divono[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Mei-Li Sjoquist[shs2.sfsu.edu/User Groups/SHS/Clerical], Jessica Hong[shs2.sfsu.edu/User Groups/SHS/Clerical], Angie Fong[shs2.sfsu.edu/User Groups/SHS/Clerical], Elizabeth Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Teryn Cook[shs2.sfsu.edu/User Groups/SHS/Clerical], Maya Yoshida-Cervantes[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jean Villegas[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Janella Parucha[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Brian Martin[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jennifer Hidalgo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Rami Aweti[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Elizabeth Arnold[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Sarianne Huyett[shs2.sfsu.edu/User Groups/SHS/Clerical], Kristin Michaels[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Kelsey Branca[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT

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Group Name	Members
PEACHES	HIV], Mark Sittig[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Leila Tabrizi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Dymond Scott[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Nastassia Valenzuela[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Cristhiam D. Sanchez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Nancy Trinh[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Eva M. Lambert[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Stephanie A. Richmueller[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller]
PEACHES Nutrition	Nicole Joe[shs2.sfsu.edu/User Groups/SHS/Clerical], Jia Jing He[shs2.sfsu.edu/User Groups/SHS/Clerical], Jaimelle Dollaga[shs2.sfsu.edu/User Groups/SHS/Clerical], Andrew Chan[shs2.sfsu.edu/User Groups/SHS/Clerical], Stefanie Cecchi[shs2.sfsu.edu/User Groups/SHS/Clerical], Elena Vida[shs2.sfsu.edu/User Groups/SHS/Clerical], Cassie Wong[shs2.sfsu.edu/User Groups/SHS/Clerical], Caitlin Mcnerney[shs2.sfsu.edu/User Groups/SHS/Clerical], Lorna Divino[shs2.sfsu.edu/User Groups/SHS/Clerical], Mei-Li Sjoquist[shs2.sfsu.edu/User Groups/SHS/Clerical], Jessica Hong[shs2.sfsu.edu/User Groups/SHS/Clerical], Angie Fong[shs2.sfsu.edu/User Groups/SHS/Clerical], Teryn Cook[shs2.sfsu.edu/User Groups/SHS/Clerical], Sydney Brackett[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Sarianne Huyett[shs2.sfsu.edu/User Groups/SHS/Clerical], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office]

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Group Name	Members
PEACHES Sexual Health	Edcel Suarez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Paige Schoening[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Raygo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Lotty Ratanamany[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], RaeAnne Perri[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Maria De Lourdez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Linda Okwu[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Tyra McNorton[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Vincent Lam[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Alexa Joseph[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Angela Hodgson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Jessica Elauria[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Dime[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Rosanne Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Carmen Chen[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Amber Benson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV]
Peer Review Committee	Alastair A. Smith[shs2.sfsu.edu/_NEW/_User Groups/Directors Office], Elizabeth Hinchman[shs2.sfsu.edu/User Groups/SHS/Clinical], Christopher Stoehr[shs2.sfsu.edu/User Groups/SHS/Clinical], Sekou Ford[shs2.sfsu.edu/User Groups/SHS/Clinical], Leslie Mulligan[shs2.sfsu.edu/User Groups/SHS/Clinical], Sandi Devencenzi[shs2.sfsu.edu/User Groups/SHS/RN Manager], Linda Meier[shs2.sfsu.edu/User Groups/SHS/Clinical], Alastair Smith[shs2.sfsu.edu/User Groups/Administration/Executive]
Performance Log Users	S-1-5-20[shs2.sfsu.edu]
Performance Monitor Users	-
Personnel	Juliet Olson[shs2.sfsu.edu/User Groups/Finance]
Pharmacy	John Lee[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Offalyn V. Samatra[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Benson Jen[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy]

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Group Name	Members
Pharmacy Student Asst	Rina Javier[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Daniel Chao[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Ecaterina Verbitchi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Lindsay Holte[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Sydney Brackett[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office]
Pharmacy Supervisor	June Tor[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy]
PNC	TJ Lamair[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Justin Markiewicz[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Michael Cramer[shs2.sfsu.edu/User Groups/Consultants/pointnclick], David Tan[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Elizabeth Hirsh[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Ben Woodward[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Jeff Morrill[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Kim Kreitner[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Michelle Naps[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Mikhail Khazanovich[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Pam Delgadillo[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Barbara Saraceno[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Marianella Ricardo[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Erron Titus[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Roger Rehwald[shs2.sfsu.edu/User Groups/Consultants/pointnclick], Point N. Click[shs2.sfsu.edu/User Groups/Consultants/pointnclick]
Podiatry	Maureen Lee[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants]
PointNClick Users	-
Pre-Windows 2000 Compatible Access	S-1-5-11[shs2.sfsu.edu]
Print Operators	-

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Group Name	Members
Process Improvement Committee	Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Ronisha Wilson[shs2.sfsu.edu/User Groups/SHS/Clerical], Jeff McCurtain[shs2.sfsu.edu/User Groups/SHS/Clinical], Dhon E. Galang[shs2.sfsu.edu/User Groups/SHS/Clerical], Tuan-Anh Mai[shs2.sfsu.edu/User Groups/SHS/Storekeeper], Vicki Baingul[shs2.sfsu.edu/User Groups/SHS/Lab], Ruby Blanco[shs2.sfsu.edu/User Groups/SHS/Clinical], Juliet Olson[shs2.sfsu.edu/User Groups/Finance], Albert Angelo[shs2.sfsu.edu/User Groups/SHS/DPM]
ProPharm	John Lee[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Paul McCullough[shs2.sfsu.edu/_NEW/_Direct Technology], June Tor[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Offalyn V. Samatra[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Benson Jen[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy]
Providers	Kay Gamo[shs2.sfsu.edu/User Groups/SHS/Clinical], Melanie Deal[shs2.sfsu.edu/User Groups/SHS/Clinical], Christopher Stoehr[shs2.sfsu.edu/User Groups/SHS/Clinical], Sekou Ford[shs2.sfsu.edu/User Groups/SHS/Clinical], Jeff McCurtain[shs2.sfsu.edu/User Groups/SHS/Clinical], Jim Duzak[shs2.sfsu.edu/User Groups/SHS/Clinical], Robert Molino[shs2.sfsu.edu/User Groups/SHS/Clinical], Delfina Clinch[shs2.sfsu.edu/User Groups/SHS/Clinical], Mona Marachli[shs2.sfsu.edu/User Groups/SHS/Clinical], Peter Ewald[shs2.sfsu.edu/User Groups/SHS/Clinical], Marilyn Wong[shs2.sfsu.edu/User Groups/SHS/Clinical], Jackie Whang[shs2.sfsu.edu/User Groups/SHS/Clinical], Teresa Rebeiro[shs2.sfsu.edu/User Groups/SHS/Clinical], Linda Meier[shs2.sfsu.edu/User Groups/SHS/Clinical]
Psychiatry	David Block[shs2.sfsu.edu/User Groups/SHS/Clinical], Robin Bitner[shs2.sfsu.edu/User Groups/SHS/Clinical], Elizabeth Hinchman[shs2.sfsu.edu/User Groups/SHS/Clinical], Lois M. Parkison[shs2.sfsu.edu/User Groups/SHS/Clinical]
PT	Jeff McCurtain[shs2.sfsu.edu/User Groups/SHS/Clinical]
Publications	Tuan-Anh Mai[shs2.sfsu.edu/User Groups/SHS/Storekeeper]
Quality Assurance Committee	Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Peter Ewald[shs2.sfsu.edu/User Groups/SHS/Clinical], Mira Medan[shs2.sfsu.edu/User Groups/SHS/Clinical], Marilyn Wono[shs2.sfsu.edu/User Groups/SHS/Clinical]
Radiology	Maya Patel[shs2.sfsu.edu/User Groups/SHS/Clinical]

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Group Name	Members
RAS and IAS Servers	AUTH1[shs2.sfsu.edu/Domain Controllers], AUTH2[shs2.sfsu.edu/Domain Controllers]
Remote Desktop Users	DT Technicians[shs2.sfsu.edu/_NEW/_Security Groups], DT Engineers[shs2.sfsu.edu/_NEW/_Security Groups], Kalos SG[shs2.sfsu.edu/_NEW/_Security Groups], PNC[shs2.sfsu.edu/_NEW/_Security Groups]
Replicator	-
SA_Business Office	Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office]
SA_Director's Office	Jan Milano[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Huy Le[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office]
SA_Info Desk	Kyle Casserly-Hollman[shs2.sfsu.edu/User Groups/Student Assistants/SA - Infodesk], Saurabh Kumar[shs2.sfsu.edu/User Groups/Student Assistants/SA - Infodesk]
SA_Pharmacy	Rina Javier[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Daniel Chao[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Lindsay Holte[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy]
Scanner Group	Paul McCullough[shs2.sfsu.edu/_NEW/_Direct Technology], Scanner User[shs2.sfsu.edu/_NEW/_Service Accounts]
Schema Admins	DT Engineers[shs2.sfsu.edu/_NEW/_Security Groups], Administrator[shs2.sfsu.edu]
Server Operators	-
Sports Medicine	Jane Galvan[shs2.sfsu.edu/User Groups/Consultants/Medical Consultants], Jeff McCurtain[shs2.sfsu.edu/User Groups/SHS/Clinical]
SQLServer2005MSFTEUser\$AUTH2\$MICROSOFT##SSEE	-
SQLServer2005MSSQLServerADHelperUser\$AUTH1	-
SQLServer2005MSSQLUser\$AUTH1\$BKUPEXEC	-
SQLServer2005MSSQLUser\$AUTH2\$MICROSOFT##SSEE	-

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Group Name	Members
SQLServer2005MSSQLUser\$AUTH2\$SQLEXPRESS	-
SQLServer2005SQLBrowserUser\$AUTH1	-
Staff Rep	Jeff McCurtain[shs2.sfsu.edu/User Groups/SHS/Clinical]
Storekeeper	Tuan-Anh Mai[shs2.sfsu.edu/User Groups/SHS/Storekeeper]

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Group Name	Members
Students	Edcel Suarez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Paige Schoening[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Raygo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Lotty Ratanamany[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], RaeAnne Perri[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Maria De Lourdez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Linda Okwu[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Tyra McNorton[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Vincent Lam[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Alexa Joseph[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Angela Hodgson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Jessica Elauria[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Sarah Dime[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Rosanne Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Carmen Chen[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Amber Benson[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Myrna Gharib[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Shao Mei Tan[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Shilpa Kanodia[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Kyle Casserly-Hollman[shs2.sfsu.edu/User Groups/Student Assistants/SA - Infodesk], Saurabh Kumar[shs2.sfsu.edu/User Groups/Student Assistants/SA - Infodesk], Rina Javier[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Daniel Chao[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Ecaterina Verbitchi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Lindsay Holte[shs2.sfsu.edu/User Groups/Student Assistants/SA - Pharmacy], Caitlin McNereney[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Lornia Divono[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Mei-Li Sjoquist[shs2.sfsu.edu/User Groups/SHS/Clerical], Jessica Hong[shs2.sfsu.edu/User Groups/SHS/Clerical], Angie Fong[shs2.sfsu.edu/User Groups/SHS/Clerical], Elizabeth Cruz[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Teryn Cook[shs2.sfsu.edu/User Groups/SHS/Clerical], Maya Yoshida-Cervantes[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jean Villegas[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Janella Parucha[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Brian Martin[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Jennifer

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Group Name	Members
Students	Hidalgo[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Rami Aweti[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Elizabeth Arnold[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Sydney Brackett[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Sarianne Huyett[shs2.sfsu.edu/User Groups/SHS/Clerical], Kristin Michaels[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Kelsey Branca[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Mark Sittig[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT HIV], Leila Tabrizi[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Nutrition], Briza York[shs2.sfsu.edu/User Groups/Student Assistants/SA - Director's Office], Dymond Scott[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Nastassia Valenzuela[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Cristhiam D. Sanchez[shs2.sfsu.edu/User Groups/Student Assistants/SA - Business Office], Director's Student Assistant[shs2.sfsu.edu/Security Groups], Nancy Trinh[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Eva M. Lambert[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Stephanie A. Richmueller[shs2.sfsu.edu/User Groups/Student Assistants/SA - Family PACT Enroller], Tiffany Gage[shs2.sfsu.edu/User Groups/Student Assistants/SA - Infodesk]
Supervisors	Alastair A. Smith[shs2.sfsu.edu/_NEW/_ User Groups/Directors Office], Brenda Hyde[shs2.sfsu.edu/User Groups/SHS/Clinic Manager], Carol Brewer[shs2.sfsu.edu/User Groups/Administration/Admin], Stacey Thompson[shs2.sfsu.edu/User Groups/Administration/Admin], Ingrid Ochoa[shs2.sfsu.edu/User Groups/SHS/DPM], Derethia Duval[shs2.sfsu.edu/User Groups/Administration/Associate Director], Teresa Rebeiro[shs2.sfsu.edu/User Groups/SHS/Clinical], Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Alastair Smith[shs2.sfsu.edu/User Groups/Administration/Executive]
TelnetClients	-
Terminal Server License Servers	-
Therapeutics Committee	David Block[shs2.sfsu.edu/User Groups/SHS/Clinical], Offalyn V. Samatra[shs2.sfsu.edu/User Groups/SHS/Pharmacy], Lois M. Parkison[shs2.sfsu.edu/User Groups/SHS/Clinical], Jim Duzak[shs2.sfsu.edu/User Groups/SHS/Clinical], Jackie Whang[shs2.sfsu.edu/User Groups/SHS/Clinical], Barbara Commins[shs2.sfsu.edu/User Groups/SHS/Clinical], Lien Ho[shs2.sfsu.edu/User Groups/SHS/Pharmacy]

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Group Name	Members
Users	S-1-5-4[shs2.sfsu.edu], Domain Users[shs2.sfsu.edu], S-1-5-11[shs2.sfsu.edu]
Windows Authorization Access Group	S-1-5-9[shs2.sfsu.edu]
Workers Comp	Barbara Salge[shs2.sfsu.edu/User Groups/Finance], Clarice Wong[shs2.sfsu.edu/User Groups/SHS/Clerical]
WSUS Administrators	-
WSUS Reporters	-
Xray	Maya Patel[shs2.sfsu.edu/User Groups/SHS/Clinical]

THE TRUSTEES OF THE CALIFORNIA STATE UNIVERSITY
Disabled Veteran Business Enterprise (DVBE) Participation Requirement

I. STATEMENT OF DVBE PARTICIPATION GOAL REQUIREMENT

State law requires that state agencies achieve a goal of three (3) percent participation for disabled veteran business enterprises (DVBE) in state contracts.

Read this document carefully. Failure to comply with the DVBE requirement may cause your bid to be deemed nonresponsive and your firm ineligible for award of this contract.

II. DEFINITIONS

The following definitions have general applicability throughout this document.

- A. **Trustees** as used herein, means the Board of Trustees of the California State University and includes any division or campus thereof which has been delegated the authority to enter into contracts on behalf of the Trustees, and any person acting under authority of such delegation.
- B. **Bidder** as used herein means any person or entity making an offer or proposal, competitively or non-competitively, for the purpose of securing the awarding or letting of a contract by the Trustees.
- C. **Disabled Veteran** as used herein means a veteran of the military, naval or air services of the United States with at least a 10 percent service-connected disability who is a resident of the State of California.
- D. **Disabled Veteran Business Enterprise (DVBE)** as used herein means a business concern certified by the Office of Small Business and DVBE Services Certification Programs.

III. SATISFACTION OF THE DVBE PARTICIPATION GOAL REQUIREMENT

In order to satisfy and be responsive to this requirement, the bidder must meet the DVBE Participation Goal as follows:

A. DVBE Participation Goal Attainment

The three (3) percent Disabled Veteran Business Enterprise (DVBE) Participation Goal is attained when:

- (a) The bidder is not a DVBE and is committed to use DVBEs for not less than three (3) percent of the contract dollar amount; or
- (b) The bidder is a DVBE and committed to performing not less than three (3) percent of the contract dollar amount with its own forces or in combination with those of other DVBEs.

Exhibit B

B. Approved Utilization Plan

1. General

In satisfaction of the DVBE participation goal requirement, State law permits bidders bidding on contracts for materials, supplies, or equipment, including electronic data processing ("EDP") goods and services to submit a DVBE Utilization Plan that has been approved, prior to the final bid due date, by the California State Department of General Services (DGS) Procurement Division in Sacramento. For more information contact DGS. Also see their internet site: <http://www.pd.dgs.ca.gov/Publications/utilization.htm> .

AN APPROVED UTILIZATION PLAN MAY NOT BE USED TO SATISFY THE DVBE PARTICIPATION GOAL REQUIREMENT FOR ANY PUBLIC WORKS CONTRACT.

IV. DVBE PARTICIPATION GOAL DOCUMENTATION REQUIREMENTS

A. General

The bidder must clearly document how it intends to meet the DVBE participation goal requirement by completing the required forms and (if appropriate) disclosing any relevant information about their planned use of DVBE's.

B. Required Documentation

The DVBE documentation forms that must be completed are as follows and instructions for completing the required forms correctly are included to assist the bidder.

1. DVBE Transmittal Form

Bidders must fill out and attach the DVBE Transmittal Form as a cover sheet to the required documents and submit it and the additional required documentation within the timeframe specified in the bid solicitation, or if not specified therein, within a timeframe otherwise designated by the Trustees. All requested DVBE documentation must be completed on the forms provided and submitted with the DVBE Transmittal Form.

2. Summary of Disabled Veteran Owned Business Participation (Attachment 1)

Attachment 1, Summary of Disabled Veteran Owned Business Participation, must be completed showing the type of work and company proposed for DVBE participation, their subcontractors (if any), and other related information. Complete the form providing the information as follows:

- (a) **Company Name** - list the name of the company proposed for DVBE participation. If the prime contractor is a DVBE, its name must also be listed to receive participation credit.
- (b) **Nature of Work** - identify the proposed work or service to be provided by the listed company.

Exhibit B

- (c) **Contracting With** - list the name of the department or company with which the company listed is contracting.
 - (d) **TIER** - the contracting tier should be indicated with the following level designations:
 - 0 = Prime contractor;
 - 1 = First tier subcontractor/supplier;
 - 2 = Second tier subcontractor/supplier of first tier subcontractor/ supplier;
 - 3 = Third tier subcontractor/supplier of second tier subcontractor/supplier; etc.
 - (e) **Claimed DVBE Value** - the total dollar amount of the value claimed by a disabled veteran business enterprise.
 - (f) **Percentage of Contract** - compute the percentage (%) the claimed DVBE value is of the total contract dollar amount.
 - (g) **DVBE Certification** - The bidder must include one copy of the DVBE certification letter from the Office of Small Business Services and DVBE Services Certification Programs for each DVBE firm listed on the Summary of Disabled Veteran Owned Business Participation.
3. **Bidder's Certification (Attachment 2)**

The bidder must sign and include **the Bidder's Certification**, certifying that each firm listed on the Summary of Disabled Veteran Owned Business Participation (Attachment 1) complies with the legal definition of DVBE.

C. **Timeframe for Submitting Documentation**

The DVBE participation documentation must be submitted within the timeframe specified in the bid solicitation, or if not specified therein, within a timeframe otherwise designated by the Trustees. Failure to submit full and accurate documentation within the specified or designated timeframe will result in your firm being deemed non-responsive, and thus ineligible for award of the contract.

V. **USE OF PROPOSED DVBE**

If awarded the contract, the successful bidder must use the DVBE subcontractors and/or suppliers proposed in its bid proposal unless it has requested substitution and has received approval of the Trustees in compliance with the Subletting and Subcontracting Fair Practices Act.

Failure to adhere to at least the DVBE participation proposed by the successful bidder may be considered a material breach of the contract and cause for contract termination and recovery of damages under the rights and remedies due the Trustees under the default section of the contract.

VI. **REPORTING OF DVBE UTILIZATION**

Exhibit B

If awarded the contract the successful bidder shall report to the campus, on a periodic basis established in the contract, the dollar amount of DVBE participation.

VII. ADDITIONAL DVBE INFORMATION SOURCES

- A. For more information regarding DVBE certification, copies of directories or for general DVBE information, contact:

Office of Small Business and DVBE Services, Room 1-400
P.O. Box 989052,
West Sacramento, CA 95798-9052 (mailing address)

Office of Small Business and DVBE Services
707 Third Street, First Floor, Room 400
West Sacramento, CA 95605 (physical address)

Telephone number: (800) 559-5529 or (916) 375-4940 or by fax at (916) 375-4950

Email: osdchelp@dgs.ca

Or, via the Internet at <http://www.pd.dgs.ca.gov/dvbe/aboutcerts.htm>

VIII. CONTRACT AUDITS

Contractor agrees that the Trustees or its delegate will have the right to obtain, review, and copy all records pertaining to performance of the contract, including but not limited to reports of payments made to subcontractors during the term of a contract. Contractor agrees to provide the Trustees or its delegate with any relevant information requested and shall permit the Trustees or its delegate access to its premises, upon reasonable notice, during normal business hours for the purpose of interviewing employees and inspecting and copying such books, records, accounts, and other material that may be relevant to a matter under investigation for the purpose of determining compliance with this requirement. Contractor further agrees to maintain such records for a period of three (3) years after final payment under this contract.

Disabled Veteran Business Enterprise (DVBE) Participation Requirement

DVBE Transmittal Form

The DVBE Transmittal Form is to be attached and used as a cover sheet for the required DVBE documentation that must be submitted within the time frame specified in the bid solicitation.

Campus: _____

Project Name: _____

Project Number: _____

Bid Date: _____

Name of Contractor Submitting Bid: _____

Please check off the following to insure you have included them in your documentation:

____ Attachment 1: Summary of DVBE Participation

____ Attachment 2: Bidder's Certification of DVBE Status of Subcontractors and Suppliers

____ Attachment of Any Additional Supporting Documentation

THE TRUSTEES OF THE CALIFORNIA STATE UNIVERSITY

Attachment 1

SUMMARY OF DISABLED VETERAN OWNED BUSINESS PARTICIPATION

COMPANY NAME	NATURE OF WORK	CONTRACTING WITH	TIER	CLAIMED DVBE VALUE \$	PERCENTAGE OF CONTRACT (%)	OSDS DVBE CERTIFICATION

I declare under penalty of perjury, under the laws of the State of California, that the information herein is true and correct to the best of my knowledge.

Executed on: _____, at _____ in the state of _____
Date City

Signature of Contractor or Authorized Agent

Project Name

Project Number

Printed Name

Firm Name

Telephone

BIDDER'S CERTIFICATION
DISABLED VETERAN BUSINESS ENTERPRISE
STATUS OF SUBCONTRACTORS AND SUPPLIERS

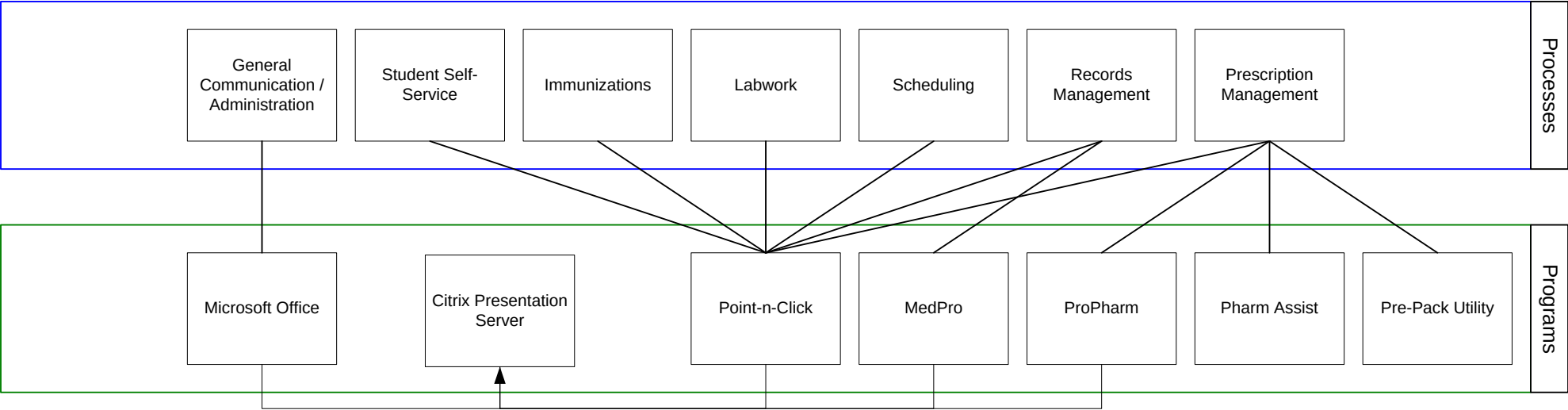
I hereby certify that I have made a diligent effort to ascertain the facts with regard to the representations made herein and, to the best of my knowledge and belief, each firm set forth in this bid as a disabled veteran business enterprise complies with the relevant definition set forth in law. In making this certification, I am aware of Section 12650 et seq. of the Government Code providing for the imposition of treble damages for making false claims against the State, Section 10115.10 of the Public Contract Code making it a crime to intentionally make an untrue statement in this certificate, and the provisions of Section 999.9 of the Military and Veterans Code.

Date

Signature of Authorized Agent

Title

**Critical Functions and Applications to be supported
at Student Health Services**



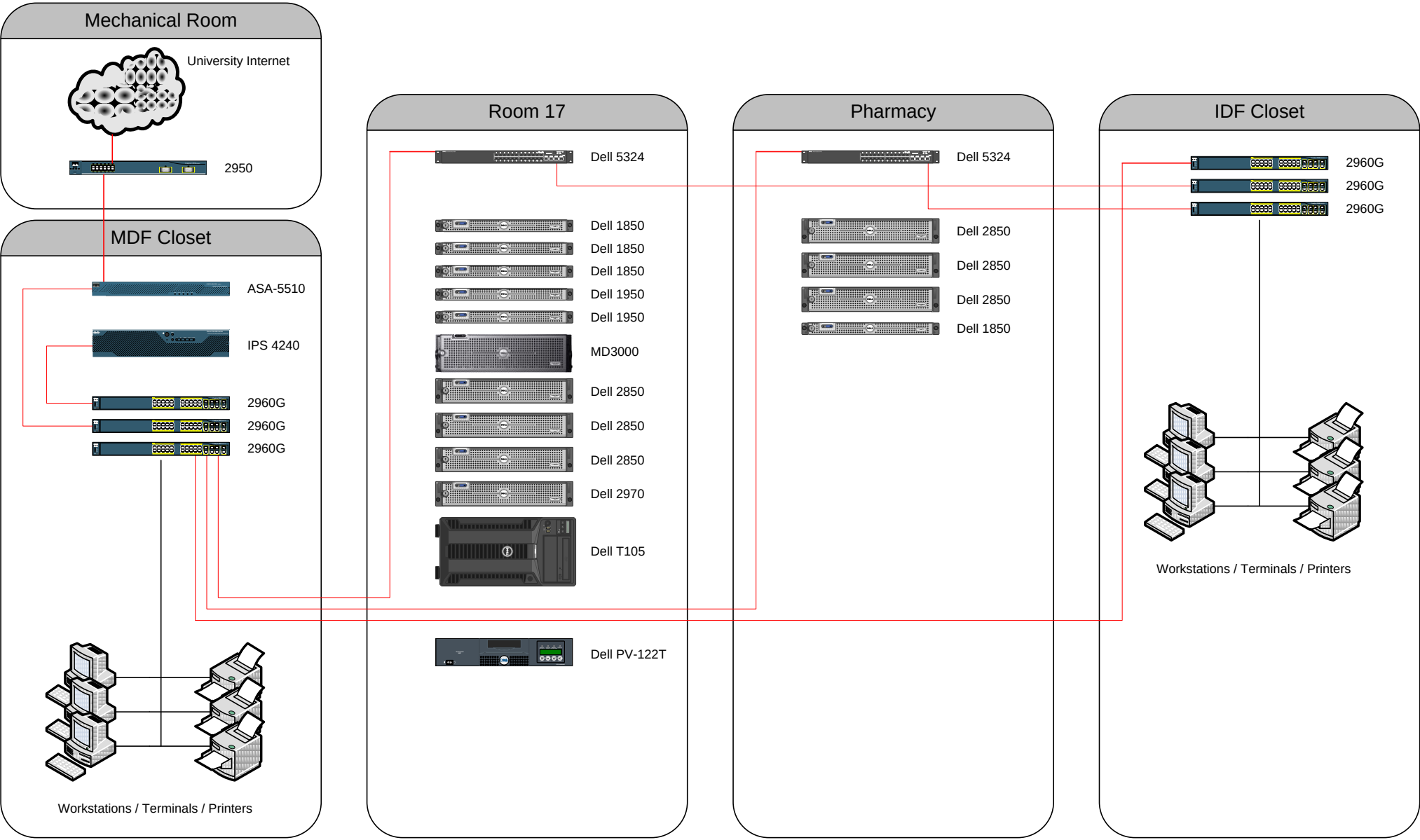


Exhibit E

SFSU Health Services

Security Resource Access

Version: 1.0

Revision History

Revision	Date	Changes
1.0	09/04/08	Initial Creation
1.1	11/04/2008	Removed specific names

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1 Document Overview

This document outlines the initial creation of the SFSU file system structure and security group policy settings within SFSU's Active Directory, as well as provides a reference to aid in the installation, maintenance, and support of the network infrastructure.

2 Staff Directory

Each staff member of SFSU is documented below with their name, title, committee and department. These users will be created within SFSU's Active Directory upon initial creation.

Business Rules:

- BR-0001: Each staff member must belong to one and only one department.
- BR-0002: Staff members can be in multiple groups.
- BR-0003: Each staff member will only have read access unless otherwise noted.
- BR-0004: Staff members can rotate in and out of committees.

3 Departments

Each SFSU staff member must be a part of a department. Below is a breakdown of each department and their dependency within the folder structure.

Business Rules:

- BR-0001: "Key Users" are identified in each department, group or committee that will have "modify" permissions to their specified department, group or committee.
- BR-0002: A security group will be defined for each department within Active Directory.

3.1 Director

Super User: Alastair K. Smith, MD

Share Access:

Share Name	Security Group
Director	Director (modify)

Business Rules:

- BR-0003: The Director Department "Super User" will have modify permissions over the entire network.

3.2 Director's Office

Key User: Carol Brewer

Share Access:

Share Name	Security Group
Directors Office	Director's Office department (R/W), SA_Directors Office (R/W), KU Business Office (R/W)
Scans	Director's Office department (R/W), SA_Directors Office (R/W), KU Business Office (R/W)

Business Rules:

BR-0004: Specified Director's Office student assistants can access the Directors Office share with read write permissions.

3.3 Business Office

Key User: Stacey Thompson

Share Access:

Share Name	Security Group
Business Office	Business Office (R)
> Billing	Billing (R/W)
>> Workers Comp	Billing (R/W)
> Accounts Receivable	Accounts Receivable (R/W)
> Accounts Payable	Accounts Payable (R/W) SA_ Business Office (R)
> HR	HR (R/W)
> IT	IT (R/W)
> Point n' Click DBA	PnC DBA (R/W)
> Personnel	Personnel (R/W)
> Publications	Publications (R/W)
> Storekeeper	Storekeeper (R/W)
> IT assets	IT Assets (R/W)
> Medpro Reports	KU Medpro Reports (modify)
> Facilities	Facilities (R/W)
> FPBatch	FP Batch (R/W)
> Payroll	Payroll (R/W)
> Inventory Control	Inventory Control (R/W)
> Business Assistant	SA Business Office (R/W)
> Accounting	Accounting (R/W)
> Bursar Batch	Bursar Batch (R/W)
> Hiring	Hiring (R/W)
> Insurance	Insurance (R/W)
Scans	Business Office (modify)

Business Rules:

BR-0005: Each security group within the business office has its own document repository.
BR-0006: All members of a security group within the business office have read/write access.
BR-0007: Only members within the security group are able to view the security group's folder.

3.4 Providers

Key User: Teresa Rebeiro, MD

Share Access:

Share Name	Security Group
Providers	Providers Department (R), Psychiatry (R)
> Confidential Medical Letters	Providers Department (R), Psychiatry (R)
> Training	Providers Department (R), Psychiatry (R)
> Patient Assistance	Providers Department (R), Psychiatry (R)
Scans	Providers Department (R/W), Psychiatry (R/W)

Business Rules:

BR-0008: All standard members within the Providers department will have read access unless otherwise noted.

3.5 Radiology

Key User: Maya Patel

Share Access:

Share Name	Security Group
Radiology	Radiology Department (R), Providers (R)
> Digital Xray	Radiology Department (R), Providers (R)
> Documents	Radiology Department (R), Providers (R)
Xray	Providers Department (R), Radiology Department (R)
Scans	Radiology Department (R/W), Providers (R/W)

3.6 Pharmacy

Key Users: Lien Ho, Pharm D

Share Access:

Share Name	Security Group
Pharmacy	Pharmacy Department (R/W), SA_Pharmacy (R)
> Cures	Pharmacy Department (R/W)
Scans	Pharmacy Department (R/W), SA_Pharmacy (R/W)

Business Rules:

BR-0009: All members of the Pharmacy department have read/write access.
BR-00010: All members of the Pharmacy department are able to run reports.
BR-00011: Pharmacy student assistants only have read access to the Pharmacy folder.
BR-00012: Pharmacy student assistants do not have access to the Cures folder.
BR-00013: Pharmacy student assistants have read/write access to the Scans folder.

3.7 Nursing

Key User: Brenda Hyde, RN, Derethia DuVal, PhD

Share Access:

Share Name	Security Group
Nursing	Nursing Department (R)
> Urgent Care	Nursing Department (R)
> Clinic A	Nursing Department (R)
> Clinic C	Nursing Department (R)
Scans	Nursing Department (R/W)

Business Rules:

BR-00014: All staff members of the Nursing department have read access with the exception of the Scans folder.
BR-00015: Members of the Nursing department switch Clinics and must have access to each of the sub directories.

3.8 Clinical Staff

Key User: Brenda Hyde, RN, Derethia DuVal, PhD

Share Access:

Share Name	Security Group
Clinical Staff	Clinical Staff Department (R)
> Urgent Care	Clinical Staff Department (R)
> Clinic A	Clinical Staff Department (R)
> Clinic C	Clinical Staff Department (R)
> Laboratory	KU_Laboratory (R)
>> Logs	KU_Laboratory (modify)
>> QA	KU_Laboratory (modify)
>> Lab Prices	KU_Laboratory (modify)
>>Scans	KU_Laboratory (modify)
Scans	Clinical Staff Department (R/W)

Business Rules:

BR-00016: All staff members of the clinical department have read access.

BR-00017: KU_Clinical Staff have modify access to all sub directories of Clinical Staff.

BR-00018: Laboratory directory and sub directories are a specialized group that KU_Laboratory has modify access to.

3.9 Medical Records

Key User: Brenda Hyde, RN, Derethia DuVal PhD, Jan Lenzini

Share Access:

Share Name	Security Group
Medical Records	Medical Records Department (R)
Scans	Medical Records Department (R/W)

Business Rules:

BR-00019: All staff members of the Medical Records department have read access.

3.10 Health Education Department

The Health Education Department is also home to two sub-groups, Sexual Education and Nutrition PEACHES.

Key Users: Derethia DuVal, PhD

Sexual Health PEACHES:

Key User: Ingrid Ochoa, MPH

Nutrition PEACHES:

Super User: Teresa Leu

Share Access:

Share Name	Security Group
Health Education Department	Health Education Department (R/W)
>PEACHES	Health Education Department (R/W), Nutrition PEACHES (R), Sexual Health PEACHES (R)
>> Nutrition	Health Education Department (R/W), Nutrition PEACHES (R/W), Sexual Education PEACHES (R)
>>>Scans	Health Education Department (R/W), Nutrition PEACHES (R/W), Sexual Education PEACHES(R)
> >Sexual Education	Health Education Department (R/W), Sexual Education PEACHES (R/W), Nutrition PEACHES (R)
>> >Scans	Health Education Department (R/W), Sexual Education PEACHES (R/W), Nutrition PEACHES (R)
> Scans	Health Education Department (R/W)

Business Rules:

- BR-00020: All members of the Health Education Department have read/write access.
 BR-00021: The Health Education Department is broken up into two sub-groups.
 BR-00022: Health Education Department staff members have read/write access to all sub-directories of the department.
 BR-00023: Nutrition PEACHES have read/write access to the Nutrition share.
 BR-00024: Nutrition PEACHES have read access to the Sexual Education share.
 BR-00025: Sexual Education PEACHES have read/write access to the Sexual Education share.
 BR-00026: Sexual Education PEACHES have read access to the Nutrition share.

3.11 Sports Medicine

Key User: Jeff McCurtain, Sekou Ford, MD

Share Access:

Share Name	Security Group
Sports Medicine	Sports Medicine Department (R), Providers (R), Psychiatry (R)
Scans	Sports Medicine Department (R/W), Providers (R/W) , Psychiatry (R/W)

Business Rules:

- BR-00027: All staff members of the Sports Medicine department have read access.
 BR-00028: Providers department will have read access.

3.12 Optometry

Key User: Garley Leon, OD

Share Access:

Share Name	Security Group
Optometry	Optometry Department (R)
> Scans	Optometry Department (R/W)

Business Rules:

- BR-00029: All staff members of the Optometry department have read access.

3.13 Podiatry

Key User: Maureen Lee, DPM

Share Access:

Share Name	Security Group
Podiatry	Podiatry Department (R/W)
Scans	Podiatry Department (R/W)

Business Rules:

BR-00030: All staff members of the Podiatry department have read access.

3.14 Psychiatry

Key User: Elizabeth ~~Hichman. NP,~~ Hinchman NP

Share Access:

Share Name	Security Group
Psychiatry	Psychiatry Department (R), Providers (R)
> Scans	Psychiatry Department (R/W), Providers (R/W)

Business Rules:

BR-00031: All staff members of the Psychiatry department have read access.

BR-00032: All staff members of the Providers department Providers department.

3.15 Info Desk

Key User: Carol Brewer, Stacey Thompson

Share Access:

Share Name	Security Group
SHS -Info	Everyone (R), SA_Info Desk(R), KU_Business Office (modify), SA_Directors Office (R/W), KU_Directors Office(modify)
> Scans	Everyone (R), SA_Info Desk (R/W), KU_Business Office (modify), SA_Directors Office (R/W) , KU_Directors Office(modify)

Business Rules:

BR-00033: All staff members have read access to all sub-directories of the SHS-Info share.

BR-00034: The Info Desk department has read write access to all sub-directories of the SHS info share.

BR-00035: The Business office Key User will have modify access to the SHS Info share and all sub-directories.

BR-00036: Student assistants of the Directors office will have read/write access to the SHS Info share and all sub-directories.

3.16 Miscellaneous Shares – Security Groups

Key User: Alastair K. Smith, MD

Share Access:

Share Name	Security Group
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Admin Staff	KU_Directors Office (modify)
Credentials	KU_Supervisors (R), Directors office (R/W)
Scan Documents	Everyone (R/W)
SHS Develop	Directors Office (R/W) Supervisors (R/W)
Website	Health Education Department (R), KU_Sexual PEACHES (modify), IT (modify), KU_IT (modify)
Nursing	Nursing Department (R), KU_Nursing (R/W)
Workers Comp	KU_Workers Comp (modify), SA_Directors Office (R/W), Workers Comp (R/W)
> Database	KU_Workers Comp (modify), SA_Directors Office (R/W) , Workers Comp (R/W)
Referrals	KU_Referrals (R/W), Providers (R), Nursing (R), Clinical Staff (R), KU_Patient Assistance (R), KU_Med Rec Referrals (R/W)
> Patient Assistance	KU_Patient Assistance (R/W)
> Medical Records	Providers (R), Nursing (R), Clinic (R), KU_Referrals (modify)
Abnormal PAP follow-up	Abnormal PAP follow-up (R/W), Providers Department Group (R), Nursing Department (R)
PnC	KU_PNC (R/W)
PointnClick	KU_Pointnclick (R/W)
Supervisors	Supervisors (R/W), Supervisors of SA (R)
>Departmental Budget	Supervisors (R/W)
>> Health Education	KU_Health Education (R/W)
>> IT	KU_Business Office (R/W)
>> Lab	KU_Laboratory (R/W)
>> MD	KU_Provider (R/W)
>> RN Clinic	KU_Nursing (R/W)
>> Xray	KU_Radiology (R/W)
> Scans	Supervisors (R/W)
> Personnel	Supervisors (R/W)
>> Health Education	KU_Health Education (R/W)
>> Business Office	KU_Business Office (R/W)
>> Clinic	KU_Nursing (R/W)
>> Providers	KU_Providers- SU (R/W)
>> Student Assistants	KU_Directors Office (R/W)
>> Pharmacy	KU_Pharmacy- SU (R/W)
Supervisors of SA	Supervisors of SA (R/W)
>> SA Personnel	Supervisors of SA (R/W), KU_Directors Office (R/W), KU_Nutrition Peaches (R/W), KU_Sexual Health Peaches (R/W), KU_Business Office (R/W)
>>> Student Assistants	KU_Directors Office (modify), KU_Business Office (R/W)
>>> Pharmacy SA	Lien Ho Pharmacist in Charge (modify)
>>> Nutriton PEACHES	KU_Nutrition Peaches (modify)
>>> Sexual Health PEACHES	KU_Sexual Health Peaches (modify)
Storekeeper	Storekeeper (R/W), Business Office (R), KU_Business office (RAW) (Modify)
>Vendor List	Storekeeper (R/W), Business Office (R), KU_Business office (RAW) (Modify)
>Scans	Storekeeper (R/W) , Business Office (R) (R/W), KU_Business office (RAW)-(Modify)

Business Rules:

- BR-00037: "Admin Staff" share is archival.
- BR-00038: Each of these shares should be viewed as a security group rather than a department.
- BR-00039: Individuals from various departments will need access to one or many of these shares.
- BR-00040: Specific rights can be given to each group/share defined in the matrix above.
- BR-00041: Key Users of a department can write to a share if the department has access.

4 Committees

Key User: Carol Brewer

Each committee will have their own secure area to store documents. Committees do not need special hardware or software, only access to their shared private document repository. The document repository will reside on the public drive.

Business Rules:

- BR-00042: Each committee should have its own document repository.
- BR-00043: Only members that belong to a committee will have read access to the files within the document repository.
- BR-00044: Student assistants are not part of committees.
- BR-00045: **KU_Committees have modify rights to all committees**
- BR-00046: **KU_each_specific_committee have R/W rights to their committee**

4.1 Therapeutics committee

Key User: Lien Ho, DPh

Share Access:

Share Name	Security Group
Therapeutics Committee	Therapeutics Committee (R), Directors Office (R/W) ??? SA_Directors_Office
> Scans	Therapeutics Committee (R/W), Directors Office (R/W)

4.2 Process Improvement committee

Key User: Stacey Thompson

Share Access:

Share Name	Security Group
Process Improvement Committee	Process Improvement Committee (R), Directors Office (R/W)
> Scans	Process Improvement Committee (R/W), Directors Office (R/W)

4.3 Quality Assurance committee

Key User: Mira Medan **RN**

Share Access:

Share Name	Security Group
Quality Assurance Committee	Quality Assurance Committee (R), Directors Office (R/W)
> Scans	Quality Assurance Committee (R/W), Directors Office (R/W)

4.4 Peer Review committee

Key User: Christopher Stoehr, MD

Share Access:

Share Name	Security Group
Peer Review Committee	Peer Review Committee (R), Directors Office (R/W)

> Scans	Peer Review Committee (R/W), Directors Office (R/W)
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4.5 EMR committee

Key Users: Kay Gamo MD, Patricia Michel

Share Access:

Share Name	Security Group
EMR Committee	EMR Committee (R), Directors Office (R/W)
> Scans	EMR Committee (R/W), Directors Office (R/W)

4.6 FamilyPACT committee

Key User: Barbara Salge

Share Access:

Share Name	Security Group
FamilyPACT Committee	FamilyPACT Committee (R), Directors Office (R/W)
> Scans	FamilyPACT Committee (R/W), Directors Office (R/W)

4.7 OutReach committee

Key User: Derethia DuVal, PhD, Ingrid Ochoa

Share Access:

Share Name	Security Group
OutReach Committee	OutReach Committee (R), Directors Office (R/W)
> Scans	OutReach Committee (R/W), Directors Office (R/W)

4.8 Medical Records committee

Key Users: Teresa Reberio, MD, Jan Lenzini

Share Access:

Share Name	Security Group
Medical Records Committee	Medical Records Committee (R)
> Scans	Medical Records Committee (R/W)

5 Security Groups

Security Group	Personnel
Director	Alastair K. Smith
KU_Directors Office	Carol Brewer
Directors Office Department	Alastair K. Smith, Stacey Thompson, Carol Brewer
SA_Directors Office	Huy Le, Jan Milano, Briza York
Supervisors	Alastair K. Smith, Stacey Thompson, Derethia DuVal, Teresa Rebeiro, Lien Ho, Brenda Hyde

Security Group	Personnel
Business Office	Stacey Thompson, Clarice Wong, Tuan Mai, Barbara Salge, Juliet Olson, Sandee M. Noda, Patricia L. Michel, Alastair K. Smith
KU_Business Office	Stacey Thompson
SA_Business Office	Shilpa Kanodia , Shao Mei Tan
Billing	Barbara Salge, Carol Brewer , Clarice Wong
Accounts Receivable	Barbara Salge, Clarice Wong
Accounts Payable	Juliet Olson
HR	Juliet Olson
KU_IT	Stacey Thompson
IT	Sandy M. Noda
Personnel	Juliet Olson
Publications	Tuan Mai
Storekeeper	Tuan Mai
KU_MedPro Reports	Patricia Michel
Facilities	Tuan Mai
FP Batch	Clarice Wong, Barbara Salge
Payroll	Shilpa Kanodia , Shao Mei Tan, Juliet Olson
Inventory Control	Tuan Mai
KU_Business Assistant	Stacey Thompson
Accounting	Shilpa Kanodia, Shao Mei Tan, Juliet Olson
Bursar Batch	Clarice Wong, Barbara Salge
Hiring	Juliet Olson
Insurance	Clarice Wong, Barbara Salge
Workers Comp	Barbara Salge, Clarice Wong
KU_Workers Comp	Carol Brewer
KU_Referrals	Claire Guerrero, Marian Yee, Leslie Mulligan, Derethia Duval, Brenda Hyde
KU_Patient Assistance	Claire Guerrero, Marian Yee, Derethia Duval, Brenda Hyde
Providers Department	Teresa Rebeiro, Delfina Clinch, Peter Ewald, Sekou Ford, Kay Gamo, Jeff McCurtain, Robert Molino, Christopher Stoehr, Jackie Whang, Marilyn Wong, Melanie Deal, Jim Duzak, Mona Marachli, Linda Meier
KU_Providers	Teresa Rebeiro
Radiology Department	Maya Patel, Paul Sather
KU_Radiology	Maya Patel
Pharmacy Department	Lien Ho, Benson Jen, Offlyn Samatra
KU_Pharmacy	Lien Ho
SA_Pharmacy	Karen Bennett Bain, Lindsay Holte, Rina Javier, Daniel Chao
Nursing Department	Brenda Hyde, Ruby Blanco, Stella Blankenship, Barbara Commins, Sandi Devencenzi, Mira Medan, Leslie Mulligan, Katherine Schoen, Christine Chronin, Alyce Gilmore
KU_Nursing	Derethia DuVal
Clinical Staff Department	Brenda Hyde, Fely Claudio, Maria Gabon, Stella Siu, Katia Agustin, Claudia Sanchez, Hanna Pham, Yuan Zhang, Dhon Galang, Ronisha Wilson, Nancy Haddad, Vicki Baingul, Majeeda Hakeem, Victoria (Marvic) DeCastro
KU_Clinical Staff	Brenda Hyde, Derethia DuVal
KU_Laboratory	Brenda Hyde, Derethia DuVal
Laboratory (Group)	Brenda Hyde , Vicki Baingul, Majeeda Hakeem, Martin Victoria (Marvic) Decastro, Nancy Haddad, B Stella Siu, Brenda Hyde

Security Group	Personnel
Medical Records Department	Brenda Hyde , Jan Lenzini, Bonnie Angelo, Selena Freeman, Geri Martin, Claire Guerrero, William Luu, Arielle Hunter, Cristhiam D. Sanchez, Conan Tong, Derethia DuVal , Brenda Hyde
KU_Medical Records	Brenda Hyde, Derethia DuVal
Health Education	Ingrid Ochoa, Derethia DuVal, Albert Angelo, Teresa Leu, Marian Yee
KU_Health Education	Derethia DuVal , Derethia DuVal, Jan Lenzini
KU_PEACHES Sexual Health	Ingrid Ochoa
KU_PEACHES Nutrition	Teresa Leu
PEACHES Sexual Health	Amber Benson, Carmen Chen, Rosanne Cruz, Sarah Dime, Jessica Elauria, Angela Hodgson, Alexa Joseph, Vincent Lam, Tyra McNorton, Linda Okwu, Maria De Lourdez Pena, RaeAnne Perri, Lotty Ratanamany, Sarah Raygo, Paige Schoening, Edcel Suarez
PEACHES Nutrition	Mei-li Sjoquist, Lorna Divino, Angie Fong, Teryn Cook, Caitlin McNerney, Jessica Hong, Cassie Wong, Sarianne Huyett, Sydney Brackett, Briza York, Elena Vida, Stefanie Cecchi, Andrew Chan, Jaimelle Dollaga, Jia Jing He, Nicole Joe
Sports Medicine Department	Jeff McCurtain, Jane Galvin
KU_Sports Medicine	Jeff McCurtain, Sekou Ford
Optometry Department	Garley Leon
KU_Optometry	Garley Leon
Podiatry Department	Maureen Lee
KU_Podiatry	Maureen Lee
Psychiatry Department	Elizabeth Hinchman, Lois Parkison, Robin Bittner
KU_Psychiatry	Elizabeth Hinchman
KU_Info Desk	Carol Brewer, Stacey Thompson
SA_Info Desk	Sarah Kumar, Katarina Verbitchi, Kyle Casserly-Hollowman
Storekeeper	Tuan Mai
Abnormal PAP Follow-up	Carol Brewer, Claire Guerrero, Melanie Deal
KU_Committees	Carol Brewer
Therapeutics Committee	Lien Ho, Jackie Whang, Jim Duzak, Lois Parkison, Offlyn Samatra, Barbara Commins
KU_Therapeutics Committee	Lien Ho
Process Improvement Committee	Stacey Thompson, Tuan Mai, Juliet Olson, Jeff McCurtain, Ruby Blanco, Dhon Galang, Ronisha Wilson, Vicki Baingul, Albert Angelo
KU_Process Improvement Committee	Stacey Thompson
Quality Assurance Committee	Carol Brewer, Brenda Hyde, Peter Ewald, Marilyn Wong, Mira Medan
KU_Quality Assurance Committee	Carol Brewer, Mira Medan
Peer Review Committee	Alastair K. Smith, Sekou Ford, Christopher Stoehr, Linda Meier, Elizabeth Hinchman, Sandi Devencenzi, Leslie Mulligan
KU_Peer Review Committee	Christopher Stoehr
EMR - Committee	Clarice Wong, Patricia Michel, Delfina Clinch, Kay Gamo, Melanie Deal, Benson Jen, Katherine Schoen, Katia Agustin, Victoria (Marvic) Decastro, Bonnie Agnello
KU_EMR - Committee	Kay Gamo, Patricia Michel
FamilyPACT Committee	Barbara Salge, Claudia Sanchez, Conan Tong, Marian Yee,
KU_FamilyPACT Committee	Barbara Salge
OutReach Committee	Derethia DuVal, Mona Marachli, Stella Blankenship, Claire Guerrero, Teresa Leu, Ingrid Ochoa

Security Group	Personnel
KU_OutReach Committee	Ingrid Ochoa, Derethia DuVal
Medical Records Committee	Teresa Rebeiro, Sandee Noda, Maya Patel, Fely Claudio, Maria Gabon, Stella Siu, Hanna Pham, Yuan Zhang, Nancy Haddad, Jan Lenzini, Selena Freeman, Geri Martin, William Luu
KU_Medical Records Committee	Teresa Reberio
KU_PNC	Patricia Michel, Clairce Wong, Stacey Thompson
KU_Student Assistants	Carol Brewer
IT_Assets	Sandy M. Noda
KU_IT_Assets	Stacey Thompson
SA_Pharmacy	Karen Bennett Bain, Lindsay Holte, Rina Javier, Daniel Chao
KU_Supervisors_SA	Carol Brewer, Ingrid Ochoa, Stacey Thompson, Teresa Liu,
KU_PointnClick	Patricia Michel, Clarice Wong, Stacey Thompson

6 Sign Off (Version 1.0)

Acceptance of SFSU Health Services:

Alastair K. Smith, MD

Alastair K. Smith, MD

____/____/____ (Date)

Neal Johnsen (Business Analyst)

____/____/____
(Date)

Please note: Due to Network Engineers recommendations on system design feasibility, this document is subject to change. All changes shall be reviewed and approved by the client and project team on a timely basis.

San Francisco State University
Procurement Department
1600 Holloway Avenue, Corp Yard
San Francisco, CA 94132-4033
ecollins@sfsu.edu
PH: 415-338-1837/ FAX: 415-841-5018

Re: Request for Certificate of Insurance and Additional Insured Endorsement

PLEASE READ THIS LETTER CAREFULLY. YOU WILL NOT BE AUTHORIZED TO PROCEED WITH SERVICE AND NO PAYMENT FOR SERVICE PERFORMED CAN BE MADE UNLESS THE CSU INSURANCE REQUIREMENTS HAVE BEEN SATISFIED.

The California State University requires that all vendors who provide services on its campuses maintain adequate general liability, auto liability, professional liability (when applicable) and Worker's Compensation insurance. San Francisco State University is requesting your firm submit a certificate of insurance as evidence of coverage in compliance with CSU Requirements.

The limits of liability required are as follows*:

General Liability:	\$1,000,000 per occurrence/\$2,000,000 aggregate
Auto Liability:	\$1,000,000
Workers Comp:	As required under California law

* Note: These are minimum levels of insurance. If you are entering into a contract with SF State, please refer to the insurance requirements in your contract which may have different limits and categories of insurance required.

By executive order of the CSU Chancellor, insurance policies **MUST** be endorsed to include **San Francisco State University, the state of California, the Trustees of the California State University, the University, employees, officers, and agents of each of them**, as additional insured. Please note the bold text and provide this to your agent or carrier. The endorsement **MUST** contain this exact language.

Due to the disclaimer which appears on the back or upper right hand corner of most certificate of insurance forms, SF State requires a separate additional insured endorsement form. The additional insured clause appearing in the description box on the face of the Certificate IS NOT SUFFICIENT.

Please see the attached sample of an acceptable endorsement.

All certificates of insurance provided to the University also require the following:

- A. that the insurer will not cancel the insured's coverage without thirty (30) days prior notice to the University;
- B. that the insurers are licensed by the State of California to transact insurance and shall hold a current A.M. Best's rating of no less than A VII;

Please have your insurance company fax or email a copy the certificate and mail the original to the above address. When mailing, please address to the attention of "Insurance Coordinator".

Sincerely,

SF State Procurement Dept.

POLICY NUMBER:

COMMERCIAL GENERAL LIABILITY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

ADDITIONAL INSURED — OWNERS, LESSEES OR CONTRACTORS (FORM B)

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART.

SCHEDULE

Name of Person or Organization:

San Francisco State University, the State of California, the Trustees of the California State University, the University, employees, officers, and agents of each of them.

WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of “your work” for that insured by or for you.

This is a SAMPLE Document

*****: NOTE :** Due to the disclaimer, which appears on the back or upper right hand corner of the original certificate of insurance, our University requires that we obtain an original and separate additional insured endorsement form as it appears here in our sample. The clause itself written in the description box portion of the original certificate is insufficient.

CSU SOLICITATION PROVISIONS AND BIDDER CERTIFICATIONS

I. SOLICITATION PROVISIONS

1. Definitions:

- (a) The Trustees of the California State University are referred to as “CSU” or “University.”
- (b) The terms “bid” and “proposal” are synonymous and means an offer made in response to a solicitation to perform a contract for work and labor or to supply goods at a specified price, whether or not it is considered a “seal bid” or results in award of a contract to a single or sole source.
- (c) “Bidder” or “Proposer” is used interchangeably and each shall apply to the business entity which submits a bid/proposal or is awarded a contract.

2. Preparation of Bids and Proposals:

- (a) Proposer shall carefully review all documents referenced and made a part of this solicitation to ensure that all information required to properly respond to the solicitation has been received or made available and all requirements are priced in the proposal. Failure to examine any document, drawing, specification, or instruction will be at the proposer’s sole risk.
- (b) All bids submitted, including electronic bids, must indicate unit prices for each separate line item quoted in addition to showing the totals. In case of discrepancy between the unit price and the extension set forth for the item, the unit price shall prevail; however, if the amount set forth as a unit price is ambiguous, unintelligible, or uncertain for any cause, or is omitted, the amount set forth in the "Extension" column shall be divided by the quantity for the item and the price thus obtained shall be the unit price. In case of discrepancy between the totals shown on the bid form and the actual sum of the item totals, the actual sum of all item totals shall prevail.
- (c) Brand names: Any reference to brand names and numbers in the bid solicitation is intended to be descriptive, but not restrictive, unless otherwise specified. Bids on equivalent items meeting the indicated standards of quality will be considered, unless otherwise specified, providing the bid clearly describes the article offered and how it differs from the reference brands.

Unless the bidder specifies otherwise in the bid, it is understood that the bidder is offering a referenced brand item as specified in the bid solicitation. The CSU reserves the right to determine whether a substitute offer is equivalent to and meets the standards of quality indicated by the brand name references; the CSU

may require a bidder offering a substitute to supply additional descriptive material and a sample.

- (d) Time of delivery (whether a commodity or a service) is a part of the bid and must be strictly observed. Time, if stated as a number of days, shall mean calendar days.
- (e) Bids shall be completed in all respects as required by this solicitation. A bid may be rejected if conditional or incomplete, or if it contains any alterations or other irregularities of any kind, and will be rejected if any such defect or irregularity could have materially changed the quality of the bid. Bids which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the Bidder, may be rejected. If, in the opinion of the evaluation committee, such information was intended to erroneously and fallaciously mislead the CSU in its evaluation of the bid, and the attribute, condition, or capability is a requirement of this solicitation, the bid will be rejected. Statements made by a bidder shall also be without ambiguity, and with adequate elaboration, where necessary, for clear understanding.

The CSU reserves the right to request additional information which in the CSU's opinion is necessary to assure that the proposer's competence, experience, number of qualified employees, business organization and financial resources are adequate to perform according to contract.

3. Submission of Bids:

- (a) Whenever the CSU so designates, bids must be signed and sealed, with the bid number, bidder's name and address, and closing date, on the outside of the envelope.
- (b) Bids or partial bids, and modifications or corrections thereof received after the closing time specified may not be considered.
- (c) The bidder is solely responsible for ensuring that the bid is delivered to the CSU prior to the date and time specified and in accordance with the solicitation requirements. The CSU shall not be responsible for any delays in mail delivery, including delay occasioned by the internal CSU mailing system, or transmission errors or delivery errors.

4. Cancellation: This solicitation does not obligate CSU to enter into an agreement. CSU reserves the right to cancel this solicitation at any time, should the project be canceled, CSU loses the required funding or it is deemed in the best interest of CSU. No obligation either expressed or implied, exists on the part of CSU to make an award or to pay any cost incurred in the preparation or submission of a bid.

Exhibit G

5. Bidder's Cost: Costs for developing bids are entirely the responsibility of the bidder and shall not be chargeable to the CSU.
6. Revisions in Bid Solicitation: In the event a bidder believes that the CSU's bid solicitation is unfairly restrictive or has substantive errors or omissions in it, the matter must be promptly brought to the attention of the CSU's procurement office, either by telephone, telegraph, letter, or visit, immediately upon receipt of the bid solicitation, in order that the matter may be fully considered and appropriate action taken by the CSU prior to the closing time set for bids.
7. Removal of Names from Bidders' List: The CSU may remove the name of any vendor or contractor from its lists of potential bidders whenever the CSU has received no recent responses to its bid solicitations from that vendor or contractor.
8. Award of Contracts:
 - (a) Contracts will be made or entered into with (1) the lowest responsible bidder meeting specifications, (2) the bidder with the highest score attained at the end of a competitive evaluation process, or (3) as otherwise specified in the bid solicitation. The CSU reserves the right to determine the results of the prescribed evaluation process and the awardee.
 - (b) Where more than one item is specified in the bid solicitation, the CSU reserves the right to determine the low bidder either on the basis of individual items or on the basis of all items included in the bid solicitation.
 - (c) Unless the bidder specifies otherwise in the submitted bid, the CSU may accept any portion or group of items or services offered in the bid, or accept none of them at all.
 - (d) The CSU reserves the right to reject any or all bids and to waive informalities and minor irregularities in bids received.
 - (e) A CSU purchase order mailed or otherwise furnished to the successful bidder within the time for acceptance specified in the bid solicitation results in a binding agreement without further action by either party. The binding agreement shall be interpreted, construed, and given effect in all respects according to the laws of the State of California.
9. Bid Evaluation Preferences: In evaluating bids, the CSU will give preferences in accordance with the law for suppliers who are a California certified Small Business. If the bidder claims preferences under the Enterprise Zone Act (EZA), Target Area Contract Preference Act (TACPA) and Local Agency Military Base Recovery Area Act (LAMBRA), the bidder must complete and return the appropriate forms incorporated in the solicitation. Preferences may also be given for bidders using recycle products in accordance with Public Contract Code Sections 10408 and 12150 et seq. Where multiple

preferences are claimed, the CSU will verify eligibility for the preference(s) and evaluate and apply preference(s) in accordance with law and established procedures.

10. Disabled Veteran Business Enterprise Participation Requirement and Incentive: California state law requires that its state agencies achieve a goal of three (3) percent participation for disabled veteran business enterprises (DVBE) in state contracts. Failure of the Bidder to comply with the DVBE requirement will cause the Trustees to deem the bid nonresponsive and the Bidder to be ineligible for award of Contract. **[Note: the “Good Faith Effort (GFE)” is NOT an option to satisfy this requirement.]**
- (a) A “Disabled veteran business enterprise contractor, subcontractor, or supplier,” means any person or entity that has been certified by the Office of Small Business & DVBE Services and that performs a “commercially useful function,” in providing services or goods that contribute to the fulfillment of the contract requirements.
 - (b) In order to satisfy and be responsive to this requirement, the Bidder must meet the three (3) percent DVBE Participation Goal which is attained when:
 - (i) The Bidder is not a DVBE and is committed to use DVBEs for not less than three (3) percent of the Contract dollar amount; or
 - (ii) The Bidder is a DVBE and is committed to performing not less than three (3) percent of the Contract dollar amount with its own forces or in combination with those of other DVBEs.
 - (iii) Bidder has an approved CA State DVBE Utilization Plan on file with the CA State Department of General Services, Procurement Division.
 - (c) Documentation Requirements. The Bidder must document its satisfaction of the DVBE participation goal requirement on the forms in the Appendices. Final determination of DVBE Participation Goal Attainment by the Bidder shall be at the Trustees’ sole discretion.
 - (d) Use of Proposed DVBE. If awarded the Contract, the successful Bidder must use the DVBE suppliers and/or subcontractors proposed in its bid proposal unless it has requested substitution and has received approval of the Trustees in compliance with the Subletting and Subcontracting Fair Practices Act. See Article 4.04, Substitution of Subcontractors.
 - (e) Trustees’ Reporting of DVBE Participation. Responsive to direction from the State Legislature, the Trustees are seeking to report increased statewide participation of DVBE in contract awards. To this end, the successful Bidder shall inform the Trustees of any contractual arrangements with subcontractors, consultants or suppliers that are certified DVBE.
 - (f) Additional DVBE Information Sources. For more information regarding DVBE certification, copies of directories or for general DVBE information, contact:

State of California, Department of General Services, Procurement Division
Small Business & DVBE Services Branch

P.O. Box 989052, West Sacramento, CA 95798-9052 (mailing address)
707 Third Street, First Floor, Room 400, West Sacramento, CA 95605 (physical address)
Telephone number: (800) 559-5529 or (916) 375-4940
Fax number: (916) 375-4950
Email: osdchelp@dgs.ca.gov Internet www.pd.dgs.ca.gov/smbus.

- (g) Incentives: In accordance with Government Code section 14838(f), and Military and Veterans Code sections 999.5(a) and 999.5(d), the Trustees shall grant a bid incentive for bid evaluation purposes only to Bidders that exceed the three percent DVBE participation requirement. The level of DVBE incentive will correlate to the level of participation; that is, the more DVBE participation proposed, the higher the incentive. The combination of preferences (Small Business Preference, for example) with a DVBE incentive may not exceed ten percent or \$100,000, whichever is less. A non-small business cannot displace a California certified small business from the top ranked position due to application of preferences or incentive.

[Note to Campuses: The levels of DVBE Incentive are adjustable for individual solicitations, within allowed parameters—consult the campus DVBE Advocate. The following is standard, adjust as appropriate.]

DVBE Incentive Levels

The Trustees are granting a DVBE participation bid incentive for this project for bid evaluation purposes only. Bidder must exceed the three percent DVBE participation requirement in order to earn this incentive.

The bid incentives are as follows:

DVBE Participation	Incentive
4%	1%
6%	2%
8%	3%
10%	4%

For more information on DVBE participation for this solicitation, please contact:

[Note to Campuses: Insert Contact Information as Applicable; i.e., buyer, or the campus DVBE Advocate, etc.]

11. Financing of Acquisition: Bidder shall include within the contents of its bid or proposal the best financing alternatives it has to offer the CSU whenever the solicitation document expresses the CSU's desire to consider financing (including third-party possibilities) as an option.
12. Patent, Copyright, and Trade Secret Indemnity: A contractor may be required to furnish a bond to the CSU against any and all loss, damage, costs, expenses, claims and liability for patent, copyright and trade secret infringement.
13. Protests:

- (a) Prior to Bid Opening - Potential bidders are afforded the opportunity to take exception to or “protest” the specifications and/or requirements of the bid solicitation. Such protests must be conveyed in writing to the CSU and also be resolved in writing by the CSU each within the timeframes specified, prior to the scheduled bid submittal deadline. However, any protests of specifications or requirements received after the deadline identified in the bid solicitation shall be considered untimely and shall be rejected. The CSU’s decision on a protest is final.
 - (b) Prior to Contract award - If, prior to award of a contract, a protest is received in writing within the timeframe specified within the bid solicitation and filed on the grounds that the intended award is not in conformance with the specifications or requirements of the bid solicitation, the contract shall not be awarded until the protest has been withdrawn or a decision has been reached by the CSU. The CSU shall review the merits and timeliness of the protest and submit a decision in writing or otherwise furnish to the bidder the decision in such a manner as to ensure receipt. The CSU’s decision on a protest is final.
- 14. Accommodations for the Disabled: It is the policy of the CSU to make every effort to ensure that its programs, activities and services are available to all persons, including persons with disabilities. Persons with a disability needing a reasonable modification to participate in the procurement process, or persons having questions regarding reasonable modifications for the procurement process may contact the buyer listed elsewhere in this solicitation.
- 15. Confidentiality: Final bids are public upon bid opening; however the contents of all proposals, drafts bids, correspondence, agenda, memoranda, working papers, or any other medium which discloses any aspect of a bidder’s proposal shall be held in the strictest confidence until Notice of Intent to Award.

The content of all working papers and discussions relating to the bidder’s proposal shall be held confidential indefinitely unless the public interest is best served by an item’s disclosure because of its direct pertinence to a decision, agreement or an evaluation of the bid.

II. BIDDER CERTIFICATIONS

By submitting a bid, the Bidder certifies to the following:

- 1. Americans With Disabilities Act (ADA): Contractor assures the CSU that it complies with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. 12101 et seq.)

2. Unfair Practices Act: Contractor warrants that its bid complies with the Unfair Practices Act (Business and Professions Code Section 17000 et seq.).
3. Violation of Air or Water Pollution Laws: Unless the contract is less than \$25,000.00 or with a sole-source provider, Government Code Section 4477 prohibits the State from contracting with a person, including a corporation or other business association, who has been determined to be in violation of any State or federal air or water pollution control law. By a proposal the Contractor warrants that the Contractor has not been found to be in violation of any order or resolution not subject to review promulgated by the State Air Resources Board or an air pollution district, or is subject to a cease and desist order not subject to review issued pursuant to Section 13310 of the Water Code for violation of waste discharge requirements or discharge prohibitions, or is finally determined to be in violation of provisions of federal laws relating to air or water pollution. By submitting a bid, the Bidder certifies that it has not been identified either by published notices or by Board notification as a person in violation of State or federal air or water pollution control laws.
4. Compliance with NRLB Orders: In submitting a bid or signing a contract the Contractor swears under penalty of perjury that no more than one final, unappealable finding of contempt of court by a federal court has been issued against the Contractor within the immediately preceding two-year period because of the Contractor's failure to comply with an order of a federal court which orders the Contractor to comply with an order of the National Labor Relations Board. This provision is required by, and shall be construed in accordance with, Public Contract Code Section 10296.
5. Assignment of Antitrust Actions: The bidder's attention is directed to the following provisions of Government Code Sections 4552, 4553, and 4554, which shall be applicable to the bidder:

In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the procurement body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, [commencing with Section 16700] of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the procurement body pursuant to the bid. Such assignment shall be made and become effective at the time the procurement body tenders final payment to the bidder (Government Code Section 4552).

If an awarding body or public procurement body receives, either through judgment or settlement, a monetary recovery for a cause of action assigned under this chapter, the assignor shall be entitled to receive reimbursement for actual legal costs incurred and may, upon demand, recover from the public body any portion of the recovery, including treble damages, attributable to overcharges that were paid by the assignor but were not paid by the public body as part of the bid price, less the expenses incurred in obtaining that portion of the recovery (Government Code Section 4553).

Upon demand in writing by the assignor, the assignee shall, within one year from such demand, reassign the cause of action assigned under this part if the assignor has been or may have been injured by the violation of law for which the cause of action arose and (a) the assignee has not been injured thereby, or (b) the assignee declines to file a court action for the cause of action (Government Code Section 4554).

6. Noncollusion Affidavit: By submitting a bid, Bidder hereby certifies that the bid is not made in the interest of, or on behalf of, any undisclosed party; that the bid is genuine and not collusive, false, or sham; that the Bidder has not directly or indirectly induced or solicited any other Bidder to put in a false or sham bid, and has not directly or indirectly agreed with any Bidder or anyone else to put in a false or sham bid, or to refrain from bidding; that the Bidder has not in any manner, directly or indirectly, sought to fix any overhead, profit or cost element of the bid, of that of any other Bidder, or to secure any advantage against the public body awarding the contract or anyone interested in the proposed contract.
7. Safeguards for confidential information: By submitting a bid, Bidder acknowledges Federal privacy laws such as Gramm-Leach-Bliley Act (Title 15, United States Code, Sections 6801(b) and 6805(b)(2)) applicable to financial transactions and Family Educational Rights and Privacy Act (Title 20, United States Code, Section 1232g) applicable to student records and information from student records. In the event that such information is required for the performance of the work specified, the Bidder hereby certifies that it has the appropriate safeguards in place as required by Title 16 Code of Federal Regulation Chapter 1 Section 314 et seq.
8. Covenant Against Gratuities: The Contractor shall warrant that no gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor, or any agent or representative of the Contractor, to any officer or employee of the CSU with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the CSU shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the CSU in procuring on the open market any items which the Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the CSU provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.
9. Public Contracts Code Restrictions For CSU Employees: CSU employees and immediate past employees must comply with restrictions regarding contracting with the CSU. Bidder needs to be aware of the following provisions regarding current or former CSU employees. In submitting a bid, bidder certifies that the bidder is eligible to contract with the CSU pursuant to the Public Contracts Code (PCC) sections list below:

Current CSU Employees (PCC Section 10831):

- (a) No officer or employee shall engage in any employment, activity or enterprise from which the officer or employee receives compensation or has a financial interest and which is sponsored or funded by any CSU department through or by a CSU contract unless the employment, activity or enterprise is within the course and scope of the officer's or employee's regular CSU employment.
- (b) No officer or employee shall contract on his or her own behalf as an independent contractor with any CSU department to provide goods or services.
- (c) This prohibition does not apply to officers or employees of the CSU with teaching or research responsibilities.

Former CSU Employees (PCC Section 10832):

- (a) For the two-year period from the date he or she left CSU employment, no former CSU officer or employee may enter into a contract in which he or she engaged in any of the negotiations, transactions, planning, arrangements or any part of the decision-making process relevant to the contract while employed in any capacity by any CSU department.
 - (b) For the twelve-month period from the date he or she left state employment, no former CSU officer or employee may enter into a contract with any CSU department if he or she was employed by that CSU department in a policy-making position in the same general subject area as the proposed contract within the 12-month period prior to his or her leaving CSU service.
10. In submitting a bid for electronic devices, as defined by the Electronic Waste Recycling Act of 2003, Part 3 Division 30 Chapter 8.5 of the Public Resource Code, the Bidder certifies that it, and its agents, subsidiaries, partners, joint venturers, and subcontractors for the procurement, have complied with the Electronic Waste Recycling Act of 2003 and any regulations adopted pursuant to the Act, or have demonstrated to the CSU that the Electronic Waste Recycling Act of 2003 is inapplicable to all lines of business engaged in by the bidder, its agents, subsidiaries, partners, joint venturers, or subcontractors. In addition the Bidder agrees to cooperate fully in providing reasonable access to its records and documents that evidence compliance with the Electronic Waste Recycling Act of 2003.

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1. Commencement of Work

Work shall not commence under the Contract until a fully executed Contract has been received by the Contractor and the Contractor has been given approval to proceed. Any work performed by the Contractor prior to the date of approval shall be considered as having been performed at the Contractor's own risk and as a volunteer.

2. Invoices

In connection with any discount offered, except when provision is made for a testing period preceding acceptance by the CSU, time will be computed from date of delivery of the commodities as specified, or from date that correct invoices are received in the office specified by the CSU if the latter date is later than the date of delivery. When provision is made for a testing period preceding acceptance by the CSU, date of delivery shall mean the date the supplies, equipment or services are accepted by the CSU following the specified testing period. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the CSU warrant or check.

Invoices shall be submitted, in arrears, to the address stipulated in the Contract. The Contract number and Contractor's Identification number are to be included on the invoice. Final invoice shall be marked as such.

The Contractor shall submit invoices to the CSU for payment of goods and services rendered. Unless otherwise specified, the CSU shall pay properly submitted invoices not more than 45 days after (i) the acceptance of goods by the CSU; or (ii) receipt of an undisputed invoice, whichever is later. Late payment penalties shall not apply to this Contract. The consideration to be paid Contractor, as described within the Contract, shall be in full compensation for all of Contractor's expenses incurred in the performance hereof, including travel and per diem, unless otherwise expressly so provided.

3. Appropriation of Funds

- (a) If the term of the Contract extends into fiscal years subsequent to that in which it is approved such continuation of the Contract is subject to the appropriation of funds for such purpose by the Legislature. If funds to effect such continued payment are not appropriated, Contractor agrees to take back any commodities furnished under the Contract, terminate any services supplied to the CSU under the Contract, and relieve the CSU of any further obligation therefore.
- (b) CSU agrees that if provision (a) above is involved, commodities shall be returned to the Contractor in substantially the same condition in which they were delivered, subject to normal wear and tear. CSU further agrees to pay for packing, crating, transportation to Contractor's nearest facility and for reimbursement to Contractor for expenses incurred for its assistance in such packing and crating.

4. Cancellation

CSU reserves the right to cancel this Contract at any time upon thirty (30) days written notice to the Contractor.

5. Independent Status

The Contractor, and the agents and employees of Contractor, in the performance of this Contract, shall act in an independent capacity and not as officers or employees or agents of the State of California. While Contractor may (or may not) be required under the terms of this Contract to carry Worker's Compensation Insurance, Contractor is not entitled to unemployment or workers' compensation benefits from the CSU.

6. Conflict of Interest

- (a) Should the Contractor provide services for preparation or development of recommendations for the actions which are required, suggested or otherwise deemed appropriate, and which include the provision, acquisition or delivery of products or service; then the Contractor must provide full disclosure of any financial interest including but not limited to service Agreements, OEM, and/or remarketing Agreement that may foreseeable allow the Contractor to materially benefit from the adoption of such recommendations.
- (b) The CSU requires a Statement of Economic Interests (Form 700) to be filed by any Consultant (or Contractor) who is involved in the making, or participation in the making, of decisions which may foreseeably have a material effect on any CSU financial interest [reference G.C. 82019].

The CSU reserves the right to prohibit participation by the Contractor in bidding to or providing services, goods or supplies or any other related action which is required, suggested or otherwise deemed appropriate in the end product of this Contract.

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7. Governing Law

To the extent not inconsistent with applicable federal law, this Contract shall be construed in accordance with and governed by the laws of the State of California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Contract.

8. Assignments

Without written consent of the CSU, the Contract is not assignable by Contractor either in whole or in part.

9. Time

Time is of the essence of the Contract.

10. Contract Alterations & Integration

No alteration or variation of the terms of the Contract shall be valid unless made in writing and signed by the parties hereto, and no oral understanding or Contract not incorporated here in shall be binding on any of the parties hereto.

11. General Indemnity

The Contractor agrees to indemnify, defend and save harmless the CSU, its officers, agents and employees from any and all claims and losses accruing or resulting to any other person, firm or corporation furnishing or supplying work, service, materials or supplies in connection with the performance of this Contract, and from any and all claims and losses accruing or resulting to any person, firm or corporation which may be injured or damaged by the Contractor in the performance of this Contract.

12. Use of Data

The Contractor shall not utilize any information, not a matter of public record, which is received by reason of this Contract, for pecuniary gain not contemplated by the terms of this Contract, regardless of whether the Contractor is or is not under contract at the time such gain is realized. CSU specific information contained in the report, survey, or other product developed by the Contractor pursuant to this Contract is the property of the CSU, and shall not be used in any manner by the Contractor unless authorized by the CSU.

13. Termination for Default

The CSU may terminate the Contract and be relieved of the payment of any consideration to Contractor should Contractor fail to perform the covenants herein contained at the time and in the manner herein provided. In the event of such termination, the CSU may proceed with the work in any manner deemed proper by the CSU. The cost to the CSU shall be deducted from any sum due the Contractor under the Contract, and the balance, if any, shall be paid the Contractor upon demand.

14. Personnel

The Contractor shall make every effort consistent with sound business practices to honor the specific requests of the CSU with regard to assignment of its employees; however, the Contractor reserves the sole right to determine the assignment of its employees. If a Contractor employee is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor shall make every reasonable effort to provide suitable substitute personnel.

15. Nondiscrimination

- (a) During the performance of this Contract, Contractor and its subcontractors shall not deny the Contract's benefits to any person on the basis of religion, color, ethnic group identification, sex, age, physical or mental disability, nor shall they discriminate unlawfully against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, marital status, age (over 40) or sex. Contractor shall insure that the evaluation and treatment of employees and applicants for employment are free of such discrimination.
- (b) Contractor shall comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12900 et seq.), the regulations promulgated thereunder (California Code of Regulations, Title 2, Sections 7285.0 et seq.), and the provisions of Article 9.5, Chapter 1, Part 1, Division 3, Title 2 of the Government Code (Government

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Code Sections 11135-11139.5), and the regulations or standards adopted by the awarding state agency to implement such article.

- (c) Contractor shall permit access by representatives of the Department of Fair Employment and Housing and the Trustees upon reasonable notice at any time during the normal business hours, but in no case less than 24 hours notice, to such of its books, records, accounts, other sources of information, and its facilities as said Department or Trustees shall require to ascertain compliance with this clause.
- (d) The provisions of Executive Order 11246, as amended (Equal Employment Opportunity/Affirmative Action), Section 402 of the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended (38 U.S.C. 4212 or VEVRAA), and Section 503 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 793), and the implementing regulations found at 41 CFR 60-1&2, 41 CFR 60-250, and 41 CFR 60-741, respectively, are hereby incorporated by reference.
- (e) Contractor and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement.
- (f) Contractor shall include the nondiscrimination and compliance provisions of this clause in all subcontracts to perform work under the contract. (Gov. Code Section 12990, 11135 et seq.; Title 2, California Code of Regs., Section 8107).

16. Drug-Free Workplace Certification

The Contractor certifies under penalty of perjury under the laws of the State of California that the Contractor will comply with the requirements of the Drug-Free Workplace Act of 1990 (Government Code Section 8350 et seq.) and will provide a drug-free workplace by taking the following actions:

- a) Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a).
- b) Establish a Drug-Free Awareness Program as required by Government Code Section 8355(b) to inform employees about all of the following:
 - (i) the dangers of drug abuse in the workplace;
 - (ii) the person's or organization's policy of maintaining a drug-free workplace;
 - (iii) any available counseling, rehabilitation and employee assistance programs; and,
 - (iv) penalties that may be imposed upon employees for drug abuse violations.
- c) Provide, as required by Government Code Section 8355(c), that every employee who works on the proposed or resulting Contract:
 - (i) will receive a copy of the company's drug-free policy statement; and,
 - (ii) will agree to abide by the terms of the company's statement as a condition of employment on the Contract.

17. Severability

The Contractor and the CSU agree that if any provision of this Contract is found to be illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract shall remain in full force and effect. Either party having knowledge of such term or provision shall promptly inform the other of the presumed non-applicability of such provision. Should the offending provision go to the heart of the Contract, the Contract shall be terminated in a manner commensurate with the interests of both parties, to the maximum extent reasonable.

18. Dispute

Any dispute arising under the terms of this Contract which is not resolved within a reasonable period of time by authorized representatives of the Contractor and the CSU shall be brought to the attention of the Chief Executive Officer (or designated representative) of the Contractor and the Chief Business Officer (or designee) of The CSU for joint resolution. At the request of either party, The CSU shall provide a forum for discussion of the disputed item(s), at which time the Vice Chancellor, Business and Finance (or designated representative) of The CSU shall be available to assist in the resolution by providing advice to both parties regarding The CSU contracting policies and procedures. If resolution of the dispute through these means is pursued without success, either party may seek resolution employing whatever remedies exist in law or equity beyond this Contract.

Despite an unresolved dispute, the Contractor shall continue without delay to perform its responsibilities under this Contract. The Contractor shall keep accurate records of its services in order to adequately document the extent of its services under this Contract.

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19. Privacy of Personal Information

Contractor expressly acknowledges the privacy rights of individuals to their personal information that are expressed in the State's Information Practices Act (California Civil Code Section 1798 et seq.) and in California Constitution Article 1, Section 1. Contractor shall maintain the privacy of personal information. Contractor shall not release personal information contained in CSU records without full compliance with applicable state and federal privacy laws.

Contractor further, acknowledges Federal privacy laws such as Gramm-Leach-Bliley Act (Title 15, United States Code, Sections 6801(b) and 6805(b)(2)) applicable to financial transactions and Family Educational Rights and Privacy Act (Title 20, United States Code, Section 1232g) applicable to student records and information from student records.

Contractor shall maintain the privacy of protected personal information and shall be financially responsible, if and to the extent that any security breach relating to protected personal information results from acts or omissions of Contractor, or its personnel, for any notifications to affected persons (after prompt consultation with CSU), and to the extent requested by CSU, administratively responsible for such notifications.

20. Waiver of Rights

Any action or inaction by the CSU or the failure of the CSU on any occasion to enforce any right or provision of the Contract shall not be construed to be a waiver by the CSU of its rights hereunder and shall not prevent the CSU from enforcing such provision or right on any future occasion. The rights and remedies of the CSU provided herein shall not be exclusive and are in addition to any other rights and remedies provided by law.

21. Endorsement

Nothing contained in this Contract shall be construed as conferring on any party hereto, any right to use the other party's name as an endorsement of product/service or to advertise, promote or otherwise market any product or service without the prior written consent of the other party. Furthermore nothing in this Contract shall be construed as endorsement of any commercial product or service by the CSU, its officers or employees.

22. Patent, Copyright, and Trade Secret Indemnity

- a) Contractor will indemnify, defend, and save harmless the CSU, its officers, agents, and employees, from any and all third party claims, costs (including without limitation reasonable attorneys' fees), and losses for infringement or violation of any Intellectual Property Right, domestic or foreign, by any product or service provided hereunder. With respect to claims arising from computer Hardware or Software manufactured by a third party and sold by Contractor as a reseller, Contractor will pass through to the CSU, in addition to the foregoing provision, such indemnity rights as it receives from such third party ("Third Party Obligation") and will cooperate in enforcing them; provided that if the third party manufacturer fails to honor the Third Party Obligation, Contractor will provide the CSU with indemnity protection.
 - i) The CSU will notify Contractor of such claim in writing and tender the defense thereof within a reasonable time; and
 - ii) The Contractor will have control of the defense of any action on such claim and all negotiations for its settlement or compromise, provided, however, that when substantial principles of government or public law are involved, when litigation might create precedent affecting future CSU operations or liability, or when involvement of the CSU is otherwise mandated by law the CSU has the option to participate in such action at its own expense.
- b) Contractor may be required to furnish a bond to the CSU against any and all loss, damage, costs, expenses, claims and liability for patent, copyright and trade secret infringement.
- c) Should the Deliverables or Software, or the operation thereof, become, or in the Contractor's opinion are likely to become, the subject of a claim of infringement or violation of a Intellectual Property Right, whether domestic or foreign, the CSU shall permit the Contractor at its option and expense either to procure for the CSU the right to continue using the Deliverables or Software, or to replace or modify the same so that they become non-infringing provided they comply with Contract bid and performance requirements and/or expectations. If none of these options can reasonably be taken, or if the use of such Deliverables or Software by the CSU shall be prevented by injunction, the Contractor agrees to take back such Deliverables or Software and make every reasonable effort to assist the CSU in procuring substitute Deliverables or Software at Contractors cost and expense. If, in the sole opinion of the CSU, the return of such infringing Deliverables or Software makes the retention of other Deliverables or Software acquired from the Contractor under this Contract impracticable, the CSU shall then have

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the option of terminating such Contracts, or applicable portions thereof, without penalty or termination charge. The Contractor agrees to take back such Deliverables or Software and refund any sums the CSU has paid Contractor less any reasonable amount for use or damage.

- e) Contractor certifies that it has appropriate systems and controls in place to ensure that State funds will not be used in the performance of this Contract for the acquisition, operation or maintenance of computer Software in violation of copyright laws.

23. Compliance with NLRB Orders

Contractor declares under penalty of perjury that no more than one final, unappealable finding of contempt of court by a federal court has been issued against the Contractor within the immediately preceding two-year period because of the Contractor's failure to comply with an order of a federal court which orders the Contractor to comply with an order of the National Labor Relations Board. This provision is required by, and shall be construed in accordance with, Public Contract Code Section 10296.

24. Examination and Audit

For contracts in excess of \$10,000, the Contractor shall be subject to the examination and audit of (a) the Office of the University Auditor, and (b) the State Auditor, for a period of three (3) years after final payment under the contract in accordance with Government Code Section 8546.7 and with Education Code Section 89045(c & d), respectively. The examination and audit shall be confined to those matters connected with the performance of the contract, including, but not limited to, the costs of administering the Contract.

25. DVBE and Small Business Participation

The State of California supports statewide participation goals of 3% for disabled business enterprises, (DVBE Program) and requires agencies to provide a 5% preference when awarding contracts to small businesses. Only small businesses certified by the Office of Small and Minority Businesses (OSMB) are eligible to receive the preference. The CSU encourages all contractors to use the services of DVBE and OSMB-certified small business enterprises whenever possible, and to report their use to the CSU.

26. Citizenship and Public Benefits

If Contractor is a natural person, Contractor certifies in accepting this Contract that s/he is a citizen or national of the United States or otherwise qualified to receive public benefits under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (P.L. 104-193; 110 STAT.2105, 2268-69).

27. Americans With Disabilities Act (ADA)

Contractor warrants that it complies with California and federal disabilities laws and regulations.

Contractor hereby warrants that the products or services to be provided under this contract comply with the accessibility requirements of section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, Part 1194. Contractor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services. Vendor further agrees to indemnify and hold harmless the CSU using the vendor's products or services from any claims arising out of its failure to comply with the aforesaid requirements. Failure to comply with these requirements shall constitute a breach and be grounds for termination of this Contract.

28. Child Support Compliance Act

For any contract in excess of \$100,000, the contractor acknowledges in accordance with Public Contract Code Section 7110, that:

- (a) The contractor recognizes the importance of child and family support obligations and shall fully comply with all applicable state and federal laws relating to child and family support enforcement, including, but not limited to, disclosure of information and compliance with earnings assignment orders, as provided in Chapter 8 (commencing with Section 5200) of Part 5 of Division 9 of the Family Code; and
- (b) The contractor, to the best of its knowledge is fully complying with the earnings assignment orders of all employees and is providing the names of all new employees to the New Hire Registry maintained by the California Employment Development Department.

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29. Document Referencing

All correspondence, invoices, bills of lading, shipping memos, packages, etc., must show the Contract number. If factory shipment, the factory must be advised to comply. Invoices not properly identified with the contract number and contractor identification number may be returned to contractor and may cause delay in payment.

30. Taxes, Fees, Expenses, and Extras

- (a) Articles sold to the CSU are exempt from certain Federal Excise Taxes. The CSU will furnish an exemption certificate on request.
- (b) Unless specified otherwise, prices quoted shall include all required taxes.
- (c) No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, cost of bonds, or for any other purpose will be paid by the CSU unless expressly included and itemized in the bid.

Unless otherwise indicated on the Purchase Order or Contract, on "FOB Shipping Point" transactions vendor shall arrange for lowest cost transportation, prepay, add freight to invoice, and furnish supporting freight bills over \$50. Shipments that are California intrastate in nature and where freight is to be borne by the CSU shall be tendered to carriers with written instructions that rates and charges may not exceed the lowest lawful rates on file with the California Public Utilities Commission.

On "FOB Shipping Point" transactions, should any shipments under this Purchase Order or Contract be received by the CSU in a damaged condition and any related freight loss and damage claims filed against the carrier or carriers by wholly or partially declined by the carrier or carriers with the inference that damage was the result of the act of the shipper, such as inadequate packing or loading or some inherent defect in the equipment and/or material, vendor on request of the CSU shall at vendor's own expense assist the CSU in establishing carrier liability by supplying evidence that the equipment and/or material was properly constructed, manufactured, packaged, and secured to withstand normal transportation conditions.

31. Forced, Convict, Indentured and Child Labor

By accepting a contract or purchase order, the Contractor certifies that no apparel, garments or corresponding accessories, equipment, materials, or supplies furnished to the State pursuant to this Contract have been laundered or produced in whole or in part by sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, or abusive forms of child labor or exploitation of children in sweatshop labor. Contractor shall cooperate fully in providing reasonable access to the Contractor's records, documents, agents or employees, or premises if reasonably required by authorized officials of the CSU, the Department of Industrial Relations, or the Department of Justice determine the Contractor's compliance with the requirements above. (Public Contract Code Section 6108)

32. Covenant Against Gratuities

The Contractor shall warrant that no gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor, or any agent or representative of the Contractor, to any officer or employee of the CSU with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the CSU shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the CSU in procuring on the open market any items which the Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the CSU provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

33. Rights and Remedies of CSU for Default

- (a) In the event any Deliverables furnished or services provided by the Contractor in the performance of this Contract should fail to conform to the requirements herein, or to the sample submitted by the Contractor, the CSU may reject the same, and it shall thereupon become the duty of the Contractor to reclaim and remove the same forthwith or to correct the performance of services, without expense to the CSU, and immediately to replace all such rejected items with others conforming to such specifications or samples; provided that should the Contractor fail, neglect, or refuse to do so, the CSU shall thereupon have the right to purchase in the open market, in lieu thereof, a corresponding quantity of any such items and to deduct from any moneys due or that may thereafter become due to the Contractor the difference between the price named in the Contract and the actual cost thereof to the CSU.

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- (b) In the event the Contractor shall fail to make prompt delivery as specified of any item, the same conditions as to the right of the CSU to purchase in the open market and to reimbursement set forth above shall apply, except for force majeure. Except for defaults of subcontractors, neither party shall be responsible for delays or failures in performance resulting from acts beyond the control of the offending party. Such acts (known as "force majeure") shall include but shall not be limited to fire, strike, freight embargo or acts of God and of the Government. If a delay or failure in performance by the Contractor arises out of a default of its subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for damages of such delay or failure, unless the supplies or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule.
- (c) In the event of the termination of the Contract, either in whole or in part, by reason of the default or breach thereof by the Contractor, any loss or damage sustained by the CSU in procuring any items which the Contractor therein agreed to supply shall be borne and paid for by the Contractor.
- (d) The rights and remedies of the CSU provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

34. Contractor's Power and Authority

The Contractor warrants that it has full power and authority to grant the rights herein granted and will hold the CSU hereunder harmless from and against any loss, cost, liability, and expense (including reasonable attorney fees) arising out of any breach of this warranty. Further, Contractor avers that it will not enter into any arrangement with any third party which might abridge any rights of the CSU under this Contract.

35. Recycled Content Certification

Contractor agrees to certify in writing, under penalty of perjury, the minimum, if not the exact, percentage of recycled content material, as defined in Sections 12161 and 12200 of the Public Contract Code, in materials, goods, or supplies used in the performance of this Contract.

36. Entire Contract

This Contract sets forth the entire agreement between the parties with respect to the subject matter hereof and shall govern the respective duties and obligations of the parties.

37. Safety and Accident Prevention

In performing work under this Contract on CSU premises, Contractor shall conform to any specific safety requirements contained in the Contract or as required by law or regulation. Contractor shall take any additional precautions as the CSU may reasonably require for safety and accident prevention purposes. Any violation of such rules and requirements, unless promptly corrected, shall be grounds for termination of this Contract in accordance with default provisions hereof.

38. Rights in Work Product

- a) All inventions, discoveries, intellectual property, technical communications and records originated or prepared by the Contractor pursuant to this Contract including papers, reports, charts, computer programs, and other Documentation or improvements thereto, and including Contractor's administrative communications and records relating to this Contract (collectively, the "Work Product"), shall be Contractor's exclusive property. The provisions of this sub-section a) may be revised in a Statement of Work.
- b) Software and other materials developed or otherwise obtained by or for Contractor or its affiliates independently of this Contract or applicable purchase order ("Pre-Existing Materials") do not constitute Work Product. If Contractor creates derivative works of Pre-Existing Materials, the elements of such derivative works created pursuant to this Contract constitute Work Product, but other elements do not. Nothing in this Clause will be construed to interfere with Contractor's or its affiliates' ownership of Pre-Existing Materials. The CSU will have Government Purpose Rights to the Work Product as Deliverable or delivered to the CSU hereunder. "Government Purpose Rights" are the unlimited, irrevocable, worldwide, perpetual, royalty-free, non-exclusive rights and licenses to use, modify, reproduce, perform, release, display, create derivative works from, and disclose the Work Product. "Government Purpose Rights" also include the right to release or disclose the Work Product outside the CSU for any CSU purpose and to authorize recipients to use, modify, reproduce, perform, release, display, create derivative works

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from, and disclose the Work Product for any CSU purpose. Such recipients of the Work Product may include, without limitation, CSU Contractors, California State government, California local governments, the U.S. federal government, and the State and local governments of other states. "Government Purpose Rights" do not include any rights to use, modify, reproduce, perform, release, display, create derivative works from, or disclose the Work Product for any commercial purpose.

The ideas, concepts, know-how, or techniques relating to data processing, developed during the course of this Contract by the Contractor or jointly by the Contractor and the State may be used by either party without obligation of notice or accounting.

This Contract shall not preclude the Contractor from developing materials outside this Contract that are competitive, irrespective of their similarity to materials which might be delivered to the State pursuant to this Contract.

39. Follow-On Contracts

- a) If the Contractor or its affiliates provides Consulting and Direction (as defined below), the Contractor and its affiliates:
 - (i) will not be awarded a subsequent Contract to supply the service or system, or any significant component thereof, that is used for or in connection with any subject of such Consulting and Direction; and
 - (ii) will not act as consultant to any person or entity that does receive a Contract described in sub-section (i). This prohibition will continue for one (1) year after termination of this Contract or completion of the Consulting and Direction, whichever comes later.
- b) "Consulting and Direction" means services for which the Contractor received compensation from the CSU and includes:
 - (i) development of or assistance in the development of work statements, specifications, solicitations, or feasibility studies;
 - (ii) development or design of test requirements;
 - (iii) evaluation of test data;
 - (iv) direction of or evaluation of another Contractor;
 - (v) provision of formal recommendations regarding the acquisition of products or services; or
 - (vi) provisions of formal recommendations regarding any of the above. For purposes of this Section, "affiliates" are employees, directors, partners, joint venture participants, parent corporations, subsidiaries, or any other entity controlled by, controlling, or under common control with the Contractor. Control exists when an entity owns or directs more than fifty percent (50%) of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority.
- c) Except as prohibited by law, the restrictions of this Section will not apply:
 - (i) to follow-on advice given by vendors of commercial off-the-shelf products, including Software and Hardware, on the operation, integration, repair, or maintenance of such products after sale; or
 - (ii) where the CSU has entered into a Contract for Software or services and the scope of work at the time of Contract execution expressly calls for future recommendations among the Contractor's own products.
- d) The restrictions set forth in this Section are in addition to conflict of interest restrictions imposed on public Contractors by California law ("Conflict Laws"). In the event of any inconsistency, such Conflict Laws override the provisions of this Section, even if enacted after execution of this Contract.

40. Expatriate Corporations

By accepting a contract or purchase order, the Contractor declares under penalty of perjury under the laws of the State of California that the Contractor is eligible to contract with the CSU pursuant to The California Taxpayer and Shareholder Protection Act of 2003, Public Contract Code Section 10286 et. Seq.

41. Insurance Requirements

Contractor shall furnish to the CSU prior to the commencement of work an underwriter's endorsement with a certificate of insurance stating that there is General Liability insurance presently in effect for the contractor with a combined single limit of not less than \$1,000,000 per occurrence, and \$2,000,000 aggregate; and that vehicle insurance (where applicable) is in effect with a minimum coverage of \$1,000,000 per occurrence.

- (a) The certificate of insurance shall provide:
 - (i) That the insurer will not cancel the insured's coverage without thirty (30) days prior notice to the CSU;

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- (ii) That the State of California, the Trustees of the California State University, the CSU, the campus and the employees, volunteers, officers, and agents of each of them, are included as additional insureds, but only insofar as the operations under this contract are concerned;
- (iii) That the State, the Trustees, and the CSU, and the employees, officers, and agents of each of them will not be responsible for any premiums or assessments on the policy;
- (iv) That the insurer has an AM Best rating of A:VII or equivalent.
- (b) Contractor agrees that the bodily injury liability insurance herein provided shall be in effect at all times during the term of this contract. In the event said insurance coverage expires at any time or times during the term of this contract, contractor agrees to provide at least thirty (30) days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided herein for not less than the remainder of the term of the contract, or for a period of not less than one (1) year. New certificates of insurance are subject to the approval of the CSU, and the contractor agrees that no work or services shall be performed prior to the giving of such approval. In the event contractor fails to keep in effect at all times insurance coverage as herein provided, the CSU may in addition to any other remedies it may have, terminate this contract upon the occurrence of such event.
- (c) Workers' Compensation insurance coverage as required by the State of California.

42. Confidentiality of Data

All financial, statistical, personal, technical and other data and information relating to CSU's operation which are designated confidential by the CSU and not otherwise subject to disclosure under the California Public Records Act, and made available to the Contractor in order to carry out this Contract, or which become available to the Contractor in carrying out this Contract, shall be protected by the Contractor using the same level of care in preventing unauthorized disclosure or use of the confidential information that it takes to protect its own information of a similar nature, but in no event less than reasonable care. The Contractor shall not be required under the provisions of this clause to keep confidential any data or information that is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Contract, or is rightfully obtained from third parties.

HIPAA BUSINESS ASSOCIATE AGREEMENT

This HIPAA Business Associate Agreement ("Agreement") is entered into effective as of XXXXX by and between San Francisco State University (SF STATE) and XXXXXXXX ("BUSINESS ASSOCIATE").

RECITALS

- A. SF State and BUSINESS ASSOCIATE have entered into one or more agreements with each other, and may enter into additional agreements in the future (collectively referred to herein as the "Underlying Agreement(s)"), in which BUSINESS ASSOCIATE provides services, arranges, performs or assists in the performance or activities of SF STATE in which it uses or discloses Protected Health Information as described in the Health Insurance Portability and Accountability Act of 1996, ("HIPAA") and regulations promulgated thereunder by the U.S. Department of Health and Human Services (the "HIPAA Regulations").
- B. SF State, pursuant to the terms of its Underlying Agreement(s) with BUSINESS ASSOCIATE, may disclose to BUSINESS ASSOCIATE certain information, some of which may constitute Protected Health Information.
- C. SF State and BUSINESS ASSOCIATE desire to protect the privacy and provide for the security of Protected Health Information used by or disclosed to BUSINESS ASSOCIATE pursuant to the Underlying Agreement(s) in compliance with HIPAA, the HIPAA Regulations, and other applicable laws and regulations.
- D. "Protected Health Information" or "PHI" means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present, or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual, and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to 45 CFR Section 164.501The purpose of this Amendment is to satisfy certain standards and requirements of HIPAA and the HIPAA Regulations, including, but not limited to, Title 45, Section 164.504(e) of the Code of Federal Regulations ("CFR"), as the same may be amended from time to time.

In consideration of the mutual promises made below and the exchange of information pursuant to this Agreement and the Underlying Agreement(s), the parties agree as follows:

Exhibit I

1. **Responsibilities of BUSINESS ASSOCIATE.**

- a. Permitted Uses and Disclosures. BUSINESS ASSOCIATE may use and/or disclose PHI received by BUSINESS ASSOCIATE pursuant to this Agreement and the Underlying Agreement(s) solely for the purpose of performing its obligations under the Underlying Agreement(s) and this Agreement.
- b. Restrictions of PHI. BUSINESS ASSOCIATE shall notify SF STATE in writing within two (2) working days of receipt of any request by patients or their representatives to restrict the use and disclosure of the PHI BUSINESS ASSOCIATE maintains for or on behalf of SF State. Upon written notice from SF STATE, BUSINESS ASSOCIATE agrees to comply with any instructions to modify, delete or otherwise restrict the use and disclosure of PHI it maintains for or on behalf of SF STATE.
- c. Disclosure of PHI. BUSINESS ASSOCIATE may, if necessary, use PHI (i) for the proper management and administration of BUSINESS ASSOCIATE's business or (ii) to carry out BUSINESS ASSOCIATE's legal responsibilities.
- d. Data Aggregation Services. If applicable, and as requested by SF STATE, BUSINESS ASSOCIATE shall provide data aggregation services related to the health care operations of SF STATE.
- e. Nondisclosure. BUSINESS ASSOCIATE is not authorized and shall not use or further disclose SF STATE's PHI other than as permitted under the Underlying Agreement(s) or this Agreement, or as required by law or regulation.
- f. Safeguards. BUSINESS ASSOCIATE shall use appropriate administrative, technical and physical safeguards to prevent any use or disclosure of SF STATE's PHI other than as provided for by the Underlying Agreement(s) and this Agreement.
- g. Reporting of Disclosures. BUSINESS ASSOCIATE shall notify SF STATE in writing within two (2) working days of its discovery of any use or disclosure of SF STATE's PHI not permitted by the Underlying Agreement(s) or this Agreement of which BUSINESS ASSOCIATE or its officers, employees or agents become aware. BUSINESS ASSOCIATE shall take (i) prompt corrective action to cure any deficiencies and (ii) any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations.
- h. Compliance with Law. BUSINESS ASSOCIATE shall comply with all applicable federal and state laws and regulations, including the HIPAA Standards for Electronic Transactions, 45 CFR Parts 160 and 162, if applicable under the terms and requirements of the Underlying Agreement(s) or this Agreement.
- i. BUSINESS ASSOCIATE's Agents. BUSINESS ASSOCIATE shall ensure that any agent or subcontractor agrees with BUSINESS ASSOCIATE in writing that the agent or subcontractor will hold the PHI confidentially and use or disclose the PHI only as required by law or for the purpose it was used or disclosed to the agent or subcontractor. Additionally, the agent or subcontractor shall notify BUSINESS ASSOCIATE of any instances of which it is aware in which the confidentiality of the PHI has been breached.

Exhibit I

- j. Availability and Accounting of Information. BUSINESS ASSOCIATE shall, within ten (10) working days of receipt of a written request, make available to SF STATE and, if authorized in writing by SF STATE, to the subject of the PHI, such information as may be required to fulfill SF STATE's obligations to provide access to, provide a copy of, and account for disclosures of SF STATE's PHI pursuant to HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Sections 164.524 and 164.528. The accounting shall include: i) the date of the disclosure, ii) the name and address of the entity or person who received the PHI, iii) a brief description of the PHI disclosed, and iv) a brief statement of the basis for the disclosure or a copy of an authorization for the disclosure.
- k. Amendment of PHI. BUSINESS ASSOCIATE shall inform SF STATE within two (2) working days of receipt of any request by or on behalf of the subject of the PHI to amend the PHI that BUSINESS ASSOCIATE maintains for or on behalf of SF STATE. BUSINESS ASSOCIATE shall, within ten (10) working days of receipt of a written request, make the subject's PHI available to SF STATE as may be required to fulfill SF STATE's obligations to amend PHI pursuant to HIPAA and the HIPAA Regulations, including, but not limited to, 45 CFR Section 164.526. BUSINESS ASSOCIATE shall, as directed by SF STATE, incorporate any amendments to SF STATE's PHI into copies of such PHI maintained by BUSINESS ASSOCIATE.
- l. Regulatory Compliance. BUSINESS ASSOCIATE shall make its internal practices, books and records relating to the use and disclosure of PHI received from SF STATE (or created or received by BUSINESS ASSOCIATE on behalf of SF STATE) available to any state or federal agency, including the U.S. Department of Health and Human Services, for purposes of determining SF STATE's compliance with the HIPAA Regulations.
- m. Inspection of Records. Within thirty (30) calendar days of a written request, BUSINESS ASSOCIATE shall make available to SF STATE during normal business hours all records, books, agreements, policies and procedures relating to the use and/or disclosure of SF STATE's PHI for purposes of enabling SF STATE to determine BUSINESS ASSOCIATE's compliance with the terms of this Agreement.
- n. Certification. SF STATE and its authorized agents or contractors, may examine BUSINESS ASSOCIATE's facilities, systems, procedures, and records as may be necessary to determine the extent to which BUSINESS ASSOCIATE's security safeguards comply with HIPAA, the HIPAA Regulations, or this Agreement.

Exhibit I

2. **Termination.**

- a. **Material Breach.** A breach by BUSINESS ASSOCIATE of any material provision of this Agreement, as determined by SF STATE, shall constitute a material breach of this Agreement and/or the Underlying Agreement(s), and shall provide grounds for immediate termination of this Agreement and/or the Underlying Agreement(s) by SF STATE.
- b. **Effect of Termination.** Upon termination of the Underlying Agreement(s) for any reason, BUSINESS ASSOCIATE shall return or, at the option of SF STATE, destroy all PHI received from SF STATE, or created and received by BUSINESS ASSOCIATE on behalf of SF STATE, that BUSINESS ASSOCIATE still maintains in any form, and shall retain no copies of such PHI. If return or destruction is not feasible, BUSINESS ASSOCIATE shall continue to extend indefinitely the protections of this Agreement to such information, and immediately terminate any further use or disclosure of such PHI.

3. **Changes to this Agreement.**

- a. **Compliance with Law.** The parties acknowledge that state and federal laws relating to electronic data security and privacy are rapidly evolving and that changes to this Agreement may be required to ensure compliance with such developments. The parties specifically agree to take such action as may be necessary to implement the standards and requirements of HIPAA, the HIPAA Regulations and other applicable state and federal laws relating to the security or confidentiality of PHI.
- b. **Negotiations.** In the event of a change in or interpretation of any state or federal law, statute, or regulation which materially affects the rights or obligations of either party under the Underlying Agreement(s) or this Agreement, the parties agree to negotiate immediately in good faith any necessary or appropriate revisions to such agreements. If the parties are unable to reach an agreement concerning such revisions within the earlier of sixty (60) calendar days after the date of notice seeking negotiations or the effective date of a change in law or regulation, then either party may immediately terminate the Underlying Agreement(s) and this Agreement upon written notice to the other.

4. **Indemnification.**

- a. **Indemnification by BUSINESS ASSOCIATE.** BUSINESS ASSOCIATE agrees to defend at SF STATE's election, indemnify, and hold harmless SF STATE, its officers, agents and employees from and against any and all claims, liabilities, demands, damages, losses, costs and expenses, (including costs and reasonable attorneys' fees) or claims for injury or damages that are caused by or result from the acts or omissions of BUSINESS ASSOCIATE, its officers, agents or employees with respect to the use and disclosure of SF STATE's PHI.
- b. **Indemnification by SF STATE.** SF STATE agrees to defend at BUSINESS ASSOCIATE's election, indemnify, and hold harmless BUSINESS ASSOCIATE, its officers, agents and employees from and against any and all claims, liabilities, demands, damages, losses, costs and expenses, (including costs and reasonable attorneys' fees) or claims for injury or damages that are caused by or result from the negligent acts or omissions of SF STATE, its officers, agents or employees with respect to the use and disclosure of SF STATE's PHI.

Exhibit I

5. Miscellaneous Provisions.

- a. No Third Party Beneficiaries. Nothing express or implied in this Agreement is intended to confer, nor shall anything herein confer, any rights, remedies, obligations or liabilities whatsoever upon any person or entity other than SF STATE, BUSINESS ASSOCIATE and their respective successors or assigns.
- b. Notice to Secretary. If SF STATE knows of a pattern of activity or practice of BUSINESS ASSOCIATE that constitutes a material breach or violation of BUSINESS ASSOCIATE's obligation under this Agreement, if the breach or violation continues, and if termination of this Agreement and the Underlying Agreement(s) under which such material breach or violation occurred is not feasible, SF STATE is required by the HIPAA regulations to report the problem to the Secretary of Health and Human Services.
- c. Survival. The obligations of BUSINESS ASSOCIATE under Sections 1(j), 1(l), 1(m), 2(b), 4(a), 4(b) and 5(a) of this Agreement shall survive the termination of this Agreement and the Underlying Agreement(s).

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement as of the date first written above.

Contractor-

Printed Name and Title of Person Signing

BY (Authorized Signature)

Date

University-

**Trustees of the CSU and
San Francisco State University
Elaine Collins Buyer III**

Printed Name and Title of Person Signing

BY (Authorized Signature)

Date