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**City and County of San Francisco  
Office of Contract Administration  
Purchasing Division**

**First Amendment**

THIS AMENDMENT is made as of **January 1, 2026**, in San Francisco, California, by and between **San Francisco-Marin Food Bank, 900 Pennsylvania Avenue, San Francisco, California 94107** (“Contractor”), and the City and County of San Francisco, a municipal corporation (“City”), acting by and through its Director of the Office of Contract Administration.

**Recitals**

WHEREAS, City and Contractor have entered into the Agreement (as defined below); and

WHEREAS, City and Contractor desire to modify the Agreement on the terms and conditions set forth herein to modify the Scope of Services and Calculation of Charges; and

WHEREAS, Contractor was selected pursuant to San Francisco Administrative Code Section 21.15 pursuant to a waiver granted by the Human Services Commission’s President and this Amendment is consistent with that waiver; and

WHEREAS, this Contract is deemed exempt from Chapter 14B of the San Francisco Administrative Code because it is for an emergency under Section VI. Emergency Procedures of the 2023 Policy of the Civil Service Commission on Personal Service Contracts and, as such, there is no Local Business Enterprise (“LBE”) subcontracting participation requirement for this Agreement; and

WHEREAS, approval for the original Agreement was obtained on November 3, 2025 from the Civil Service Commission under PSC number DHRPSC0005867 in the amount of \$9,100,000 for the period commencing October 30, 2025 and ending December 31, 2025; and

WHEREAS, this Amendment is consistent with an approval obtained on November 3, 2025 from the Civil Service Commission under PSC number DHRPSC0005867 in the amount of \$9,100,000 for the period commencing October 30, 2025 and ending December 31, 2025; and

WHEREAS, this Amendment is consistent with an approval obtained from the Human Services Commission’s President on October 29, 2026 in the amount of \$9,100,000 for the period commencing October 30, 2025 and ending December 31, 2025; and

WHEREAS, the Department will obtain Board of Supervisors approval as soon as feasible in accordance with Administrative Code Section 21.15(b)(4); and

Now, THEREFORE, the parties agree as follows:

**Article 1 Definitions**

The following definitions shall apply to this Amendment:

1.1 **Agreement.** The term “Agreement” shall mean the Agreement dated October 30, 2025 between Contractor and City.

1.2 **Other Terms.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

## **Article 2 Modifications of Scope to the Agreement**

The Agreement is hereby modified as follows:

2.1 **Appendix A-1.** Appendix A is hereby replaced in its entirety by Appendix A-1, attached to this Amendment and fully incorporated within the Agreement. To the extent the Agreement refers to Appendix A in any place, the true meaning shall be Appendix A-1, which is a correct and updated version.

2.2 **Appendix C-1.** Appendix C is hereby replaced in its entirety by Appendix C-1, attached to this Amendment and fully incorporated within the Agreement. To the extent the Agreement refers to Appendix C in any place, the true meaning shall be Appendix C-1, which is a correct and updated version.

## **Article 3 Updates of Standard Terms to the Agreement - Reserved**

### **Article 4 Effective Date**

Each of the modifications set forth in Article 2 shall be effective on and after January 1, 2026.

### **Article 5 Legal Effect**

Except as expressly modified by this Amendment, all of the terms and conditions of the Agreement shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, Contractor and City have executed this Amendment as of the date first referenced above.

**CITY**

**CONTRACTOR**

Recommended by:

San Francisco-Marin Food Bank

DocuSigned by:  
*Trent Rhorer* 1/30/2026  
9753A8870BB74EE...  
Trent Rhorer  
Executive Director  
Human Services Agency

Signed by:  
*Michael Braude* 1/29/2026  
15FE19450F42413...  
Michael Braude  
Chief Financial Officer

Cell Phone: (628) 272-8542  
Email: mbraude@sfmfoodbank.org

Approved as to Form:

City Supplier number: 0000011589

David Chiu  
City Attorney

By: DocuSigned by:  
*Valerie Lopez* 1/30/2026  
89BF368A54804A6...  
Valerie Lopez  
Deputy City Attorney

**Appendices**

- A-1: Scope of Services
- B: Human Services Commission Approval
- C-1: Calculation of Charges

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**Appendix A-1 – Scope of Services  
San Francisco-Marín Food Bank  
CalFresh Stopgap Emergency Gift Card Initiative  
October 30, 2025 – December 31, 2025**

**I. Purpose of Contract**

Provide and manage direct cash assistance for food purchases using GiveCard’s prepaid platform to low-income San Francisco CalFresh residents.

**II. Definitions**

CalFresh	Known federally as the Supplemental Nutrition Assistance Program or SNAP; provides monthly food benefits to individuals and families with low-income.
CARBON	Department’s web-based Contracts Administration, Reporting, and Billing On-line System.
Crankstart	Crankstart Foundation, co-funder of this initiative with the City.
City	City and County of San Francisco, a municipal corporation.
Contractor	San Francisco-Marín Food Bank (SFMFB).
Subcontractor	GiveCard.
SFHSA	San Francisco Human Services Agency.

**III. Target Population**

This program is designed to serve San Francisco residents with active CalFresh assistance as of October 31, 2025.

**IV. Description of Services**

SFMFB/Contractor shall provide the following services during the term of this Agreement:

- Receive and manage contracted funds from Crankstart and the City (via SFHSA).
- Complete GiveCard’s Know Your Customer (KYC) onboarding form (approximately 15 minutes) to verify organizational identity for compliance purposes.
- Authorize GiveCard to open a dedicated custodial bank account “on behalf of SFMFB” to hold and distribute funds. This means that while the account belongs to SFMFB as do the funds within the account, GiveCard is authorized to be an agent of the account, allowing GiveCard to transfer funds out of the account (when GiveCard transfers funds onto the cards of recipients).
- Contract with GiveCard to issue prepaid gift cards to individuals identified by the City.
- Coordinate with the City on timelines and public communication alignment.
- Review periodic transaction and reconciliation reports from GiveCard.
- Support reporting to Crankstart.

GiveCard/Subcontractor shall provide the following services during the term of this Agreement:

- Have a gift card policy that ensures separation of duties as well as secure and safe holding to prevent theft or loss.
- Facilitate SFMFB's KYC onboarding and maintain compliance documentation.
- Open and manage a Sutton Bank custodial account for the program, holding funds "on behalf of SFMFB." (This means that whilst the account belongs to SFMFB as do the funds within the account, GiveCard is authorized to be an agent of the account, allowing GiveCard to transfer funds out of the account (when they transfer funds onto the cards of recipients).
- Issue prepaid cards (digital and physical) and load balances based on recipient data received from the City.
- Provide customer service to cardholders, including support for lost cards, balance inquiries, and troubleshooting.
- Mail physical cards upon request and manage related logistics.
- Maintain transaction data and provide reconciliation and compliance reports to SFMFB.
- Ensure adherence to federal and state regulations.

**V. Location and Time of Services**

Prepaid gift cards shall be issued starting November 3, 2025.

**VI. Service Objectives**

During the contract term, SFMFB shall meet the following service objectives:

- Issue 100% of activated gift cards to eligible San Franciscans.

**VII. Data Collection and Reporting Requirements**

- A.** SFMFB to provide SFHSA with periodic transaction and balance data information, received from GiveCard, for programmatic oversight.
- B.** Daily tracking of activation rates, and support volume by GiveCard.
- C.** SFMFB, through GiveCard, to provide SFHSA with progress updates on a daily basis during the first week of program implementation then weekly thereafter.
- D.** SFMFB, through GiveCard, to provide SFHSA with reconciliation reports on a weekly basis or as requested by SFHSA. Reconciliation reports shall include, but are not limited to, the following:
  - Master list of all activated gift card serial numbers and associated activation code, and
  - Remaining balance on hand.

**E.** SFMFB, through GiveCard, to provide SFHSA with one end-of-program report no later than April 30, 2026. The end-of-program report shall include, but is not limited to, the following:

- Participation rates,
- Amount of distributed funds,
- Amount of funds spent,
- Amount of funds to be reimbursed.
- Unspent balances.

**F.** SFMFB will provide Ad Hoc reports as required by SFHSA.

For assistance with reporting requirements or submission of reports, contact:

Jennifer.Grant@sfgov.org  
Contract Manager, Office of Contract Management, SFHSA

or

Cathy.Huang@sfgov.org  
Program Manager, Citywide Food Access Team, SFHSA



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**Human  
Services  
Commission**

October 29, 2025

Esperanza Zapien  
Contract Manager, SFHSA  
*SENT VIA EMAIL [esperanza.zapien@sfgov.org](mailto:esperanza.zapien@sfgov.org)*

RE: Commission approval of emergency contract

**Scott Kahn**  
President

To whom it may concern:

**James McCray, Jr**  
Vice President

**Sally Coghlan McDonald**

**Darshan Singh**

Per Section 21.15 of the San Francisco Administrative Code, in my authority as President of the Human Services Commission, I approve the emergency contract between the Human Services Agency (“SFHSA”) and the San Francisco-Marin Food Bank (“SFMFB”) for the purposes of providing prepaid grocery cards, in partnership with GiveCard, to CalFresh recipients for the month of November. This service is needed on an emergency basis in order to replace the CalFresh benefits that will not be paid to recipients on November 1<sup>st</sup> due to the federal government shutdown.

**Elizabeth LaBarre**  
Commission Secretary

A handwritten signature in cursive script that reads "Scott L. Kahn".

Scott Kahn  
President, Human Services Commission

P.O. Box 7988  
San Francisco, CA  
94120-7988

(415) 557-6540

[www.SFHSA.org](http://www.SFHSA.org)



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of San Francisco

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**Appendix C-1 – Calculation of Charges  
San Francisco-Marín Food Bank  
CalFresh Stopgap Emergency Gift Card Initiative  
October 30, 2025 – December 31, 2025**

- I.** The total Agreement amount shall not to exceed \$9,100,000 for the term 10/30/25 through 12/31/25.
- \$100,000 will cover the cost of physical cards (approximately 20,000 physical cards). The cost of each physical card is \$5. Should more physical cards be requested, the Contractor shall use funding from the unclaimed gift card line item to cover the cost of any additional cards.
- II.** SFHSA will issue an advance payment to Contractor to allow for the pre-purchase of gift cards for distribution to San Francisco CalFresh households to help purchase food during the federal government shutdown, jointly funded through philanthropic and City contributions. The advance payment will be made only from the City contribution. If the federal government distributes Supplemental Nutrition Assistance Program (SNAP) benefits, or if the State of California issues state-funded benefits to replace lost SNAP benefits, prior to SFHSA mailing CalFresh recipients their gift card letters, then the program will end and the only payments allowable under this Agreement will be for any purchased physical gift cards.
- III.** Grantee will submit an activation/fund reconciliation no later than 1/31/26 for gift cards that were distributed but not activated prior to 12/31/25.
- IV.** Any unspent funds from the advance payment for gift cards that were distributed but not activated prior to 12/31/25 shall be returned to SFHSA no later than January 31, 2026, 30 calendar days following the closing date of this Agreement.
- V.** Any unspent funds from the advance payment for gift cards that were activated but not fully spent prior to 3/31/25 shall be returned to SFHSA no later than April 30, 2026, 120 calendar days following the closing date of this Agreement.

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Contract Manager, Office of Contract Management, SFHSA

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