



Edwin M. Lee
Mayor

Micki Callahan
Human Resources Director

Date: August 4, 2014
To: The Honorable Civil Service Commission
Through: Micki Callahan
Human Resources Director *[Signature]*
From: Cynthia Avakian, AIR
Nataliya Kuzina, REG
Sheila Layton, JUV
Lavena Holmes, PRT
Shamica Jackson/Stacey Lo, PUC
Cynthia Hamada/Parveen Boparai, MTA
Greg Kato, TTX

Subject: Personal Services Contracts Approval Request

This report contain eight (8) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on October 25, 2013.

The services proposed by these contracts have been reviewed by Department of Human Resources (DHR) staff to evaluate whether the requesting departments have complied with City policy and procedures regarding PSCs. The proposed PSCs have been posted on the DHR website for seven (7) calendar days. CSC procedures for processing PSCs require that any appeal of these contracts be filed in the office of the CSC, Executive Officer during the posting period.

No timely appeals have been filed regarding the PSCs contained in this report. These proposed PSCs are being submitted to the CSC for ratification/approval.

DHR has prepared the following cost summary for personal services contracts that have been processed through the Department of Human Resources to date:

Total of this Report	YTD Expedited Approvals FY 2014-2015	Total for FY 2014-2015
\$2,231,507	\$1,529,527	\$133,908,934

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Airport Commission
Contracts Administration Unit
PO Box 8097
San Francisco, CA 94128
(650) 821-2014

Nataliya Kuzina
Department of Elections (REG)
1 Dr. Carlton B. Goodlett Pl, Rm 48
San Francisco, California 94102
415-554-5683

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San Francisco, CA 94127
(415) 753-7562

Lavena Holmes
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(415) 274-0305

Shamica Jackson
Stacey Lo
Public Utilities Commission
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San Francisco, CA 94102
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Parveen Boparai
Cynthia Hamada
Municipal Transportation Agency
1 South Van Ness, 6th Flr.
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PB: (415) 701-5377
CH: (415) 701-5381

Greg Kato
Treasurer & Tax Collector Office
1 Dr. Carlton B. Goodlett Pl., Rm. 140
San Francisco, CA 94102
(415) 554-6888

Table of Contents
PSC Submissions

Regular PSCs	Department	Page
41657-13/14	Airport Commission	1
48101-13/14	Elections – REG	5
42264-13/14	Juvenile Probation	21
40137-13/14	Port Commission	31
42027-13/14	Public Utilities Commission	35
 Modification PSCs		
4011-12/13	Airport Commission	39
32393-13/14	Municipal Transportation Agency	47
4043-08/09	Treasurer/Tax Collector	57

POSTING FOR**August 4, 2014****PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR****Content: Commission Hearing Date (field_csc_hearing_date)**

2014-08-04

APPLY

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date
41657 - 13/14	AIRPORT COMMISSION	\$150,000.00	<p>The consultant will perform an assessment of the San Francisco International Airport's (SFO) 9-1-1 public safety answering point (PSAP) and communications center operations including radio communications systems and how it compares to other airport PSAPs and to PSAPs in the nine San Francisco Bay Area counties; provide expert consultative services to develop a vision of what Next Generation 9-1-1 (NG9-1-1) is for SFO; and provide a migration plan for SFO to move from an Enhanced 9-1-1 (E9-1-1) to a NG9-1-1 system. The consultant must have knowledge of PSAP and radio services operations and systems assessment; knowledge of the specialized technology involved with operating public safety radio systems and transitioning from a time division multiplexing (TDM)-based public safety/emergency services network to an internet protocol (IP)-based network environment; knowledge of current industry technologies, standards of excellence, and the regulatory/legislative environment; and experience with the development of a NG9-1-1 migration plan in a multi-jurisdictional environment.</p>	August 5, 2014	June 30, 2019
48101 - 13/14	ELECTIONS	\$238,127.08	<p>Proposed scope of work attached. File Name: Appendix C</p> <p>The Department would like to note that although the listed PSC amount is \$238,127.08, \$71,805.58 is for a perpetual software license, and \$70,451.80 is for Additional On-Site Support or As-Needed Training that may not be realized.</p> <p>The remaining \$95,863.70 is broken down as follows: \$41,442.23 is for maintenance of mail sorting equipment, and \$54,427.47 is for perpetual license and maintenance of a functionality upgrade.</p> <p>Payment Schedule attached, file name: Appendix D</p>	June 17, 2014	June 17, 2019
42264 - 13/14	JUVENILE PROBATION	\$200,000.00	<p>The Ombudsperson is responsible for resolving grievances submitted by detained youth at Juvenile Probation Department (JPD) detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.</p>	October 1, 2014	September 30, 2018
40137 - 13/14	PORT	\$249,000.00	<p>Plan a series of monthly National Incident Management System (NIMS) position-based trainings and exercises culminating in one large functional exercise to improve the Port's preparedness and planning processes for a catastrophic disaster. Evaluate Port plans and processes in response to all hazard threats that may impact the City and/or the Port. Provide findings and recommendations on how to address items in the Port's Master Improvement Plan, an aggregation of real event and exercise after action items/gap analysis plans that serves as a base by which to develop future planning, training and exercises.</p>	November 1, 2014	July 31, 2015
42027 - 13/14	PUBLIC UTILITIES COMMISSION	\$250,000.00	<p>The San Francisco Public Utilities Commission (SFPUC), as an owner, operator and user of the Bulk Electric System is subject to North American Electric Reliability Corporation (NERC) and Regional Reliability Standards. One such requirement is that the SFPUC needs the services of a California Independent System Operator (CAISO) to serve as Hetch Hetchy Water & Power's (HHWP) Planning Coordinator. The California Independent System Operator (CAISO) is the sole source available to provide these regulatory required services. Under the proposed agreement HHWP would pay the CAISO an annual service fee for being its Planning Coordinator and providing Planning Coordinator services consistent with the applicable NERC Reliability Standards.</p>	July 1, 2014	June 30, 2017

TOTAL AMOUNT \$1,087,127



Posting for August 4, 2014
Proposed Personal Services Contract
Modification to Increase/Decrease Contract Amount/Duration

PSC No	Dept Description	Type of Approval	Modified Amount	Cumulative Amount	Description of Work	Modified Date	Cumulative Date
4011-12/13	AIRPORT	REGULAR	\$344,380.00	\$844,380.00	Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from sea level rise and the 1% annual chance of flood or base flood defined by the Federal Emergency Management Agency (FEMA). The consultant will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.	08/15/2012 - 08/14/2016	08/15/2012 - 08/14/2016
32393-13/14	MUNICIPAL TRANSPORTATION AGENCY	REGULAR	\$800,000.00	\$895,000.00	The Contractor will provide training and implementation services on their proprietary Safety Management Software (Software). This Software is the database of record for all Safety-related incidents involving San Francisco Municipal Transportation Agency (SFMTA) vehicles. The training is for SFMTA staff as part of a "train the trainer" program. This Software replaces the current TransitSafe database and SFMTA staff trained under this program will then act as designated trainers for the entire agency. The duration of this contract includes the length of the entire Software Licensing and Maintenance Agreement. The implementation and training will be complete within a two-year duration.	NONE	01/10/2014 - 07/01/2022
4043-08/09	TREASURER/TAX COLLECTOR	REGULAR	\$0.00	\$500,000.00	Vendor will develop a comprehensive phone and web payment application for the City to accept payment of property taxes, parking tickets, water utility bills, and other kinds of taxes and license fees using credit cards, debits cards and e-checks. This service will be NO COST to the City as convenience fees that will be charged to the Taxpayer for payment of taxes, licenses and utility bills will be remitted to the vendor to cover the cost of providing the service and processing the payments. *The \$62,500 estimated annual cost applies to the transaction service cost of processing credit card payments for parking tickets since MTA's policy is not to charge convenience fees to its customers.	10/16/2014 - 10/15/2016	09/15/2008 - 10/15/2016

Total Modified Amount: \$1,144,380.00

**Regular/Continuing/Annual
Personal Services Contracts**

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PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR Dept. Code: AIR

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Next Generation 9-1-1 (NG9-1-1) Consultant Services

Funding Source: Airport Operating Funds PSC Duration: 4 years 47 weeks

PSC Amount: \$150,000 PSC Est. Start Date: 08/05/2014 PSC Est. End Date: 06/30/2019

1. **Description of Work**

A. Scope of Work:

The consultant will perform an assessment of the San Francisco International Airport's (SFO) 9-1-1 public safety answering point (PSAP) and communications center operations including radio communications systems and how it compares to other airport PSAPs and to PSAPs in the nine San Francisco Bay Area counties; provide expert consultative services to develop a vision of what Next Generation 9-1-1 (NG9-1-1) is for SFO; and provide a migration plan for SFO to move from an Enhanced 9-1-1 (E9-1-1) to a NG9-1-1 system. The consultant must have knowledge of PSAP and radio services operations and systems assessment; knowledge of the specialized technology involved with operating public safety radio systems and transitioning from a time division multiplexing (TDM)-based public safety/emergency services network to an internet protocol (IP)-based network environment; knowledge of current industry technologies, standards of excellence, and the regulatory/legislative environment; and experience with the development of a NG9-1-1 migration plan in a multi-jurisdictional environment.

B. Explain why this service is necessary and the consequence of denial:

This service is necessary to ensure the Airport is utilizing advanced, best practice models of 9-1-1 PSAP technology. If denied, SFO's ability to identify and provide superior 9-1-1 services may be jeopardized, which could result in reduced emergency response services.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.
This is a new service.

D. Will the contract(s) be renewed? Yes, if there continues to be a need for such services.

2. **Union Notification:** On 05/09/2014, the Department notified the following employee organizations of this PSC/RFP request: SEIU Local 1021, Municipal Executive Association,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41657 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise:
 Required expertise includes: knowledge of PSAP and radio services operations and systems assessment; knowledge of the specialized technology involved with operating public safety radio systems and transitioning from a TDM-based public safety/emergency services network to an IP-based network environment; and knowledge of current industry technologies; and experience with the development of a NG9-1-1 migration plan in a multi-jurisdictional environment.
- B. Which, if any, civil service class(es) normally perform(s) this work?
 0923,0941,7368,
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
 No.

4. Why Classified Civil Service Cannot Perform

- A. Explain why civil service classes are not applicable:
 Civil service classes are not applicable because of the specialized knowledge required to identify and operate a NG9-1-1 system, and to develop a migration plan from the existing to the new system. The Contractor must also have experience with and knowledge of industry regulatory and legislative issues, and best practices in selecting and implementing such a system.
- B. Would it be practical to adopt a new civil service class to perform this work? Explain.
 No, the work is very specialized and not required on an on-going basis.

5. Additional Information (if "yes", attach explanation)

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
 ON 07/09/2014 BY:

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flsfo.com

Address: PO Box 8097 San Francisco, CA, 94128

Receipt of Union Notification(s):

◆ Local 1021

◆ MEA

From: dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@fysfo.com
To: [Cynthia Avakian](mailto:Cynthia.Avakian); david.canham@seiu1021.org; joe.tanner@seiu1021.net; tiva.thiang@seiu1021.org;
Larry.Bradshaw@seiu1021.org; camaguey@sfmea.com; staff@sfmea.com; Lisa Randall; Richard Isen; DHR-
[PSCCoordinator](#)
Subject: Receipt of Notice for new PCS over \$100K PSC # 41657 - 13/14
Date: Friday, May 09, 2014 5:14:53 PM

RECEIPT for Union Notification for PSC 41657 - 13/14 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 41657 - 13/14 for \$150,000 for Initial Request services for the period 08/05/2014 – 06/30/2019. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrrupal/node/2035> For union notification, please see the

TO: field of the email to verify receipt. If you do not see all the unions you

intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

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PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ELECTIONS -- REG Dept. Code: REG

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Annual Maintenance

Funding Source: Ch. 21 Subobject 2761 PSC Duration: 5 years 1 day
PSC Amount: \$238,127 PSC Est. Start Date: 06/17/2014 PSC Est. End Date: 06/17/2019

1. Description of Work

A. Scope of Work:

Proposed scope of work attached. File Name: Appendix C

The Department would like to note that although the listed PSC amount is \$238,127.08, \$71,805.58 is for a perpetual software license, and \$70,451.80 is for Additional On-Site Support or As-Needed Training that may not be realized.

The remaining \$95,863.70 is broken down as follows: \$41,442.23 is for maintenance of mail sorting equipment, and \$54,427.47 is for perpetual license and maintenance of a functionality upgrade.

Payment Schedule attached, file name: Appendix D

B. Explain why this service is necessary and the consequence of denial:

The annual maintenance and preventative maintenance is necessary to keep the machine running at peak efficiency and to prevent deterioration over time. Because the machine sits idle for much of the year, scheduled maintenance prior to each election to the mechanical components are fine tuned to handle the thousands of Vote-By-Mail envelopes the department receives. Failure to properly maintain the equipment could negatively affect the Departments ability to process the Vote-By-Mail ballots, and certify the election with the timeframe allowed by the Secretary of State.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

The Department of Elections purchased the Agilis machine in September 2011 after an initial pilot program. This purchase was done through the City's Technology Store. Upgrades were purchased in September 2012 which expanded the number of pockets on the machine and added other features. Both purchases included a year of maintenance and support coverage for the machine.

D. Will the contract(s) be renewed? Possibly. Two 2-year optional extensions desc. in agreement.

2. Union Notification: On 06/20/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48101 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise:
To maintain the machinery, an individual would require a high level of knowledge and expertise in the Agilis mechanical and software components.

- B. Which, if any, civil service class(es) normally perform(s) this work?
none,

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
No.

4. Why Classified Civil Service Cannot Perform

- A. Explain why civil service classes are not applicable:
The Department doesn't believe required knowledge and expertise to maintain this specialized machinery is available in the City Workforce.

- B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No. The department only requires maintenance on the machinery during election time, one to two times a year.

5. Additional Information (if "yes", attach explanation)

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? (Uploaded)Described in Appendix C section 4.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 06/30/2014 BY:

Name: Nataliya Kuzina Phone: 415-554-5683 Email: nataliya.kuzina@sfgov.org

Address: 1 Dr. Carlton B. Goodlett Pl. Rm 48 San Francisco, CA

Receipt of Union Notification(s)
◆ All Unions

Dang, Leorah (HRD)

From: dhr-psccordinator@sfgov.org on behalf of nataliya.kuzina@sfgov.org
Sent: Friday, June 20, 2014 4:37 PM
To: Kuzina, Nataliya; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, SinYee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiya.thlang@seiu1021.org; Kuzina, Nataliya; Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 48101 - 13/14

RECEIPT for Union Notification for PSC 48101 - 13/14 more than \$100k

The ELECTIONS -- REG has submitted a request for a Personal Services Contract (PSC) 48101 - 13/14 for \$238,127 for Initial Request services for the period 06/17/2014 -- 06/17/2019. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/3398> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Explanation for five year maintenance plan

Due to the high cost of purchasing a replacement system, the Department does not foresee replacing the current machine for at least five years. The machine is capable of handling the dimensions and design of our Vote-By-Mail envelopes. The Department does not plan on changing the envelopes for at least five years.

Additional Attachment(s) of Explanation

◇ Section 1. Description of Work

1A. Scope of Work

- **Payment Schedule attached – Appendix D**

◇ Section 5. Additional Information

5B. Will the contractor train City and County employees? Describe training and indicate approximate number of hours.

Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate number to be trained.

- **Maintenance & Support Service – Appendix C**

Appendix D

Calculation of Charges

In accordance with Section 5 (City's Payment Obligation), the Contractor's total compensation under this Agreement is detailed below, inclusive of all costs required to complete all work specified in this Agreement. In no event shall the total costs under this Agreement exceed the amount provided in Section 5 of this Agreement.

Invoices and Insurance Documentation shall be sent to:

Department of Elections
1 Dr. Carlton B. Goodlett Place
City Hall, Room 48
San Francisco, CA
94102-4608

Payments for Deliverables and Services

The City will pay Contractor for the licenses, automated signature recognition installation and testing, and maintenance and support fees per the schedule below. Payments for deliverables will be paid on a "not-to-exceed" fixed price basis. "Not-to-exceed" means that Contractor shall perform its obligations under the Agreement for the amounts listed in the schedule below unless amended in accordance with Section 50 (Entire Agreement; Modifications). Partial payments will not be made for deliverables/tasks that are not completed.

1. For the Agilis license, City shall pay in full for perpetual license rights during the initial term of the agreement in Years One through Five. Payments will be made by City to Contractor in advance for each pending year of licensing and service within 30 days after the City has received Contractor's invoice, increasing by no more than 5% per year, provided that:
 - A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the goods and services rendered by the Contractor to the City in accordance with this Agreement; and
 - B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

2. For the Agilis maintenance and support, payments will be made by City to Contractor in advance for each pending year of service within 30 days after the City has received Contractor's invoice, increasing by no more than 5% per year, provided that:
 - A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the goods and services rendered by the Contractor to the City in accordance with this Agreement; and
 - B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

3. For the automated signature recognition license, maintenance, and support, payments will be made by City to Contractor in advance for each pending year of licensing and service within 30 days after the City has received Contractor's invoice, increasing by no more than 5% per year, provided that:
 - A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the goods and services rendered by the Contractor to the City in accordance with this Agreement; and
 - B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

4. For any Additional On-Site Support or As-Needed Training, payments will be made by City to Contractor within 30 days after the City has received Contractor's invoice, provided that:
 - A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the As-Needed On-Site Support rendered by the Contractor to the City in accordance with this Agreement; and
 - B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

Payment Schedule

Initial Term: All fees shall increase by no more than 5% per year.

Licenses, Maintenance, and Support

Deliverable	Year One – 2014	Year Two – 2015	Year Three – 2016	Year Four – 2017	Year Five – 2018	Total
Licensed Agilis Software	\$12,995.00	\$13,664.75	\$14,326.99	\$15,043.34	\$15,795.50	\$71,805.58
Agilis Maintenance and Support	\$7,500.00	\$7,875.00	\$8,268.75	\$8,682.19	\$9,116.30	\$41,442.23
ASR License, Maintenance and Support	\$9,850.00	\$10,342.50	\$10,859.63	\$11,402.61	\$11,972.74	\$54,427.47
Total	\$30,345.00	\$31,862.25	\$33,455.36	\$35,128.13	\$36,884.54	\$167,675.28

Additional On-Site Support or As-Needed Training

Deliverable	Per Day	Year One – 2014	Year Two – 2015	Year Three – 2016	Year Four – 2017	Year Five – 2018	Total
Additional On-Site Support or As-Needed Training, First Day	\$1,750.00	Up to three days: \$5,250	Up to three days: \$5,512.50	Up to three days: \$5,788.13	Up to three days: \$6,077.53	Up to three days: \$6,381.41	\$29,009.56
Additional On-Site Support or As-Needed Training, Consecutive Days	\$1,500.00	Up to five days: \$7,500.00	Up to five days: \$7,875.00	Up to five days: \$8,268.75	Up to five days: \$8,682.19	Up to five days: \$9,116.30	\$41,442.23
Total		\$12,750.00	\$13,387.50	\$14,056.88	\$14,759.72	\$15,497.70	\$70,451.80

In accordance with Section 3 (Term of the Agreement) the City may, at its discretion, exercise up to two options for a period of two years each. The tables below project the potential costs of these extensions; any extension of this agreement would be subject to negotiation between City and Contractor and pricing may change.

Option 1: Extension for Years Six and Seven – 2019 through 2020

Licenses, Maintenance, and Support

Deliverable	Year Six – 2019	Year Seven – 2020	Total
Agilis Maintenance and Support	\$9,572.11	\$10,050.72	\$19,622.83
ASR License, Maintenance and Support	\$12,571.37	\$13,199.94	\$25,771.32
Total	\$22,143.49	\$23,250.66	\$45,394.14

Additional On-Site Support or As-Needed Training

Deliverable	Year Six – 2019	Year Seven – 2020	Total
Additional On-Site Support or As-Needed Training, First Day	\$6,700.48	\$7,035.50	\$13,735.98
Additional On-Site Support or As-Needed Training, Consecutive Days	\$9,572.11	\$10,050.72	\$19,622.83
Total	\$16,272.59	\$17,086.22	\$33,358.81

Option 2: Extension for Years Eight and Nine – 2021 through 2022

Licenses, Maintenance, and Support

Deliverable	Year Eight – 2021	Year Nine – 2022	Total
Agilis Maintenance and Support	\$10,553.25	\$11,080.92	\$21,634.17
ASR License, Maintenance and Support	\$13,859.94	\$14,552.94	\$28,412.88
Total	\$24,413.19	\$25,633.85	\$50,047.04

Additional On-Site Support or As-Needed Training

Deliverable	Year Eight – 2021	Year Nine – 2022	Total
Additional On-Site Support or As-Needed Training, First Day	\$7,387.28	\$7,756.64	\$15,143.92
Additional On-Site Support or As-Needed Training, Consecutive Days	\$10,553.25	\$11,080.92	\$21,634.17
Total	\$17,940.53	\$18,837.56	\$36,778.09

Fee Schedule

Initial Term: Years One through Five – 2014 through 2018

Deliverable	Amount	Description
Agilis Licensed Software Payment in Year One	\$12,995.00	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Two	\$12,995.00 - \$13,664.75	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Three	\$13,664.75 - \$14,326.99	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Four	\$14,326.99 - \$15,043.34	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Five	\$15,043.34 - \$15,795.50	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year One	\$7,500.00	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Two	\$7,500.00 - \$7,875.00	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Three	\$7,875.00 - \$8,268.75	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Four	\$8,268.75 - \$8,682.19	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Five	\$8,682.19 - \$9,116.30	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year One	\$9,850.00	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Two	\$9,850.00 - \$10,342.50	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Three	\$10,342.50 - \$10,859.63	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Four	\$10,859.63 - \$11,402.61	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Five	\$11,402.61 - \$11,972.74	Due net 30 days from receipt of annual invoice
As-Needed On-Site Support in Year One	\$0 - \$12,750.00	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Two	\$0 - \$13,387.50	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Three	\$0 - \$14,056.88	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Four	\$0 - \$14,759.72	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Five	\$0 - \$15,597.70	Due net 30 days from receipt of invoice

In accordance with Section 3 (Term of the Agreement) the City may, at its discretion, exercise up to two options for a period of two years each. The tables below project the potential costs of these extensions; any extension of this agreement would be subject to negotiation between City and Contractor and pricing may change.

Option 1: Extension for Years Six and Seven – 2019 through 2020

Agilis Maintenance and Support in Year Six	\$9,116.30 - \$9,572.11	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Seven	\$9,572.11 - \$10,050.72	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Six	\$11,972.74 - \$12,571.37	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Seven	\$12,571.37 - \$13,199.94	Due net 30 days from receipt of annual invoice
As-Needed On-Site Support in Year Six	\$0 - \$16,272.59	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Seven	\$0 - \$17,086.22	Due net 30 days from receipt of invoice

Option 2: Extension for Years Eight and Nine – 2021 through 2022

Agilis Maintenance and Support in Year Eight	\$10,050.72 - \$10,553.25	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Nine	\$10,553.25 - \$11,080.92	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Eight	\$13,199.94 - \$13,859.94	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Nine	\$13,859.94 - \$14,552.94	Due net 30 days from receipt of annual invoice
As-Needed On-Site Support in Year Eight	\$0 - \$17,940.53	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Nine	\$0 - \$18,837.56	Due net 30 days from receipt of invoice

Appendix C

Maintenance and Support Services

1. **Automated Signature Recognition Installation, Integration, and Testing**
2. **Election Support Services**
3. **Maintenance and Repair**
4. **Training**
5. **Consultation**
6. **Documentation**
7. **Department Responsibilities Related to Support**

1. **Automated Signature Recognition Installation, Integration, and Testing.** Within thirty (30) days of the execution of this agreement, Contractor shall install and integrate the automated signature recognition software with the Agilis. Contractor shall secure all licenses necessary to grant the Department the right to operate the automated signature verification software.

Prior to beginning installation, Contractor shall provide the Department an Automated Signature Recognition Installation and Testing Plan. The plan is subject to the Department's review, adjustment, and approval.

The plan shall include, but is not limited to:

- A work plan for all phases of installation and testing, indicating which tasks are the responsibility of the Department and which are the responsibility of the Contractor, and which defines the responsibilities assigned to the Contractor's personnel.
- Comprehensive testing of automated signature recognition functions, including generating reports and providing the reports to the Department.
- A detailed plan for integration with the Department's Election Information Management System (EIMS), subject to review and collaborative revision by the Department's EIMS provider.
- Detailed requirements for any materials, data or personnel to be provided by the Department or other stakeholders.
- A timetable for the installation and testing with estimates of the time required for each phase.

After installation, Contractor will test all software and hardware elements of the Agilis to ensure proper functioning, test network connections with the Department's EIMS to ensure proper functioning, and test the automated signature recognition software to ensure proper functioning. The Department shall provide sufficient quantities of test materials to conduct testing, to be specified by Contractor.

After Contractor has installed, integrated, and tested the automated signature recognition software, the City shall have a period of ninety (90) days ("Acceptance Testing Period") from the date of installation to verify that the automated signature recognition software substantially

performs to the specifications contained in the Documentation and the Performance Requirements in Appendix B. In the event that the City determines that the automated signature recognition software does not meet such specifications, the City shall notify the Contractor in writing, and Contractor shall modify or correct the Equipment and/or Licensed Software so that it satisfies the Acceptance criteria. The date of Acceptance will be that date upon which City provides Contractor with written notice of satisfactory completion of Acceptance testing. If City notifies Contractor at the conclusion of the Acceptance Testing Period that the Equipment and Licensed Software do not meet the Acceptance criteria of this section, then City shall be entitled to terminate the automated signature recognition license and services in accordance with the procedures specified in Section 36(b) of this Agreement, and shall be entitled to a full refund of all paid fees.

2. Election Support Services. Contractor shall provide the following general support services to support the Department's use of the Agilis and Automated Signature Recognition software.

a. Election Support Planning. The Contractor shall create a written Election Support Plan in consultation with the Department for each election. The Contractor shall provide the Election Support Plan to the Department no less than ninety (90) days prior to an election. The Election Support Plan is subject to Department review, adjustment, and approval.

The Election Support Plan shall include, but is not limited to:

- Work plans for the Pre-Election Set-Up and Testing and Operational Support and Troubleshooting which include at minimum the services listed in those sections below.
- Detailed requirements for any materials, data, or personnel to be provided by the Department or other stakeholders.
- A timetable with proposed dates and times for the services below.

b. Pre-Election Set-Up and Testing. Prior to each election, Contractor shall configure and test the software and hardware elements of the Agilis to function with the materials for that election. Contractor shall perform set-up and testing in accordance with the Election Support Plan approved by the Department. Contractor shall complete set-up and testing no less than thirty (30) days prior to an election.

Set-up and testing shall include, but is not limited to:

- Assisting Department staff as needed in setting up the sort profile(s), including the assignment of precinct ranges and challenged/outstack categories to pockets.
- Assigning of scan targets on envelopes for signature field, spoiled box, barcode(s), and any other targets.
- Testing the election set-up, including running test envelopes provided by the Department, and exporting and importing data between the Agilis and the Department's Election Information Management System (EIMS) to ensure all

functions are working correctly. Contractor shall provide staff on-site to complete this testing, unless this requirement is waived by the Department in advance.

- Testing automated signature verification functions
- Generating reports based on test data and providing the reports to the Department.

c. Remote Support and Troubleshooting. Contractor shall provide the following remote support for the Agilis.

- Contractor shall provide a 24-hour daily technical support hotline during the Department's critical ballot processing period as defined in the Election Support Plan, generally between fourteen (14) days prior to and ten (10) days after every election.
- Contractor shall provide as-needed remote support for special elections, such as Retirement Board and Business Improvement District elections.

d. On-Site Election Support. Contractor shall provide the following on-site election support for the Agilis upon request by the Department. On-site election support may be included in the Election Support Plan or requested by the Department no less than seven (7) days prior to the date it will begin.

On-site election support is subject to the Additional On-Site Support fees in Appendix D. On-site election support is exclusive of any on-site testing or troubleshooting requirements detailed elsewhere in this Agreement.

On-site election support shall include, but is not limited to:

- Onsite equipment inspection prior to every election, generally four (4) days prior to Election Day. Any necessary maintenance and repair identified during this inspection shall be covered under Section 3, Maintenance and Repair, and is not subject to Additional On-Site Support fees.
- Onsite Election Day support. The Election Day support may require two shifts: one beginning on Election Day morning, and the second beginning on Election Day night, potentially extending to the next day.

3. Maintenance and Repair. Contractor shall provide the following maintenance and repair services for the Agilis.

a. Preventative Maintenance. Contractor shall perform preventative maintenance prior to every election. Contractor shall provide a detailed preventative maintenance plan and schedule no later than ninety (90) days prior to each election. The plan is subject to Department review and approval.

The Contractor shall provide preventative maintenance for the Agilis as described in the Department-approved preventative maintenance plan, to be completed no less than sixty (60) days prior to each election. Maintenance shall include but is not limited to:

- Inspection and diagnostic testing of the Agilis
- Repair or replacement of any faulty, broken, or worn parts or equipment
- Deep cleaning and dusting of the Agilis
- Removal of old election data, and providing a back-up of this data to the Department
- Update of firmware, as needed

b. Error, Defect or Malfunction Correction. Contractor shall furnish Error, Defect or Malfunction correction in accordance with the Priority Categories listed below, based on the Department's determination of the severity of the Error, Defect or Malfunction and Contractor's reasonable analysis of the priority of the Error, Defect or Malfunction.

1. Priority 1: An Error, Defect or Malfunction which renders the Agilis inoperative; or causes the Agilis to fail catastrophically.
2. Priority 2: An Error, Defect or Malfunction which substantially degrades the performance of the Agilis, but does not prohibit the Department's use of the Agilis.
3. Priority 3: An Error, Defect or Malfunction which causes only a minor impact on the use of the Agilis.

Contractor will furnish Error, Defect or Malfunction correction in accordance with the following protocols:

1. Priority 1 Protocol: Within two hours, Contractor assigns a product technical specialist(s) to diagnose and correct the Error, Defect or Malfunction; thereafter, Contractor shall provide ongoing communication about the status of the correction; shall proceed to immediately provide a Fix, a Patch or a Workaround; and exercise all commercially reasonable efforts to include a Fix or Patch for the Error, Defect or Malfunction in the next Subsequent Release. Contractor will escalate resolution of the problem to personnel with successively higher levels of technical expertise until the Error, Defect or Malfunction is corrected.
2. Priority 2 Protocol: Within four hours, Contractor assigns a product technical specialist(s) to diagnose the Error, Defect or Malfunction and to commence correction of the Error, Defect or Malfunction; to immediately provide a Workaround; to provide escalation procedures as reasonably determined by Contractor's staff; and to exercise all commercially reasonable efforts to include a Fix or Patch for the Error, Defect or Malfunction in the next Software maintenance release.
3. Priority 3 Protocol: Contractor may include a Fix or Patch in the next Software major release.

c. As-Needed Maintenance and Repair. Contractor shall provide as-needed maintenance and repair or replacement of any Agilis parts and equipment that degrade or cease operation during the normal functioning of the Agilis. To efficiently perform this maintenance, Contractor shall provide a reserve of common spare parts to be stored on site at the Department, to avoid or reduce any delays arising from equipment replacement.

d. Improvements and Updates. Contractor shall provide whatever improvements, enhancements, extensions, and modifications to the Agilis that Contractor may develop. Contractor shall update the Agilis, as required, to cause it to operate under new versions or releases of the operating system so long as such updates are made generally available to Contractor's other Licensees.

e. Hotline Support. Contractor shall provide remote access hotline support to the Department to help the Department answer routine questions with respect to the use of the Agilis. Contractor also shall provide remote access hotline support to the Department to initiate resolution of Priority 1 and Priority 2 Errors, Defects and Malfunctions and other maintenance services. Hotline support shall be made available by phone between the hours of 8 a.m. and 5 p.m. Pacific time Monday through Friday, except legal holidays. Hotline support shall be available by electronic bulletin board, e-mail or other service 24-hours a day, seven-days a week. Responses to questions posted by electronic means will be made within the time frame established under Priority Protocols for an Error, Defect or Malfunction.

f. Maintenance Log. Contractor shall establish a maintenance log, in a format subject to Department's final approval, to record all steps taken in maintenance and/or repair of the Agilis. The log shall include, but is not limited to: a list of all faulty, damaged, or worn parts and equipment, and the actions and/or parts taken to repair or replace them; and, a list of any improvements, enhancements, extensions, updates, or other changes to the Agilis. Contractor shall provide the updated log to the Department within 30 days after each election, any updates or modifications, or upon the Department's request.

4. Training. Upon the completion of any upgrades or system changes, Contractor shall provide training to the lead Department staff assigned to operate the Agilis. This training shall cover all operational, maintenance, and troubleshooting changes to the Agilis resulting from the upgrade or system change.

Additionally, at the request of the Department, Contractor shall provide as-needed training for new lead Department staff assigned to operate the Agilis. As-needed training for new staff is subject to the Additional On-Site Support fees in Appendix D. As-needed training for new staff is exclusive of the training requirements for upgrades and system changes detailed above.

New Department staff training shall include, but not be limited to:

- Basic operation of all sort passes
- Production and saving of reports
- Data import and export
- Basic maintenance and cleaning
- Basic troubleshooting

5. Consultation. Contractor shall be available for consultation regarding the design or redesign of the vote-by-mail, provisional, and special election envelopes, providing information and guidance on the designs' compatibility with the Agilis. Contractor shall also be available for

consultation regarding other aspects of the Department's election operations and their compatibility with the Agilis system.

6. Documentation. Contractor shall provide the most current version(s) of the following documentation to the Department:

- Complete historical documentation of upgrades, maintenance, and repairs performed on the Agilis to date
- Agilis hardware specification that includes performance and design standards and compatibility requirements, equipment interface requirements, and a description of the operating environment
- Agilis hardware list of perishable/consumable parts and components not covered under this agreement, to be purchased by Department when replacement is necessary
- Agilis software specification that includes specifications for the operating environment and interface between hardware components, software components and operator/user functions, and software test and verification specifications
- Agilis maintenance procedures that identify all maintenance and repair operations that can be performed by Department staff, with the procedures required to trouble-shoot malfunctions for fault detection, fault isolation, equipment alignment or adjustment, and removal and replacement of failed components
- Agilis operations manual that describes the hardware and application software components, operational features and procedures for invoking them, and the support resources required to sustain the operation of the Agilis

Contractor shall update these documents when necessary and provide the written updates to the Department.

7. Department Responsibilities Related to Support. The Department shall use reasonable efforts to make available to Contractor reasonable access to the Agilis and all relevant documentation and records. The Department shall also provide reasonable assistance to Contractor, including sample output and diagnostic information, in order to assist Contractor in providing Support Services. The Department shall be responsible for the interface between the Agilis and other software products installed on Department equipment. Unless otherwise agreed in writing between the Department and Contractor, the Department is responsible for managing and operating any Equipment delivered under this Agreement.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: JUVENILE PROBATION – JUV Dept. Code: JUV

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Ombudsman Services

Funding Source: State Funds PSC Duration: 4 years
PSC Amount: \$200,000 PSC Est. Start Date: 10/01/2014 PSC Est. End Date: 09/30/2018

1. Description of Work

A. Scope of Work:

The Ombudsperson is responsible for resolving grievances submitted by detained youth at Juvenile Probation Department (JPD) detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.

B. Explain why this service is necessary and the consequence of denial:

The provider of the services must be impartial, neutral and an independent agent. If denied, detainees may take legal steps to resolve their grievances.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

The Civil Service Commission has approved this service in the past through 4085-11/12. A professional contractor had been selected through a request for proposal.

D. Will the contract(s) be renewed? Yes

2. Union Notification: On 06/25/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42264 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise:
 Demonstrated knowledge of the issues facing youth and families involved in the Juvenile Justice System in San Francisco and the services available to those clients. Familiarity with Juvenile Justice laws, Regulations and Organizational Dynamics, Experience with Formal Mediation, Negotiation, Advocacy or similar skill.

- B. Which, if any, civil service class(es) normally perform(s) this work?
 none,

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
 No

4. Why Classified Civil Service Cannot Perform

- A. Explain why civil service classes are not applicable:
 Services require a neutral and impartial person.

- B. Would it be practical to adopt a new civil service class to perform this work? Explain.
 No, as this service is specific to Juvenile Probation Department.

5. Additional Information (if "yes", attach explanation)

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
 ON 06/25/2014 BY:

Name: Sheila Layton Phone: 415-753-7562 Email: Sheila.Layton@sfgov.org

Address: 375 Woodside Ave Room 206 San Francisco, CA

Receipt of Union Notification(s)
◆ All Unions

Dang, Leorah (HRD)

From: dhr-psccordinator@sfgov.org on behalf of Sheila.Layton@sfgov.org
Sent: Wednesday, June 25, 2014 10:53 AM
To: Layton, Sheila (JUV); cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, SinYee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiya.thlang@seiu1021.org; Layton, Sheila (JUV); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 42264 - 13/14

RECEIPT for Union Notification for PSC 42264 - 13/14 more than \$100k

The JUVENILE PROBATION -- JUV has submitted a request for a Personal Services Contract (PSC) 42264 - 13/14 for \$200,000 for Initial Request services for the period 10/01/2014 -- 09/30/2018. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/2173> For union notification, please see the

TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Additional Attachment(s) of Explanation

◇ **Section 1. Description of Work**

**1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most
recently approved PSC # and upload a copy of the PSC.**

PSC # 4085-11/12



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

February 10, 2012

E. DENNIS NORMANDY
PRESIDENT

KATE FAVETTI
VICE PRESIDENT

SCOTT R. HELDFOND
COMMISSIONER

MARY Y. JUNG
COMMISSIONER

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER 4077-11/12 THROUGH 4092-11/12; 4000-09/10 AND 4098-07/08.

At its meeting of **February 6, 2012** the Civil Service Commission had for its consideration the above matter.

PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

ANITA SANCHEZ
EXECUTIVE OFFICER

The Commission adopted the following:

- (1) Adopted the report; Approved the request for PSC #4085-11/12 as amended which is to be submitted to the Executive Officer and the Human Resources Director. Notified the Office of the Controller and the Office of Contract Administration.
- (2) Adopted the report; Approved the request for PSC #4087-11/12 as amended; change duration to five (5) years and silent on the matter of options. Notified the Office of the Controller and the Office of Contract Administration.
- (3) Adopted the report; Approved the request for PSC #4088-11/12 as amended for a duration of five (5) years. Notified the Office of the Controller and the Office of Contract Administration.
- (4) Adopted the report; Approved the request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

ANITA SANCHEZ
Executive Officer

Attachment

CSC Notice of Action
February 6, 2012
Page 2

c: Cynthia Avakian, Airport Commission
Parveen Boparai, Municipal Transportation Agency
Micki Callahan, Human Resources Director
Vivian Day, Department of Building Inspection
Alaric Degrafinried, Public Utilities Commission
Marie de Vera, Department of Human Resources
Oliver Hack, Mayor's Office of Housing
Lavena Holmes, Port
Shamica Jackson, Public Utilities Commission
LaWan Jones, Public Utilities Commission
William Lee, Department of Emergency Management
Brent Lewis, Department of Human Resources
Diane Lim, Adult Probation
Catherine McGuire, Juvenile Probation
Maria Ryan, Department of Human Resources
Anabel Simonelli, Mayor's Office
Shawn Wallace, San Francisco Police Department
Jeannie Wong, Controller's Office
Commission File
Chron

POSTING FOR
2/16/2012

PROPOSED PERSONAL SERVICES CONTRACTS
Regular, Continuing, Annual

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Start Date - End Date
4083-11/12	77	Emergency Management	Regular	\$879,536	The contractor will assist Bay Area counties and cities in the development of a Regional Logistics Plan with an emphasis on the coordination of logistic operations and priorities for distribution of scarce resources between local, state and federal levels in a catastrophic event. The Regional Logistics Plan will be used to develop county and core city plan templates as well as applicable annexes to Regional Emergency Coordination Plan (RECP), to encompass all phases of logistic planning.	3/1/2012 - 7/30/2013
4084-11/12	33	Human Resources	Regular	\$260,000	The consultant will oversee the development and administration of promotional exams for the Fire Department ranks of H-20 Lieutenant and H-40 Battalion Chief, and defend those selection processes against legal challenge as necessary.	7/1/2012 - 6/30/2015
4085-11/12	33	Human Resources	Regular	\$95,000	The Ombudsperson is responsible for resolving grievances submitted by detained youth at JPD detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.	4/1/2012 - 3/31/2014
4086-11/12	25	Mayor	Regular	\$400,000	The contractor will assist the Mayor's Office of Public Policy and Finance staff in making decisions in a variety of layout, content, design, and production issues related to the annual Mayor's Proposed Budget Book.	2/1/2012 - 6/30/2016
4087-11/12	35	Municipal Transportation Agency	Regular	\$5,400,000	The San Francisco Municipal Transportation Agency (SFMTA) requires medical cost containment services for workers' compensation claims administration. Services include medical bill review, adjustments per fee schedules, and utilization review using state of the art system software. Services must meet the State of California's electronic data interchange (EDI) requirements for data entry and reporting injuries and illnesses. All medical bill review staff must be certified as meeting the California Department of Insurance's qualifications for experience in this field.	7/1/2012 - 9/30/2022
4088-11/12	35	Municipal Transportation Agency	Regular	\$34,000,000	The San Francisco Municipal Transportation Agency (SFMTA) is self-insured for Workers' Compensation (Workers' Comp) and existing claims are currently adjusted by a third party administrator (TPA). The contractor will provide claims adjusting and consulting services for existing and new claims for Workers' Comp benefits filed by SFMTA employees. Services include: claims review and compensability determination; payment of statutory benefits, medical providers and ancillary claims services; vendor management of benefit review; investigative services; coordination of claims defense with the City Attorney; management of benefit delivery system; and data collection and management.	1/1/2012 - 8/30/2022
4089-11/12	38	Police	Regular	\$100,000	Contractor will regularly inspect, maintain and perform all repairs on the Police Department's four evidence freezers. Three of the freezers are located at Building #605 Hunters Point Shipyard and one freezer is located at the Hall of Justice, 850 Bryant Street.	2/1/2012 - 1/31/2015

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 11/29/2011

DEPARTMENT NAME: Juvenile Probation Department DEPARTMENT NUMBER 12

TYPE OF APPROVAL: [] EXPEDITED [x] REGULAR (OMIT POSTING []) [] CONTINUING [] ANNUAL

TYPE OF REQUEST: [x] INITIAL REQUEST [] MODIFICATION (PSC# [])

TYPE OF SERVICE: Ombudsperson services at Juvenile Hall and Log Cabin Ranch

FUNDING SOURCE: Juvenile Probation and Camps Funding (State funds)

PSC AMOUNT: \$ 95,000 PSC DURATION: 4/1/12 to 3/31/14

1. DESCRIPTION OF WORK

- A. Concise description of proposed work: The Ombudsperson is responsible for resolving grievances submitted by detained youth at JPD detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.
B. Explain why this service is necessary and the consequences of denial: The provider of the services must be impartial, neutral and an independent agent. If denied, detainees may take legal steps to resolve their grievances.
C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number): A professional contractor is selected through a request for proposal and has been approved by CSC for the last 9 years. The most recent CSC approval is the Notice of Action for PSC#4076-08/09, approved January 5, 2009. The Civil Service Commission at its Jan 5, 2009 meeting adopted this PSC as amended. Sections 5C and 5D have been amended to indicate that there are no legal mandates and federal or state grant requirements regarding the use of contractual services.
D. Will the contract(s) be renewed:

2. UNION NOTIFICATION: Copy of this summary is to be sent to employee organizations as appropriate (refer to instructions for specific procedures):

Local 21 Union Name [Signature] Signature of person mailing/faxing form [Date] 12/7/11
SEIU Local 1021 Union Name [Signature] Signature of person mailing/faxing form [Date] 12/7/11

RFP sent to [Union Name], on [Date], [Signature]

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4085-11/12
STAFF ANALYSIS/RECOMMENDATION:

DEC 07 2011

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

- A. Specify required skills and/or expertise: Demonstrated knowledge of the issues facing youth and families involved in the juvenile justice system in San Francisco and the services available to those clients, Familiarity with juvenile justice laws, regulations and organizational dynamics, Experience with formal mediation, negotiation, advocacy or similar skill.
- B. Which, if any, civil service class normally performs this work? None.
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain: No

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

- A. Explain why civil service classes are not applicable: Services require a neutral and impartial person.
- B. Would it be practical to adopt a new civil service class to perform this work? Explain. No, as this service is specific to Juvenile Probation Department

5. ADDITIONAL INFORMATION (if "yes," attach explanation)

- | | Yes | No |
|---|--------------------------|-------------------------------------|
| A. Will the contractor directly supervise City and County employees? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| B. Will the contractor train City and County employees? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Describe the training and indicate approximate number of hours. | | |
| • Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained. | | |
| C. Are there legal mandates requiring the use of contractual services? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| D. Are there federal or state grant requirements regarding the use of contractual services? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| E. Has a board or commission determined that contracting is the most effective way to provide this service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? | <input type="checkbox"/> | <input type="checkbox"/> |

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD:



 Signature of Departmental Personal Services Contract Coordinator

M. Catherine McGuire

753-7560

Print or Type Name

Telephone Number



Required Union Notification for Personal Services Contract (PSC)

Peter Udovch

to:

pattie.tamura, ed.warshauer, Brook.Demmerle, L21PSCReview

12/07/2011 11:56 AM

Cc:

"Ryan, Maria", Catherine McGuire, Local Hire Ordinance

Hide Details

From: Peter Udovch/JUV/SFGOV

To: pattie.tamura@seiu1021.org, ed.warshauer@seiu1021.org, Brook.Demmerle@seiu1021.org, L21PSCReview@ifpte21.org

Cc: "Ryan, Maria" <maria.ryan@sfgov.org>, Catherine McGuire/JUV/SFGOV@SFGOV, Local Hire Ordinance/MAYOR/SFGOV@SFGOV

History: This message has been forwarded.

1 Attachment



SP-BUSINESS11120712480.pdf

To whom it may concern,

This email serves to notify your respective unions as to the attached PSC for Ombudsman services for Juvenile Probation Department. Please don't hesitate to contact me if you have any questions.

Regards,

Peter Udovch
Juvenile Probation Department
(415) 753-7627 Telephone
(415) 753-7566 Fax

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PORT -- PRT Dept. Code: PRT

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Emergency Preparedness Training, Facilitation, and Evaluation Services

Funding Source: FEMA Grant PSC Duration: 38 weeks 6 days

PSC Amount: \$249,000 PSC Est. Start Date: 11/01/2014 PSC Est. End Date: 07/31/2015

1. **Description of Work**

A. Scope of Work:

Plan a series of monthly National Incident Management System (NIMS) position-based trainings and exercises culminating in one large functional exercise to improve the Port's preparedness and planning processes for a catastrophic disaster. Evaluate Port plans and processes in response to all hazard threats that may impact the City and/or the Port. Provide findings and recommendations on how to address items in the Port's Master Improvement Plan, an aggregation of real event and exercise after action items/gap analysis plans that serves as a base by which to develop future planning, training and exercises.

B. Explain why this service is necessary and the consequence of denial:

Staff does not have the expertise or capacity necessary to complete this work. If this work is not contracted out, the project will not be completed and grant funds will be lost.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.
No.

D. Will the contract(s) be renewed? No.

2. **Union Notification:** On 06/09/2014, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40137 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise:
Must be Federal Emergency Management Agency (FEMA)-certified to provide federal National Incident Management (NIMS)-compliant emergency preparedness and training, exercise facilitation, and evaluation services with emphasis on hazard mitigation to port, harbor, and or other organizations with hazard mitigation needs.
- B. Which, if any, civil service class(es) normally perform(s) this work?
8603,8604,
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
No.

4. Why Classified Civil Service Cannot Perform

- A. Explain why civil service classes are not applicable:
Staff do not have the emergency preparedness, training, facilitation and evaluation expertise in hazard mitigation or the capacity necessary to complete this work before the grant expires. The services are unique, highly specialized, and short-term in duration.
- B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No, the work is unique, highly specialized, and short-term in duration as tied to a federal grant use timeline.

5. Additional Information (if "yes", attach explanation)

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? 40 hrs maximum to 30-50 Port staff who respond to Port Emergencies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 07/10/2014 BY:

Name: Lavena Holmes Phone: 415-274-0305 Email: lavena.holmes@sfport.com

Address: Pier 1, The Embarcadero San Francisco, CA 94111

Additional Explanation
PSC #40137-13/14

5B. Will the contractor train City and County employees? *Yes*

- Describe training and indicate approximate number of hours: *Each student will receive up to 40 hours of instruction in Emergency Operations Center (EOC) management, including position-specific training in four (4) functional areas: Operations, Planning, Logistics and Finance & Administration. This training will give participants an in-depth understanding of the Incident Command System (ICS), an emergency response system used throughout the US to respond to emergencies. The actual number of hours will be based on individual's prior course completions/certifications and demonstrated knowledge of the position for which he or she is being trained. This training will allow Port personnel to successfully respond to an emergency on Port property or within the City of San Francisco, as well as to regional, state-wide or national level disasters.*
- Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate number to be trained: *Thirty (30) to fifty (50) Port employees responsible for responding to the Port Departmental Operations Center or working in the field during an emergency. These employees include subject matter experts, middle and upper management from all Port divisions; Maintenance, Engineering, Real Estate, Maritime, Finance and Planning and Development.*

Sincerely,
Meghan Wallace
Budget Manager
Port of San Francisco
(p) 415-274-0426 (f) 415-544-1726
Meghan.wallace@sfport.com

Receipt of Union Notification(s)
◆ Local 21

Dang, Leorah (HRD)

From: dhr-psccordinator@sfgov.org on behalf of lavena.holmes@sfort.com
Sent: Monday, June 09, 2014 12:20 PM
To: Holmes, Lavena (PRT); L21PSCReview@ifpte21.org; Braganza, Lorceli (PRT); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 40137 - 13/14

RECEIPT for Union Notification for PSC 40137 - 13/14 more than \$100k

The PORT -- PRT has submitted a request for a Personal Services Contract (PSC) 40137 - 13/14 for \$249,000 for Initial Request services for the period 11/01/2014 – 07/31/2015. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/2182> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC Dept. Code: PUC

Type of Request: [X] Initial [] Modification of an existing PSC (PSC # _____)

Type of Approval: [] Expedited [X] Regular ([] Omit Posting)

Type of Service: CAISO Planning Authority Services (CS-399)

Funding Source: Hetchy Annual Operating Fund PSC Duration: 3 years

PSC Amount: \$250,000 PSC Est. Start Date: 07/01/2014 PSC Est. End Date: 06/30/2017

1. Description of Work

A. Scope of Work:

The San Francisco Public Utilities Commission (SFPUC), as an owner, operator and user of the Bulk Electric System is subject to North American Electric Reliability Corporation (NERC) and Regional Reliability Standards. One such requirement is that the SFPUC needs the services of a California Independent System Operator (CAISO) to serve as Hetch Hetchy Water & Power's (HHWP) Planning Coordinator. The California Independent System Operator (CAISO) is the sole source available to provide these regulatory required services. Under the proposed agreement HHWP would pay the CAISO an annual service fee for being its Planning Coordinator and providing Planning Coordinator services consistent with the applicable NERC Reliability Standards.

B. Explain why this service is necessary and the consequence of denial:

Under federal law, NERC has been designated as the Electric Reliability Organization (ERO) for the United States. As the ERO, NERC is responsible for overseeing the development and enforcement of Reliability Standards in order to ensure the reliability of the Bulk Electric System (BES). These regulatory requirements are enforceable under the authority of the Federal Energy Regulatory Commission (FERC) and come with fines for failure to stay on top of our regulatory obligations that range from \$1,000 to \$1,000,000 per day.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

HHWP has not had this service provided previously. This year, HHWP was registered as a Transmission Planner by NERC. Within the NERC functional model, the Transmission Planner is required to coordinate numerous planning evaluations affecting Bulk Electric System long-term reliability with its Planning Coordinator. It is therefore crucial that HHWP have a Planning Coordinator now.

D. Will the contract(s) be renewed? No.

2. Union Notification: On 06/23/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42027 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

The Planning Coordinator is responsible for assessing the longer-term reliability of its Planning Coordinator area. As such, Planning Coordinators work through a variety of mechanisms to conduct facilitated, coordinated, joint, centralized, or regional planning activities to the extent that all network areas with little or no ties to others' areas, such as interconnections, are completely coordinated for planning activities.

B. Which, if any, civil service class(es) normally perform(s) this work?
none,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

HHWP is limited in its choice of a Planning Coordinator to the CAISO because HHWP is within the CAISO Balancing Authority Area (BAA), and because the CAISO is the only entity registered by NERC as a Planning Coordinator within the CAISO BAA.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No. CAISO is the only entity registered by NERC as a Planning Coordinator within the CAISO BAA.â...

5. Additional Information (if "yes", attach explanation)

YES NO

- A. Will the contractor directly supervise City and County employee? YES NO
- B. Will the contractor train City and County employee? YES NO
- C. Are there legal mandates requiring the use of contractual services? YES NO
- D. Are there federal or state grant requirements regarding the use of contractual services? YES NO
- E. Has a board or commission determined that contracting is the most effective way to provide this service? YES NO
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? YES NO

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 07/10/2014 BY:

Name: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfwater.org

Address: 525 Golden Gate Ave. 8th Floor San Francisco, CA 94102

Receipt of Union Notification(s)
◆ All Unions

From: dhr-psccordinator@sfgov.org on behalf of SJackson@swater.org
To: [Jackson, Sharnica](mailto:Jackson,Sharnica); cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; [Poon, SinYee](mailto:Poon,SinYee); srncgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; 121PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; 121PSCReview@ifpte21.org; LIUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiya.thiang@seiu1021.org; [Tang, Grace](mailto:Tang,Grace); Isen, Richard; DHR-PSCCoordinator, DHR
Subject: Receipt of Notice for new PCS over \$100K PSC # 42027 - 13/14
Date: Monday, June 23, 2014 5:59:50 PM

RECEIPT for Union Notification for PSC 42027 - 13/14 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 42027 - 13/14 for \$250,000 for Initial Request services for the period 07/01/2014 -- 06/30/2017. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/3447> For union notification, please see the

TO: field of the email to verify receipt. If you do not see all the unions you

intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Modification
Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION Dept. Code: AIR

Type of Request: [] Initial [x] Modification of an existing PSC (PSC # 4011-12/13)

Type of Approval: [] Expedited [x] Regular [] Omit Posting

Type of Service: Feasibility Study for Shoreline Protection System

Funding Source: AIR-Operating Funds

PSC Original Approved Amount: \$500,000

PSC Original Approved Duration: 08/15/12 - 08/14/15 (2 years 52 w

PSC Mod#1 Amount: \$344,380

PSC Mod#1 Duration: 08/15/12-08/14/16 (1 year 1 day)

PSC Mod#2 Amount:

PSC Mod#2 Duration:

PSC Cumulative Amount Proposed: \$844,380

PSC Cumulative Duration Proposed: 4 years

1. Description of Work

A. Scope of Work:

Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from sea level rise and the 1% annual chance of flood or base flood defined by the Federal Emergency Management Agency (FEMA). The consultant will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.

B. Explain why this service is necessary and the consequence of denial:

This service is necessary to complete the shoreline protections system. Denial of this service will prevent the Airport from protecting Airport property from base flood.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

Services have been provided in the past through earlier PSC request. See 4011-12/13

D. Will the contract(s) be renewed? Yes, if there continues to be a need at the Airport.

2. Union Notification: On 06/17/14, the Department notified the following employee organizations of this PSC/RFP request: Prof & Tech Eng, Local 21;

FOR DEPARTMENT OF HUMAN RESOURCES USE

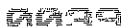
PSC# 4011-12/13

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014



3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

The consultant will provide expertise in shoreline protection system design that meets FEMA's regulations and guidelines. Specific skills in stability and structural analyses, soil engineering, and hydrostatic pressure design, and specific expertise working with FEMA, Bay Conservation and Development Commission (BCDC), and U.S. Army Corps of Engineers (USACE) and other regulatory agencies are required.

B. Which, if any, civil service class(es) normally perform(s) this work?

5201,5203,5207,5209,5211,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Neither Airport staff nor City engineers have all of the requisite expertise regarding FEMA's guidelines. The Airport will use qualified Airport staff to manage the project, but specialized professional services in designing a shoreline protection system and providing expert recommendation to the Airport are needed for this unique design.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No. The uniqueness in the system design of the levee system at SFO would be a one-time program. These specialized project design and support services will only be needed once.

5. Additional Information (if "yes", attach explanation)

YES NO

- A. Will the contractor directly supervise City and County employee? YES NO
- B. Will the contractor train City and County employee? YES NO
- C. Are there legal mandates requiring the use of contractual services? YES NO
- D. Are there federal or state grant requirements regarding the use of contractual services? YES NO
- E. Has a board or commission determined that contracting is the most effective way to provide this service? YES NO
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? Moffatt & Nichols AGS J.V. YES NO

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 06/17/14 BY:

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfso.com

Address: PO Box 8097 San Francisco, CA 94128

Receipt of Union Notification(s)
◆ Local 21

From: dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@flysfo.com
To: Cynthia Avakian; L21PSCReview@ifpte21.org; Christina Chiong; DHR-PSCCoordinator; Richard Isen
Subject: Receipt of Modification Request to PSC # 4011-12/13 - MODIFICATIONS
Date: Tuesday, June 17, 2014 9:39:47 AM

PSC RECEIPT of Modification notification sent to Unions and DHR.

The AIRPORT COMMISSION -- AIR has submitted a modification request for a Personal Services Contract (PSC) for \$344,380 for services for the period August 15, 2012 – August 14, 2016. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3375>

Email sent to the following addresses: L21PSCReview@ifpte21.org

Additional Attachment(s) of Explanation

◇ **Section 1. Description of Work**

**1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most
recently approved PSC # and upload a copy of the PSC.**

PSC # 4011-12/13

Initial



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

August 8, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4011-12/13 THROUGH 4015-12/13.

At its meeting of August 6, 2012 the Civil Service Commission had for its consideration the above matter.

PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

The Commission:

- (1) Adopted the report; Approved the request for PSC #s 4013-12/13 and 4014-12/13 as amended. Notified the Office of the Controller and the Office of Contract Administration.
- (2) Adopted the report; Approved the request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION


SANDRA ENG
Acting Executive Officer

Attachment

- c:
- Cynthia Avakian, Airport Commission
 - Micki Callahan, Human Resources Director
 - Lily Conover, Controller's Office
 - Marie de Vera, Department of Human Resources
 - Aleric Degrafinried, Public Utilities Commission
 - Jaci Fong, Office of Contract Administration
 - Shamica Jackson, Public Utilities Commission
 - LaWan Jones, Public Utilities Commission
 - William Lee, Department of Emergency Management
 - Ben Rosenfield, Controller
 - Maria Ryan, Department of Human Resources
 - Commission File
 - Chron

POSTING FOR

8/6/2012

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4011-12/13	27	Airport Commission	Regular	\$500,000	Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from the 1% annual chance flood or base flood defined by Federal Emergency Management Agency (FEMA) and sea level rise. The consultant will provide expert recommendation on improvements of existing levees and construction of new levees that will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.	8/15/2012 - 8/14/2015
4009-12/13	09	Controller	Regular	\$300,000	Provide arbitrage rebate and compliance services necessary to comply with federal tax law and Internal Revenue Service (IRS) regulations and to calculate and report the rebate liability with respect to the City's tax exempt fixed and variable rate debt obligations.	7/1/2012 - 12/31/2017
4013-12/13	77	Emergency Management	Regular	\$500,000	Contractor will develop the Resilient San Francisco Strategic Plan by conducting an inventory, identify opportunities for future resilience, create an integrated work plan, establish measurement tools and aid in the facilitation of advancement of resilience in San Francisco.	9/1/2012 - 8/31/2014
4014-12/13	77	Emergency Management	Regular	\$500,000	The chosen consultant(s) will research, develop and implement an updated community engagement strategy and tactics for the Department of Emergency Management. This strategy will focus on collateral, digital, and interactive components designed to be multi-generational and multi-cultural in nature. The focus of the messaging will be preparedness and resilience related.	9/1/2012 - 8/31/2014
4015-12/13	40	Public Utilities Commission	Regular	\$400,000	An independent review of revenue requirements, costs of service, and rates for the utilities under the jurisdiction of the SFPUC.	8/1/2012 - 8/1/2013

Total Amount - Regular: \$2,200,000

PERSONAL SERVICES CONTRACT SUMMARY

DATE: June 6, 2012

DEPARTMENT NAME: AIRPORT COMMISSION

DEPARTMENT NUMBER: 27

TYPE OF APPROVAL: [] EXPEDITED [X] REGULAR (OMIT POSTING []) [] CONTINUING [] ANNUAL

TYPE OF REQUEST: [X] INITIAL REQUEST [] MODIFICATION

TYPE OF SERVICE: Feasibility Study for Shoreline Protection System

FUNDING SOURCE: Airport Operating Funds

PSC AMOUNT: \$500,000 PSC DURATION: 8/15/12 to 8/14/15

1. DESCRIPTION OF WORK

A. Concise description of proposed work: Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from the 1% annual chance flood or base flood defined by Federal Emergency Management Agency (FEMA) and sea level rise.

B. Explain why this service is necessary and the consequences of denial: This service is necessary to complete the shoreline protections system. Denial of this service will prevent the Airport from protecting Airport property from base flood.

C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number):

This is a new service

D. Will the contract(s) be renewed? Yes, if there continues to be a need for such services at SFO.

2. UNION NOTIFICATION: Copy of this summary is to be sent to employee organizations as appropriate (refer to instructions for specific procedure):

IFPTE, Local 21 Signature of person mailing/faxing form Date June 7, 2012

RFP sent to: IFPTE, Local 21 on To be sent in late summer Union Name Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC # 4011-12113 STAFF ANALYSIS/RECOMMENDATION: Approved 8/6/12

CIVIL SERVICE COMMISSION ACTION:

3. **DESCRIPTION OF REQUIRED SKILLS/EXPERTISE**

A. **Specify required skills and/or expertise:** The consultant will provide expertise in shoreline protection system design that meets FEMA's regulations and guidelines. Specific skills in stability and structural analyses, soil engineering, and hydrostatic pressure design, and specific expertise working with FEMA, Bay Conservation and Development Commission (BCDC), and U. S. Army Corps of Engineers (USACE) and other regulatory agencies are required.

B. **Which, if any, civil service class normally performs this work?** Civil service engineering classes (5201-5211) exist, but their expertise is not applicable to the highly specialized field of levee system that meets FEMA's regulations and guidelines. The job description of these civil service classes does not cover knowledge of this special case. City staff will supervise the contract work.

C. **Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:**
No.

4. **WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM**

A. **Explain why civil service classes are not applicable:** Neither Airport staff nor City engineers have all of the requisite expertise regarding FEMA's guidelines. The Airport will use qualified Airport staff to manage the project, but specialized professional services in designing a shoreline protection system and provide expert recommendation to the Airport are needed for this unique design.

B. **Would it be practical to adopt a new civil service class to perform this work? Explain.** No. the uniqueness in the system design of the levee system at SFO will be a one-time program. Therefore, these specialized project design and support services will be needed only once.

5. **ADDITIONAL INFORMATION** (if "yes," attach explanation)

Yes No

A. **Will the contractor directly supervise City and County employees?**

B. **Will the contractor train City and County employees?**

- Describe the training and indicate approximate number of hours.
- Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate numbers to be trained.

C. **Are there legal mandates requiring the use of contractual services?**

D. **Are there federal or state grant requirements regarding the use of contractual services?**

E. **Has a board or commission determined that contracting is the most effective way to provide this service?** No, however, the Airport Commission has approved Resolution # 12-0133 for this work.

F. **Will the proposed work be completed by a contractor that has a current personal services contract with your department?** An RFP will be issued during the summer of 2012.

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD:

Signature of Departmental Personal Services Contract Coordinator

Cynthia P. Avakian

Print or Type Name

(650) 821-2014

Telephone Number

Airport Commission, Contracts Administration Unit
P.O. Box 8097, San Francisco, CA 94128

Address

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY Dept. Code: MTA

Type of Request: [] Initial [x] Modification of an existing PSC (PSC # 32393 - 13/14)

Type of Approval: [] Expedited [x] Regular [] Omit Posting

Type of Service: Centralized Safety Database Transitional Implementation and Training

Funding Source: General Funds

PSC Original Approved Amount: \$95,000

PSC Original Approved Duration: 01/10/14 - 07/01/22 (8 years 24 w

PSC Mod#1 Amount: \$800,000

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount:

PSC Mod#2 Duration:

PSC Cumulative Amount Proposed: \$895,000

PSC Cumulative Duration Proposed: 8 years 24 weeks

1. Description of Work

A. Scope of Work:

The Contractor will provide training and implementation services on their proprietary Safety Management Software (Software). This Software is the database of record for all Safety-related incidents involving San Francisco Municipal Transportation Agency (SFMTA) vehicles. The training is for SFMTA staff as part of a "train the trainer" program. This Software replaces the current TransitSafe database and SFMTA staff trained under this program will then act as designated trainers for the entire agency. The duration of this contract includes the length of the entire Software Licensing and Maintenance Agreement. The implementation and training will be complete within a two-year duration.

B. Explain why this service is necessary and the consequence of denial:

These services are necessary for the agency-wide implementation of the new Safety Management Software. Denial of this service will prevent the successful implementation and training of the Software which is essential to ensuring the safe operation of SFMTA vehicles.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

The initial PSC #32393-13/14 was approved for this service only, but not awarded.

D. Will the contract(s) be renewed? No.

2. Union Notification: On 06/19/14, the Department notified the following employee organizations of this PSC/RFP request: Transport Workers Union, L 200; SEIU 1021 Miscellaneous; Professional & Tech Engrs, Local 21; Municipal Executive

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 32393 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Expert knowledge and experience with relational database systems, training techniques for the Software, functional software requirements, structured systems, coding, complex systems analysis and design, and techniques and strategies to implement large software database systems.

B. Which, if any, civil service class(es) normally perform(s) this work?

1053,1032,1042,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

The work involves implementation and training services on the Contractor's proprietary Software product. SFMTA staff and civil service classes do not currently have experience using the Software, but will acquire this while being trained by the contractor.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No, This service is temporary. Once the SFMTA staff is trained they will act as trainers for the rest of the Agency.

5. Additional Information (if "yes", attach explanation)

YES NO

- A. Will the contractor directly supervise City and County employee? YES NO
- B. Will the contractor train City and County employee? YES NO
There is extensive training provided per the attached documents.
- C. Are there legal mandates requiring the use of contractual services? YES NO
- D. Are there federal or state grant requirements regarding the use of contractual services? YES NO
- E. Has a board or commission determined that contracting is the most effective way to provide this service? YES NO
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? YES NO

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD

ON 06/19/14 BY:

Name: Cynthia Hamada Phone: 415.701.5381 Email: cynthia.hamada@sfmta.com

Address: 1 South Van Ness Avenue, 6th Fl. San Francisco, CA 94013

Additional Attachment(s) of Explanation

◇ Section 3. Description of Required Skills/Expertise

3B. Which, if any, civil service class normally performs this work?

Classes 1053 IS Business Analyst, Senior; 1032 IS Trainer, Journey; and 1042 IS Engineer, Journey would normally perform this work. SFMTA staff and civil service classes do not currently have experience using the Software.

◇ Section 5. Additional Information

5B. Will the contractor train City and County employees?

- Describe training and indicate approximate number of hours.
- Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate number to be trained.

Centralized Safety Database Transitional Implementation and Training

Response to Item 5.B. (continued)

The training will be divided into two groups. The Information Technology Staff and Administrative Analysts will receive twenty-three (23) hours of training on all items. The remaining group of end users (clerks, management assistants, public service aides, managers) will receive eleven (11) hours of training on the applications themselves. Training will be hands-on with trainees working on computers in a classroom setting. The contractor will train approximately twenty (20) employees.

The classifications to receive training are:

- (1) 1820 Jr. Administrative Analyst
- (1) 1822 Administrative Analyst
- (1) 1840 Jr. Management Assistant
- (1) 1406 Senior Clerk
- (2) 1408 Principal Clerk
- (2) 1053 IS Business Analyst Senior
- (1) 1044 IS Engineer Principal
- (1) 1042 IS Engineer Journey
- (5) 9520 Transportation Safety Specialist
- (3) 9916 Public Service Aide
- (1) 9172 Manager II, MTA
- (2) 9179 Manager V, MTA.

Receipt of Union Notification(s):

- ◆ Local 200
- ◆ Local 1021
- ◆ Local 21
- ◆ MEA

Dang, Leorah (HRD)

From: Hamada, Cynthia <Cynthia.Hamada@sfmta.com>
Sent: Thursday, June 19, 2014 5:16 PM
To: local200twu@sbcglobal.net; McGehee, Marshall (MTA)
Cc: DHR-PSCCoordinator, DHR (HRD); L21PSCReview@ifpte21.org; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; 'jebrenner@ifpte.org'; camaguey@sfmea.com; staff@sfmea.com; Patel, Ashish (MTA); Courtney, Robin L; Renteria, Jason E; Boparai, Parveen (MTA)
Subject: FW: Receipt of Modification Request to PSC # 32393 - 13/14 - MODIFICATIONS
Attachments: MOD PSC \$95K + \$800K Centralized Safety Database Transitional Implementation and Training..pdf

It appears that TWU Local 200 wasn't noticed by the database of this PSC Summary Submission today. So, they are copied via this email.

Cynthia Hamada
Senior Personnel Analyst
Employee and Labor Relations
San Francisco Municipal Transportation Agency
415.701.5381

-----Original Message-----

From: dhr-psccordinator@sfgov.org [mailto:dhr-psccordinator@sfgov.org] On Behalf Of cynthia.hamada@sfmta.com
Sent: Thursday, June 19, 2014 5:06 PM
To: Hamada, Cynthia; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; jebrenner@ifpte21.org; L21PSCReview@ifpte21.org; camaguey@sfmea.com; staff@sfmea.com; Hamada, Cynthia; DHR-PSCCoordinator, DHR; Isen, Richard
Subject: Receipt of Modification Request to PSC # 32393 - 13/14 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a modification request for a Personal Services Contract (PSC) for \$800,000 for services for the period January 10, 2014 – July 1, 2022. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3431>

Email sent to the following addresses: staff@sfmea.com camaguey@sfmea.com L21PSCReview@ifpte21.org Please check the record to see if you selected a union where a corresponding email in the TO: field isn't present. Either you selected none or there is no email entered in the system by that particular union jebrenner@ifpte21.org Larry.Bradshaw@seiu1021.org joe.tanner@seiu1021.net david.canham@seiu1021.org

Additional Attachment(s) of Explanation

◇ **Section 1. Description of Work**

- 1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most
recently approved PSC # and upload a copy of the PSC.**

PSC # 32393-13/14

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY – MTA Dept. Code: MTA

Type of Request: [X] Initial [] Modification of an existing PSC (PSC # _____)

Type of Approval: [X] Expedited [] Regular [] Omit Posting

Type of Service: Centralized Safety Database Transitional Implementation and Training

Funding Source: General Funds PSC Duration: 8 years 24 weeks
PSC Amount: \$95,000 PSC Est. Start Date: 01/10/2014 PSC Est. End Date: 07/01/2022

1. Description of Work

A. Scope of Work:

The Contractor will provide training and implementation services on their proprietary Safety Management Software (Software). This Software is the database of record for all Safety-related incidents involving San Francisco Municipal Transportation Agency (SFMTA) vehicles. The training is for SFMTA staff as part of a "train the trainer" program. This Software replaces the current TransitSafe database and SFMTA staff trained under this program will then act as designated trainers for the entire agency. The duration of this contract includes the length of the entire Software Licensing and Maintenance Agreement. The implementation and training will be complete within a two-year duration.

B. Explain why this service is necessary and the consequence of denial:

These services are necessary for the agency-wide implementation of the new Safety Management Software. Denial of this service will prevent the successful implementation and training of the Software which is essential to ensuring the safe operation of SFMTA vehicles.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC. These services have not been provided in the past.

D. Will the contract(s) be renewed? No.

2. Union Notification: On 12/03/2013, the Department notified the following employee organizations of this PSC/RFP request: Transport Workers Union, L 200, SEIU 1021 Miscellaneous, Professional & Tech Engrs, Local 21

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 32393 - 13/14

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 12/10/2013

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
Expert knowledge and experience with relational database systems, training techniques for the Software, functional software requirements, structured systems, coding, complex systems analysis and design, and techniques and strategies to implement large software database systems.

B. Which, if any, civil service class(es) normally perform(s) this work?
1053,1032,1042,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

The work involves implementation and training services on the Contractor's proprietary Software product. SFMTA staff and civil service classes do not currently have experience using the Software, but will acquire this while being trained by the contractor.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No, This service is temporary. Once the SFMTA staff is trained they will act as trainers for the rest of the Agency.

5. Additional Information (if "yes", attach explanation)

YES NO

- A. Will the contractor directly supervise City and County employee?
- B. Will the contractor train City and County employee?
See attached 3rd page of document.
- C. Are there legal mandates requiring the use of contractual services?
- D. Are there federal or state grant requirements regarding the use of contractual services?
- E. Has a board or commission determined that contracting is the most effective way to provide this service?
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 12/03/2013 BY:

Name: Cynthia Hamada Phone: 415.701.5381 Email: cynthia.hamada@sfmta.com

Address: 1 South Van Ness Avenue, 6th Fl. San Francisco, CA 94013

Attachment I.

Centralized Safety Database Transitional Implementation and Training

Response to Item 5.B. (continued)

The training will be divided into two groups. The Information Technology Staff and Administrative Analysts will receive twenty-three (23) hours of training on all items. The remaining group of end users (clerks, management assistants, public service aides, managers) will receive eleven (11) hours of training on the applications themselves. Training will be hands-on with trainees working on computers in a classroom setting. The contractor will train approximately twenty (20) employees.

The classifications to receive training are:

- (1) 1820 Jr. Administrative Analyst
- (1) 1822 Administrative Analyst
- (1) 1840 Jr. Management Assistant
- (1) 1406 Senior Clerk
- (2) 1408 Principal Clerk
- (2) 1053 IS Business Analyst Senior
- (1) 1044 IS Engineer Principal
- (1) 1042 IS Engineer Journey
- (5) 9520 Transportation Safety Specialist
- (3) 9916 Public Service Aide
- (2) 9179 Manager V,

Dang, Leorah

From: dhr-psccordinator@sfgov.org on behalf of cynthia.hamada@sfmta.com
Sent: Tuesday, December 03, 2013 12:22 PM
To: Hamada, Cynthia; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; jebrenner@ifpte21.org; L21PSCReview@ifpte21.org; camaguey@sfmea.com; staff@sfmea.com; Hamada, Cynthia; DHR-PSCCoordinator, DHR; Isen, Richard
Subject: Receipt of Notification to Union for New Expedited PSC Request PSC # 32393 - 13/14

RECEIPT for Union Notification for Expedited PSC 32393 - 13/14 less than \$100k

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a request for a Personal Services Contract (PSC) 32393 - 13/14 for \$95,000 for Initial Request services for the period 01/10/2014 – 07/01/2022. Questions about the services should be directed to the Department directly.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/907>

Email sent to the following addresses: staff@sfmea.com for Municipal Executive Association camaguey@sfmea.com for Municipal Executive Association L21PSCReview@ifpte21.org for Professional & Tech Engrs, Local 21 jebrenner@ifpte21.org for Professional & Tech Engrs, Local 21 Larry.Bradshaw@seiu1021.org for SEIU 1021 Miscellaneous joe.tanner@seiu1021.net for SEIU 1021 Miscellaneous david.canham@seiu1021.org for SEIU 1021 Miscellaneous local200twu@sbcglobal.net for Transport Workers Union, L 200

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: TREASURER/TAX COLLECTOR Dept. Code: TTX

Type of Request: Initial Modification of an existing PSC (PSC # 4043 08/09)

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Development and Processing of Credit Card Payment Applications

Funding Source: Revenue Fund

PSC Original Approved Amount: \$250,000

PSC Original Approved Duration: 09/15/08 - 09/12/12 (3 years 51 w

PSC Mod#1 Amount: \$250,000

PSC Mod#1 Duration: 10/16/12-10/15/14 (2 years 4 weeks)

PSC Mod#2 Amount: no amount added

PSC Mod#2 Duration: 10/16/14-10/15/16 (2 years 1 day)

PSC Cumulative Amount Proposed: \$500,000

PSC Cumulative Duration Proposed: 8 years 4 weeks

1. Description of Work

A. Scope of Work:

Vendor will develop a comprehensive phone and web payment application for the City to accept payment of property taxes, parking tickets, water utility bills, and other kinds of taxes and license fees using credit cards, debits cards and e-checks. This service will be NO COST to the City as convenience fees that will be charged to the Taxpayer for payment of taxes, licenses and utility bills will be remitted to the vendor to cover the cost of providing the service and processing the payments.

*The \$62,500 estimated annual cost applies to the transaction service cost of processing credit card payments for parking tickets since MTA's policy is not to charge convenience fees to its customers.

B. Explain why this service is necessary and the consequence of denial:

This payment service will allow the City and County to continue to receive \$94 million dollars in annual payments for property taxes, water bills and parking citations. The service provides a convenient and efficient payment method for customers thereby encouraging prompt payment of City and County obligations during the term of the contract.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

Yes Prior PSC. Note: The reason why 790 (now known as Local 1021) is not notified is that the classifications are currently represented by Local 21. Local 21 is the sole union representing classes.

D. Will the contract(s) be renewed? Yes. City option two additional 2 year terms.

2. Union Notification: On 06/18/14, the Department notified the following employee organizations of this PSC/RFP request: SEIU 1021 Miscellaneous; Architect & Engineers, Local 21;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4043 08/09

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Experience in the development of payment application in the web and IVR (Interactive Voice Response) system.

B. Which, if any, civil service class(es) normally perform(s) this work?

1063,1064,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

Yes. All payment services will be hosted by the vendor at their location.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Contractor needs hands-on highly technical and experienced staff who are exposed in the industry and are equipped with the electronic banking skills that pertain to the development and integration of the different methods of electronic payments, (Interactive Voice Recognition and web).

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No. The standard payment application development is no cost to the City. All hardware and software will be hosted by the contractor. In addition, the contractor will need to be fully audited for Level I Compliance with the Payment Card Industry Data Security Standards (PCI DSS)

5. Additional Information (if "yes", attach explanation)

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? FIS Link2Gov	<input checked="" type="checkbox"/>	<input type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD

ON 06/18/14 BY:

Name: Greg Kato Phone: 415-554-6888 Email: greg.kato@sfgov.org

Address: 1 Dr Carlton B Goodlett Pl, Room 140 San Francisco, CA 94102

Receipt of Union Notification(s)
◆ Local 21

Kato, Greg (TTX)

From: dhr-psccordinator@sfgov.org on behalf of greg.kato@sfgov.org
Sent: Wednesday, June 18, 2014 9:44 AM
To: Kato, Greg (TTX); L21PSCReview@ifpte21.org; Kato, Greg (TTX); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)
Subject: Receipt of Modification Request to PSC # 4043 08/09 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The TREASURER/TAX COLLECTOR – TTX has submitted a modification request for a Personal Services Contract (PSC) for \$0 for services for the period October 16, 2014 – October 15, 2016. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3401>

Email sent to the following addresses: L21PSCReview@ifpte21.org

Additional Attachment(s) of Explanation

◇ Section 1. Description of Work

- 1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

PSC # 4043-D8/09

4043-08/09
Initial



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

November 9, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4040-12/13 THROUGH 4047-12/13; 4043-08/09; 4016-08/09; 4087-09/10; 4102-08/09; AND 4175-07/08.

At its meeting of November 5, 2012 the Civil Service Commission had for its consideration the above matter.

PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

The Commission:

1. Adopted the report; Approved the request for approval of PSC #4045-12/13 on the condition that the Art Commission work with the Executive Officer to expand on the scope of work described in the PSC Summary. Notified the Office of the Controller and the Office of Contract Administration.
2. Adopted the report; Approved the request for approval of PSC #4046-12/13 on the condition that the Port Commission clarify there were previous PSCs approved by the Civil Service Commission for this scope of work. Notified the Office of the Controller and the Office of Contract Administration.
3. Adopted the report; Approved the request for approval of all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment

- c:
- Cynthia Avakian, Airport Commission
 - Micki Callahan, Human Resources Director
 - Leorah Dang, Department of Human Resources
 - Aleric Degrafinried, Public Utilities Commission
 - Jaci Fong, Office of Contract Administration
 - Jacque Hale, Department of Public Health
 - Lavena Holmes, Port Commission
 - Deedra Jackson, Department of Children, Youth & Their Families
 - Shamica Jackson, Public Utilities Commission
 - LaWan Jones, Public Utilities Commission
 - Greg Kato, Treasurer-Tax Collector
 - Kimberlee Kimura, Assessor's Office
 - Rebekah Krell, Arts Commission
 - Ben Rosenfield, Controller
 - Commission File
 - Chron

- KATE FAVETTI
PRESIDENT
- SCOTT R. HELDFOND
VICE PRESIDENT
- MARY Y. JUNG
COMMISSIONER
- E. DENNIS NORMANDY
COMMISSIONER
- JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

POSTING FOR
11/5/2012

PROPOSED PERSONAL SERVICES CONTRACTS
MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION

PSC No	DeptNo	Dept Description	Approval Type	Modified Amount	Cumulative Total	Description of Work	Start Date - End Date
4043-08/09	08	Treasurer/Tax Collector	Continuing	\$250,000	\$500,000	Development & processing of credit card payment applications for both online & IVR property taxes, water utility bills & parking citations.	10/6/2008 - 10/15/2014
4087-09/10	40	Public Utilities Commission	Regular	\$0	\$10,000,000	Prime Contractor will lead total turnkey project consisting of procurement and implementation of Water Advanced Meter Infrastructure (AMI) System in San Francisco. The SFPUC, at request from Commission, researched and evaluated the merits of an AMI System to replace its manual meter reading practices, and a business case completed in late 2006, proved the forecasted expenditure. The professional service contract will cover the system installation, including replacement or retrofit of existing SF City and County water meters with AMI End Points, as well as installation of AMI regional data collectors and associated network equipment. The AMI End Points consist of water meters ported to an AMI Module which transmits consumption data from the meters to AMI regional collector units (RCUs). The installation of the System is expected to be around \$10,000,000 in services (CS-936).	1/1/2009 - 12/31/2013
4087-09/10	40	Public Utilities Commission	Regular	\$0	\$5,000,000	Coordination and workplan preparation; environmental document scoping; environmental background and field studies; alternatives analysis; preparation of draft environmental documents; public review of draft environmental documents; response to public comments; preparation of final environmental documents; and mitigation monitoring plan preparation.	4/1/2010 - 1/30/2018
4102-08/09	40	Public Utilities Commission	Regular	\$1,500,000	\$2,900,000	Contract work consists of financial advisory services in connection with general financial planning and transaction-specific activities related to the Water, Wastewater and Power Enterprises - including, but not limited to, debit financing, financial forecasting, rate setting and administration, asset management and risk management. This modification will extend the services through purchase of 2011 Services FG Bonds. Funds from the bond sale will be used to provide Water Enterprise capital improvement program financing.	8/1/2009 - 1/1/2016
4175-07/08	40	Public Utilities Commission	Regular	\$150,000	\$350,000	Will provide bait, trap, dispatch and removal of feral pigs from watershed lands to control the pig population on the Alameda and Peninsula Watersheds. Provide detail predation reports to State Agencies; maintain required licensing & training with California Department of Fish and Game.	8/1/2008 - 9/30/2015

PERSONAL SERVICES CONTRACT SUMMARY

DATE:

DEPARTMENT NAME Treasurer and Tax Collector DEPARTMENT NUMBER 08

TYPE OF APPROVAL: EXPEDITED REGULAR (OMIT POSTING _____)

CONTINUING ANNUAL

TYPE OF REQUEST:

INITIAL REQUEST MODIFICATION (PSC#)

TYPE OF SERVICE: Development and processing of credit card payment applications for both online and IVR property taxes, water utility bills and parking citations.

FUNDING SOURCE: Revenue Fund

PSC AMOUNT: \$250,000 (\$62,500 Annual Estimated Account*) PSC DURATION : 09/15/2008 – 09/15/2012

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

- Vendor will develop a comprehensive phone and web payment application for the City to accept payment of property taxes, parking tickets, water utility bills, and other kinds of taxes and license fees using credit cards, debits cards and e-checks. This service will be NO COST to the City as convenience fees that will be charged to the Taxpayer for payment of taxes, licenses and utility bills will be remitted to the vendor to cover the cost of providing the service and processing the payments.

*The \$62,500 estimated annual cost applies to the transaction service cost of processing credit card payments for parking tickets since MTA's policy is not to charge convenience fees to its customers.

B. Explain why this service is necessary and the consequences of denial:

- This payment service will allow the City and County to continue to receive \$94 million dollars in annual payments for property taxes, water bills and parking citations. The service provides a convenient and efficient payment method for customers thereby encouraging prompt payment of City and County obligations during the term of the contract.

C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number):

- This service is currently provided by Official Payments Corporation with the current contract expiring on 9/15/08.

C. Will the contract(s) be renewed?

- Yes. The City has option to renew the contract for an additional two 2-year term.

2. UNION NOTIFICATION: Copy of this summary is to be sent to employee organizations as appropriate (refer to instructions for specific procedures):

Local 21 Helen Salinas

 Union Name Signature of person mailing / faxing form
Local 790 Helen Salinas

 Union Name Signature of person mailing / faxing form
 RFP sent to N/A on 7/20/08

 Union Name Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

- A. Specify required skills and/or expertise:
Experience in the development of payment application in the web and IVR (Interactive Voice Response System).
- B. Which, if any, civil service class normally performs this work?
Programmer Series (Class 1063/1064)
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
Yes. All payment services will be hosted by the vendor at their location.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

- A. Explain why civil service classes are not applicable:
Contractor needs hands-on highly technical and experienced staff who are exposed in the industry and are equipped with the electronic banking skills that pertain to the development and integration of the different methods of electronic payments (IVR and web).
- B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No. The standard payment application development is no cost to the City. All hardware and software will be provided and hosted by the contractor. In addition, the contractor will need to be fully audited for Level 1 Compliance with the Payment Card Industry Data Security Standards (PCIDSS).

5. ADDITIONAL INFORMATION (if "yes", attach explanation)

- | | Yes | No |
|---|--------------------------|----|
| A. Will the contractor directly supervise City and County employees? | <input type="checkbox"/> | x |
| B. Will the contractor train City and County employees?
- Describe training and indicate approximate number of hours.
- Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate number to be trained. | <input type="checkbox"/> | x |
| C. Are there legal mandates requiring the use of contractual services? | <input type="checkbox"/> | x |
| D. Are there federal or state grant requirements regarding the use of contractual services? | <input type="checkbox"/> | x |
| E. Has a board or commission determined that contracting is the most effective way to provide this service? | <input type="checkbox"/> | x |
| F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? | <input type="checkbox"/> | x |

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD:

Signature of Departmental Personal Services Contract Coordinator

Print or Type Name Kept [unclear] Telephone Number 554-8415

Office of the Treasurer and Tax Collector

City Hall, Room 140

1 Dr. Carlton B. Goodlett Place, SF, CA 94102

Address