



Edwin M. Lee  
Mayor

Micki Callahan  
Human Resources Director

Date: April 1, 2016

To: The Honorable Civil Service Commission

Through: Micki Callahan  
Human Resources Director *[Signature]*

From: Belle La/Steve Kim, CPC  
Stacey Camillo, DPW  
Genie Wong, POL  
Shamica Jackson, PUC  
Jacquie Hale, DPH  
Tristan Levardo, DEM  
Brent Lewis, DHR

Subject: **Personal Services Contracts Approval Request**

This report contains eleven (11) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on November 5, 2014.

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 FY2015-2016	Total for FY2015-2016
\$26,325,000	\$125,522,471	\$2,864,822,392

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**POSTING FOR**

April 18, 2016

**PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR****Commission Hearing Date**

2016-04-18

**APPLY**

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
45221 - 15/16	CITY PLANNING	\$1,800,000.00	To provide preparation, document clean-up, indexing and scanning of historical department documents into electronic format. Department documents include closed case dockets (i.e. project files for entitlements, decision documents, applications, etc), historical property files, area maps, Planning Commission, Historic Preservation Commission, and Variance Hearing documents (i.e. agendas, minutes, etc), off-site storage location documents, and resource and reference materials located in on-site libraries. Approximately 4,500 boxes of records are located on-site, and 5,200 boxes of records are located off-site.	February 1, 2016	February 1, 2020	REGULAR
48736 - 15/16	CITY PLANNING	\$7,500,000.00	The San Francisco Planning Department is seeking to create five pools of qualified consultants through a request-for-qualifications (RFQ) process to use on an as-needed basis. Such projects include, but are not limited to: 1) Strategic Planning; 2) Sustainability Planning; 3) Resiliency Planning; 4) Information Analysis; and 5) Urban Design. Private development proposals will be required to use this as-needed pool to conduct independent planning analysis, maintain better quality control, and follow the model used in most other jurisdictions. Inclusion in the pre-qualified are as follows: 1) enter into an independent contract with a private consultant which must be reviewed & finalized by Department staff, or 2) enter into contracts with City and County of San Francisco on an as-needed basis for the provision of planning, designing and analysis.	February 22, 2016	February 22, 2019	REGULAR
43307 - 15/16	GENERAL SERVICES AGENCY - PUBLIC WORKS	\$2,500,000.00	This project proposes to renovate the main building at 1419 Bryant Street and move the existing Animal Care and Control (ACC) facility from its present location at 1200 15th Street to the renovated property. The renovated building will undergo seismic strengthening, mechanical, electrical, plumbing and life safety upgrades, as well interior build out required for animal care and administrative spaces. The ACC will be part of City services expected to continue operation in the event of a major disaster.	April 4, 2016	April 4, 2021	REGULAR
40331 - 15/16	POLICE	\$300,000.00	Contractor will provide pre-employment polygraph screening on an as-needed basis for entry level police officers, police reserve officers, police cadets, and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices, video, and audio recording equipment.	July 1, 2016	June 30, 2019	REGULAR
49079 - 15/16	PUBLIC UTILITIES COMMISSION	\$175,000.00	The San Francisco Public Utilities Commission (SFPUC) requires ad hoc task forces to be set up in order to provide advice to senior management and project managers on specific technical matters. Some projects have technical problems beyond the experience of the SFPUC engineering staff, such as dams, tunnels, and new treatment technology. Technical Advisory Panels (TAPs) are eminent experts specializing in different engineering disciplines such as seismology, engineering geology, geotechnical engineering, dam engineering, design and construction. The TAPs who are	July 1, 2016	December 31, 2019	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			convened to examine and provide a "high level" assessment of the progress and content of the design and construction of particular elements of individual projects at particular milestones to offer advice and comments based on the worldwide or industry-wide experience. The SFPUC is seeking to retain the services of these highly experienced individual specialists to serve on TAPs for the Calaveras Dam Replacement Project.			
44755 - 15/16	PUBLIC HEALTH	\$12,000,000.00	Integrated, culturally relevant array of community wide health and wellness programs and services focused on disease prevention and mental health promotion for the broad range of San Francisco's Black/African American populations and HOPE SF residents in the targeted HOPE SF communities. The focus is to improve health outcomes through policy, systems and environmental change, and the implementation and evaluation of collaborative, integrated programs. Specific strategies include peer leadership development and support, coalition building, individual community capacity building, and community level support for healthy eating/active living and stress reduction and community clinical linkages.	July 1, 2016	June 30, 2021	REGULAR
44181 - 15/16	PUBLIC HEALTH	\$1,000,000.00	The contractor will perform coding and abstracting of inpatient accounts using International Classification of Diseases, Tenth Revision-Clinical Modification (ICD-10-CM) and International Classification of Diseases, Tenth Revision-Procedure Coding System (ICD-10-PCS) classification systems and Diagnosis-Related Group (DRG) expertise; assign codes for diagnoses, treatments, and procedures according to the appropriate classification system for complex inpatient encounters; follow Center for Medicare and Medicaid Services (CMS)/American Health Information Management Association (AHIMA) coding guidelines; review provider documentation to determine principal diagnosis, comorbidities and complications, secondary conditions and surgical procedures; ensure accurate coding by clarifying diagnosis and procedural information through a query process; assign Present On Admission (POA) values for inpatient diagnoses; abstract required information from source documentation and enter into encoder and abstracting system; identify non-payment conditions Hospital Acquired Conditions (HAC) and, when required, review documentation to verify and, as necessary, correct the patient disposition upon discharge.	March 20, 2016	June 30, 2019	REGULAR
<b>TOTAL AMOUNT \$25,275,000</b>						

Published on *Personal Services Request Database* (<http://apps.sfgov.org/dhrdrupal>)[Home >](#)**Posting For April 18, 2016****Proposed Modifications to Personal Services Contracts****Commission Hearing Date**

2016-04-18

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
30723 - 14/15 - MODIFICATIONS	April 18, 2016	DEPARTMENT OF EMERGENCY MANAGEMENT -- ECD	\$400,000	\$500,000	Contractor will provide software, maintenance, support, and services to the eight urban areas collectively known as 'California Urban Area Subscribers' under a statewide risk management program. This statewide program is known as the California Common Operating Picture (Cal COP). CalCOP is a cloud-based data sharing platform that leverages local and regional risk management and critical infrastructure assessments in order to create a common threat awareness picture for the state of California. Contractor will conduct state agency needs assessments and produce a Concept of Operations (CONOPS) document describing Standard Operating Procedures (SOP) for core business functions and uses of Cal COP by each agency. Contractor will also build a two-way integration system between Cal COP and a locally-based emergency operations application known as Web EOC. Contractor will also provide Cal COP training and exercise support to state-level public safety officials within the California Urban Area Subscribers network (CA Office of Emergency Services, CA Highway Patrol, CA State Terror Threat Assessment Center, etc.). The training will enhance the ability to navigate Cal COP and use more advanced components of the system, while the exercise support will help validate capabilities and identify shortfalls or areas for improvement. Contractor will also provide Protected Critical Infrastructure Information (PCII) configuration, Critical Infrastructure and Key Resources (CIKR) support, Threat Hazard Identification and Risk Assessment (THIRA) support, software configurations, data integrations, field reporting, analytical consulting, workshop facilitation, user training, and special event support.	05/01/2016	04/30/2019	REGULAR
4091-10/11 - MODIFICATIONS	April 18, 2016	POLICE -- POL	\$350,000	\$1,230,000	Contractor will provide outpatient behavioral health services to the San Francisco Police Department (SFPD) members and their families. These services will provide 8 visits per family per fiscal year and be available throughout the United States. The professional team provided by the Contractor will include individuals that have been recruited, selected and trained by the Behavioral Science Unit of the SFPD.	07/01/2016	06/30/2018	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					<p><b>Scope Change:</b> The selected vendor in 2011 provides 10 sessions per member (and their families) and a critical incident stress residential program for 5 members per fiscal year. The vendor will continue to provide 10 sessions per member and a critical incident stress residential program for 6 members for each fiscal years from 15-16 -17-18.</p>			
4093-09/10 - MODIFICATIONS	April 18, 2016	POLICE -- POL	\$50,000	\$1,050,000	Contractor will provide pre-employment polygraph screening on an as-needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices and video and audio recording equipment.	06/30/2016	12/30/2016	REGULAR
32847 - 13/14 - MODIFICATIONS	April 18, 2016	HUMAN RESOURCES -- HRD	\$250,000	\$349,000	Labor Code section 4616 et. seq. was amended to include additional oversight responsibilities for employers who maintain a medical provider network (MPN) for treatment of industrial injuries. The Medical Director will ensure that network physicians and ancillary service providers are delivering quality medical care to the employees of the City & County of San Francisco (CCSF), including those working for San Francisco Municipal Transportation Agency and the San Francisco Community College District, who have been injured on the job, consistent with the changes outlined in Senate Bill 863.	01/01/2016	06/30/2018	REGULAR
<b>TOTAL AMOUNT \$1,050,000</b>								

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



## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING -- CPCDept. Code: CPCType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Records Digitization, Scanning and IndexingFunding Source: General FundPSC Amount: \$1,800,000PSC Est. Start Date: 02/01/2016PSC Est. End Date 02/01/2020**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

To provide preparation, document clean-up, indexing and scanning of historical department documents into electronic format. Department documents include closed case dockets (i.e. project files for entitlements, decision documents, applications, etc), historical property files, area maps, Planning Commission, Historic Preservation Commission, and Variance Hearing documents (i.e. agendas, minutes, etc), off-site storage location documents, and resource and reference materials located in on-site libraries. Approximately 4,500 boxes of records are located on-site, and 5,200 boxes of records are located off-site.

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

The conversion of historical, paper-based records to digitized records will be more readily accessible to members of the public through our online databases (Property Information Map and Accela Citizen Access). Digitizing records will also be more readily accessible to department staff and other agencies when the need arises to access these records for research related to current projects. Digitizing historical records will reduce wear and tear on original materials needed for research purposes and preserve historical materials. Once records are digitized and removed from on-site storage rooms, the office space will be converted into cubicles for new staff or other office uses.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

This service has not been provided in the past.

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

Yes. This project will be executed in phases.

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.**

not applicable

**2. Reason(s) for the Request****A. Indicate all that apply (be specific and attach any relevant supporting documents):**

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

B. Explain the qualifying circumstances:

As previously stated; document scanning of this magnitude would require a large office space for large scanning machines and space for staff to organize and track scanning work. Potential vendors have the capacity to store hundreds of boxes of documents during the scanning and wait period, before the documents are destroyed. It would not be feasible for the Department or the City to do the proposed work in-house due to heavy investments in the scanning and imaging technologies (i.e., software, hardware and maintenance) which continue to advance at a rapid pace and it is difficult for the Department and/or the City to stay current.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: Contractor must have three (3) or more continuous years in business performing document scanning. The number and magnitude of prior completed projects, and experience should meet the quality, standards and specifications set forth by the City and County of San Francisco.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1750, Microphoto/Imaging Technician; 1752, Sr. Microphoto/Imaging Tech.;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, upon completion of scanning and quality control (QC) processes, all documents will be retained for up to 90 days before returning or destroying the records. The work is performed at the contractor's site using their own specialized scanning equipment. Contractor equipment will have the ability to scan in black and white as well as color, various page sizes up to 36" x 48" and also the ability to scan bound books.

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

This service could be performed by 1750-Microphoto/Imaging Technicians and/or 1752-Senior Microphoto/Imaging Technicians. However, the staff would need to be dedicated to document scanning using specialized equipment and be trained in order to keep up with the workload. Also, there are no 1750 or 1752 positions in the department.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
The Department does not currently have the technical support, scanning equipment, network or physical storage space to perform the tasks. Also, all available staff resources are focused on reviewing the backlog of planning cases and building permits that are currently in the queue from the influx of applications and cannot be diverted to work on the records digitization project.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. As stated above, 1750 and 1752 classifications can perform the work. However, Planning would need to obtain position authority and identify funding for the positions. We would also need funding for specialized equipment, technical training, technical service contracts, software licenses and space for the equipment.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
N/A

C. Are there legal mandates requiring the use of contractual services?  
No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

7. **Union Notification:** On 01/14/2016, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU Local 1021, SEIU Local 1021,

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Belle La Phone: 415-575-6833 Email: belle.la@sfgov.org

Address: 1650 Mission Street Suite 400 San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 45221 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# **Receipt of Union Notification(s)**

## Choi, Suzanne (HRD)

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**From:** dhr-psccordinator@sfgov.org on behalf of belle.la@sfgov.org  
**Sent:** Thursday, January 14, 2016 1:28 PM  
**To:** La, Belle (CPC); Lopez-Barrios, Ricardo (PDR); Basconcillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo\_seiu@sbcglobal.net; Carey.dall@seiu1021.org; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; joe.brenner@seiu1021.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS); david.canham@seiu1021.org; jtanner940@aol.com; tiya.thlang@seiu1021.org; Larry.Bradshaw@seiu1021.org; La, Belle (CPC); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 45221 - 15/16

RECEIPT for Union Notification for PSC 45221 - 15/16 more than \$100k

The CITY PLANNING -- CPC has submitted a request for a Personal Services Contract (PSC) 45221 - 15/16 for \$1,800,000 for Initial Request services for the period 02/01/2016 – 02/01/2020. 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/6310> 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

## Choi, Suzanne (HRD)

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**From:** XiuMin Li <XiuMin.Li@seiu1021.org>  
**Sent:** Monday, March 28, 2016 2:24 PM  
**To:** La, Belle (CPC)  
**Cc:** Ben Sizemore; Emma Gerould; David Canham  
**Subject:** Re: PSC 45221

Hi Belle,  
The union has no more questions and are ok with this to move forward.

Thanks,  
Xiu

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**From:** La, Belle (CPC) <belle.la@sfgov.org>  
**Sent:** Monday, March 28, 2016 11:47 AM  
**To:** XiuMin Li  
**Cc:** Tim West; Ben Sizemore; Emma Gerould; David Canham  
**Subject:** RE: PSC 45221

Hi Xiu Min Li,

Just wanted to follow-up on PSC 45221. We received a notice from hearing scheduled for Monday, April 18, 2016. We have provided answers to the Union's questions on February 4, 2016. Is there any additional information you may need from our department? Your assistance is appreciated. Thank you so much!

**Belle La**  
**Analyst, Technology & Finance**

Planning Department | City and County of San Francisco  
1650 Mission Street, Suite 400, San Francisco, CA 94103  
Direct: 415-575-6833 | Fax: 415-558-6409  
Email: [belle.la@sfgov.org](mailto:belle.la@sfgov.org)  
Web: [www.sfplanning.org](http://www.sfplanning.org)

---

**From:** La, Belle (CPC)  
**Sent:** Thursday, February 04, 2016 3:33 PM  
**To:** 'XiuMin Li' <XiuMin.Li@seiu1021.org>  
**Cc:** Tim West <Tim.West@seiu1021.org>; Ben Sizemore <Ben.Sizemore@seiu1021.org>; Emma Gerould <Emma.Gerould@seiu1021.org>; David Canham <david.canham@seiu1021.org>  
**Subject:** RE: PSC 45221

Hi XiuMin,

Thank you for your patience. Attached please find the RFP and our response to the questions below. Please let me know if you have questions. Thank you.

**Belle La**  
**Analyst, Finance & IT Division**

**From:** XiuMin Li [<mailto:XiuMin.Li@seiu1021.org>]  
**Sent:** Friday, January 15, 2016 4:49 PM  
**To:** La, Belle (CPC) <[belle.la@sfgov.org](mailto:belle.la@sfgov.org)>  
**Cc:** Tim West <[Tim.West@seiu1021.org](mailto:Tim.West@seiu1021.org)>; Ben Sizemore <[Ben.Sizemore@seiu1021.org](mailto:Ben.Sizemore@seiu1021.org)>; Emma Gerould <[Emma.Gerould@seiu1021.org](mailto:Emma.Gerould@seiu1021.org)>; David Canham <[david.canham@seiu1021.org](mailto:david.canham@seiu1021.org)>  
**Subject:** PSC 45221

Dear Ms.La,

SEIU Local 1021 has reviewed the PSC 45221 and requests the following information regarding this PSC.

Please provide SEIU Local 1021 with the RFP and/or other documents, as may be relevant and available.

1. Which of the following is the reason for this PSC? (check appropriate box)

- Emergency, unanticipated or transitional situation: Yes or No

If yes, which \_\_\_\_\_

- Special Expertise, Skills, and/or Knowledge not currently possessed by SEIU Local 1021-represented city staff: Yes or No
- As-needed, intermittent, or periodic services, e.g., peak work load: Yes or N

If yes, specify which \_\_\_\_\_

- Regulatory or legal requirements, or funding source mandates that preclude City employees: Yes or No. If yes, specify \_\_\_\_\_
- Services that require resources that the City lack, e.g., office space: Yes or No

If yes, specify \_\_\_\_\_

- Demonstrable Conflict of Interest: Yes or No
- Future funding is so uncertain that new civil service positions, classes or program not feasible: Yes or No

2. What efforts the Department has made to obtain these services through available resources with the City including through the use of interdepartmental work orders

3. Has this work of service been performed in the past by city staff? Explain.

4. Please provide the number and type(s) of consultant positions (contracted or subcontracted) that are proposed to be hired.

5. Please provide the scope of work, including duties to be performed.

6. Please provide the estimated number of hours to be worked or FTE equivalents for these personnel.

7. What skills and expertise are required for these positions?

8. Do Local 1021-represented employees in the Department have the required skills and expertise to do this work?

1. [If yes]

1. Which positions could do what work?

2. Are you open to having current city staff perform this work?
2. **[If no]**
  1. Does the Department have an ongoing need to perform this service? (Why? Why not?)
  2. Is the Department open to considering providing support, such as providing knowledge transfer to current staff, to help build internal capacity to do this work in the future?
  3. What efforts has the Department made to obtain these services through available resources with the City, including through the use of interdepartmental work orders?
  4. Are you open to hiring staff to do this work to create the capacity of city staff to do this work?
9. Is there is a plan to transition this work back to the City – if so, please explain; if not, explain why not?

Additionally, below are more project or department specific questions:

- 1) Does the Planning Department currently employ any 1750 and 1752? If so, how many?
- 2) Are there existing vendors on the list of approved vendors in the Controller's office that are qualified to bid for this project?
- 3) Estimated cost for purchasing the necessary scanning equipment to do the work
- 4) Estimated labor cost to do the work in-house
- 5) Will there be ongoing need for scanning documents beyond the 3 year period? Why and why not?

Please provide this information at your earliest convenience. When you reply, please reply to "reply all".

Thank you.

Xiu Min Li  
SF Field Supervisor

SEIU 1021 SF Office  
350 Rhode Island, South Building  
San Francisco, CA 94103

Phone: 415-848-3686  
Fax: 415-431-6241

Member Resource Center (MRC): 1-877-687-1021

For updates on what's happening with the union, visit us at <http://www.seiu1021.org/>



## **Additional Attachment(s)**

**City and County of San Francisco  
Planning Department**

**Request for Proposals for**

**CP16-02 Record Digitization Services**

*pages 1-9*



**SAN FRANCISCO  
PLANNING  
DEPARTMENT**

Date issued:  
Proposal due:

February 5, 2016  
February 26, 2016  
at 12pm PST

Request for Proposals for CP-02 Record Digitization Services

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**Attachments:**

1. Proposal Template
2. Standard Forms: Listing and Internet addresses of Forms related to Taxpayer Identification Number and Certification, to Business Tax Declaration, and to Chapters 12B and 12C, and 14B of the S.F. Administrative Code.

**Separate Appendices:**

1. Agreement for Professional Services (form P-600)
2. CMD Attachment 2: Requirements for Architecture, Engineering and Professional Services Contracts, for contacts \$55,000 and over document. Proposers must submit the following forms:

- Form 2A CMD Contract Participation form
- Form 2B CMD "Good Faith" Outreach Requirements form
- Form 3 CMD Non-discrimination Affidavit
- Form 5 CMD Employment form

The following form may be required, depending on the circumstances:

- Form 4 Joint Venture Participation Schedule

## CP16-02 Record Digitization Services

### Request for Proposals for Record Digitization Services

#### I. Introduction and Schedule

##### A. General

The Planning Department, under the direction of the Planning Commission, shapes the future of San Francisco and the region by generating an extraordinary vision for the General Plan and in neighborhood plans; fostering exemplary design through planning controls; improving our surroundings through environmental analysis; preserving our unique heritage; encouraging a broad range of housing and a diverse job base; and enforcing the Planning Code. In doing this work, the Department creates and maintains a vast amount of permanent records. Record holdings include, but are not limited to, paper-based documents, maps, drawings, plans, charts, aerial and still photographs.

The Department's on-site records are currently located in various file rooms on two floors at 1650 Mission Street. The main file room and various other temporary file rooms contain historical property files such as letters, permit referrals, and other miscellaneous property information and project files (i.e. dockets) for projects filed with the Department within the last five years. Additional rooms, filing cabinets, and shelves throughout the office contain records specific to the Department's various divisions, which include Administration, Citywide Planning, Current Planning, Commission Affairs, Environmental Planning, Historic Preservation, Legislative Affairs and Communications, Planning Information Center, and Zoning and Compliance, as well as binders for various letters, historical telephone books, historic Planning Code books, and other miscellaneous documents. There are an estimated 4,500 boxes of records on-site. The Department also maintains an off-site storage facility for older project files dating back to the early 1930s. There are approximately 5,200 boxes of records in off-site storage. Boxes are standard banker's storage boxes, with dimensions measuring 12x10x15 inches.

Document sizes include standard letter, legal, tabloid, and plan sizes up to 36 x 48 inches along with some odd-sized paper include postage slips and notes. Some documents are bound and many documents are stapled and/or paper-clipped. In addition, these documents are either filed in a docket, file folder, or 3-ring binder.

The Department seeks a qualified Contractor to provide services to capture and convert records into digital format for upload into the Department's electronic document management system (EDMS). The work is to pick up and prepare the records, scan each record at a high quality level, index each record accurately to the appropriate indexes, provide quality control, and separate and assemble appropriate documents for disposal or return to the Department depending on the record type. In addition, the selected Contractor will provide the document index data in the format required to upload the data for each associated image.

The contract shall have an original term of two (2) years. In addition, the City shall have the option to extend the term for a period of three (3) additional years each, which the City may exercise in its sole, absolute discretion.

## CP16-02 Record Digitization Services

### B. Schedule

The anticipated schedule for selecting a consultant is:

<u>Proposal Phase</u>	<u>Date</u>
RFP is issued by the City	February 5, 2016
Deadline for submission of written questions or requests for clarification	February 12, 2016
Answers to written questions or requests for clarification	February 19, 2016
Proposals due	February 26, 2016 at 12 pm PST
Oral interview with firms selected for further consideration	TBD - <i>The City reserves the right not to conduct oral interviews and select a firm based on the written scores.</i>

## CP16-02 Record Digitization Services

### II. Scope of Work

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project.

The proposed work is to convert all of the Department's paper-based records into digital image documents and attach associated document indexes so that they may be uploaded, stored and retrieved through the Department's EDMS.

Digitization of records will occur off-site and in conjunction with the Contractor in the following three phases:

- Phase 1 will include the digitization of all historical property files located in the 5th floor main file room at 1650 Mission Street. These files include miscellaneous information organized by property address and include referral documents from other agencies. This phase will also include the digitization of historical Planning Commission and Historical Preservation Commission files, including agendas, minutes, and motions, as well as Zoning Administrator hearing documents and files.
- Phase 2 will include the digitization of all project files located in various file rooms and cabinets on the 4th and 5th floors at 1650 Mission Street. These files contain all required records for cases and projects, including decision documents, applications, photographs, plans, correspondence, and other related records. These files include projects that have been closed in the current year and five years prior. This phase will also include the digitization of records and other resources located in various division libraries, which include Administration, Citywide Planning, Current Planning, Commission Affairs, Environmental Planning, Historic Preservation, Legislative Affairs and Communications, Planning Information Center, and Zoning and Compliance.
- Phase 3 will include the digitization of all Planning Department project files that are located at the off-site storage facility. This phase will also include any remaining digitization of records and other resources located in various division libraries that may have been missed from the previous phase.

The following work tasks are assumed necessary by the Department to complete a successful document conversion. Proposers may suggest a modified process as part of their proposal. The specifics of the requirements listed are subject to change (pricing, process changes, new system requirements may be factors) and should be confirmed by the selected Contractor. Tasks may include, but are not limited to:

#### A. Project Management

##### 1. Proposers shall:

- a. Describe its process and assumptions to the Project Management Requirements described herein.

## CP16-02 Record Digitization Services

- b. Recommend a scheduling proposal for accelerated document scanning and conversion of in-house records (Phases 1 & 2) versus off-site records (Phase 3).
- c. Describe its use of technology, software and/or web-based applications used when setting up a new client project to report process flow, performance metrics, overall project status, tracking performance issues and solutions to the client.

### 2. Project Management Requirements:

- a. Contractor shall provide a dedicated project manager and a dedicated technical lead responsible for managing project resources, budget, timeline, deliverables and completion.
- b. Contractor shall designate a single staff person to address requests for retrieval and access of records during the conversion process.
- c. Contractor shall develop an approach for testing small batches of records with quality review in conjunction with the Department prior to full production of batches of records and demonstrate experience and success of this approach with prior clients.
- d. Contractor shall provide all necessary packing materials for pick-up, including standard banker's boxes and provide a method for securely picking up oversized flat files that cannot be stored in boxes.

### B. Pick-up and Tracking of Records

#### 1. Proposers shall:

- a. Describe its process for pick-up, tracking and re-delivery/disposal, noting how Pick-up Requirements will be met.
- b. Recommend the number of files/documents to be picked up at a time for processing to satisfy Pick-up Requirements described herein.
- c. Provide its ideal expected throughput and processing capacity per week based on the Scanning, Indexing, and Images and Index Data Delivery Requirements described below. Proposers may also provide its expected minimum and/or maximum capacity per week based on the following baselines:
  - i. Normal Baseline: Proposers should provide the maximum capacity based on "normal" records. Example of normal records could include records primarily consisting of standard paper sizes, plans up to 24x36 inches in size, photographs (color and black and white).
  - ii. Special Baseline: Proposers should provide the maximum capacity based on documents that require special handling: oversized or odd-sized plans and photographs, books, fragile documents, etc.
  - iii. Proposers may propose alternative baseline qualifications and requirements.

#### 2. Pick-up and Tracking Requirements:

- a. The Contractor shall provide pick-up and delivery of the records using the Contractor's drivers and vehicles to/from the Department's office located in San Francisco and to/from the Department's off-site storage facility located in Fremont, California.

## CP16-02 Record Digitization Services

- b. All materials shall be tracked through an inventory list and bar code box labeling.
- c. All work will be done at the Contractor's conversion facility, a single facility with all needed machinery available on-site
- d. The Department cannot allow the removal of all records at one time.
- e. The Department desires to complete conversion of all files within two years from the start of Phase 1 of the project.
- f. The amount of time that the City is without the paper or imaged files for a set of records in production should be no more than a maximum of two weeks.
- g. Requests for records while being converted will be scanned and produced using a web-based viewer with the ability to download the scanned records. The viewer shall include full-text searching capability and ability to enhance images, such as ability to convert from black & white into grayscale and color, and the ability to adjust brightness and contrast for additional clarity. The request shall be completed within one business day of the request. If the original paper-based copy is requested, the Contractor shall locate and deliver the original to the Department's San Francisco office within 48 hours. The Contractor shall designate a single staff person to address these requests and work with the Department.

### C. Preparation & Scanning

#### 1. Proposers shall:

- a. Describe its preparation and scanning processes to accomplish the Scanning Requirements herein.
- b. Describe its workflow for scanning all documents. Document pages that are double-sided, larger than 24 x 36 inches, or require color are to be scanned into a single document with other pages that may be single-sided/standard letter size/black and white.
- c. Describe its preparation and scanning processes when separation of records is required in larger sets of records.
- d. Describe its workflow for applying optical character recognition (OCR) against the stored imaged documents.
- e. Describe its workflow and process for automated and manual redaction within imaged documents.
- f. Provide itemized pricing for additional handling, if any, for color or grayscale scanning, and for any other non-standard preparation or scanning requirements.

#### 2. Preparation & Scanning Requirements:

- a. The Contractor shall prepare the records for scanning, which includes unfolding of plans, removal of staples and rubber bands, unbinding of bound documents, and removal from binders, when necessary.
- b. Each original record will be scanned into at least one imaged file, depending on the collection of records. Document separation within a larger set of records may be required. Collections of records will contain the following:



## CP16-02 Record Digitization Services

i. **Record Dockets:** These are distinctive 10x14.5 inch folders containing paper records, plans, drawings/renderings, photographs, CDs, and miscellaneous typed or handwritten notes as related to development projects and cases. Dockets are filed by distinct record numbers and may have associated addresses and/or parcels.

ii. **Photographs:** Photographs will vary in size and include large 34x48 inch aerial photographs on photographic paper, in sepia, black and white, or color. Some photographs may be very old and require special handling. All photographs shall be scanned to the quality of the original or better.

iii. **Bound books:** Books will vary in size and include, but are not limited to Block Books, Sanborn Map Books, Commission Minutes and Resolution Books, and various reports (e.g. Environmental Impact Reports). Binding may or may not be broken apart for scanning purposes. Those books whose binding cannot be broken shall be scanned page-by-page. Some books may require special handling due to age or other factors.

iv. **Property and Historical Files:** These are distinctive legal-sized folders containing single and double-sided loose paper records, plans, photographs, and miscellaneous typed or handwritten notes. These records are filed by address. Some documents may be very old and require special handling.

v. **Binders:** Binders will vary in thickness and include distinctive letter-sized single and double-sided paper records. Files within binders shall be removed for scanning purposes and returned to the associated binder if the records must be returned to the Department and cannot be disposed.

vi. **Maps, Renderings and Drawing Plans:** Maps and drawing plans will vary in size and include up to 36x48 inch drawings. All maps and drawing plans shall be scanned to the quality of the original or better.

vii. Additional record types may be added.

c. Blank pages should be deleted.

d. Documents shall be scanned with at least 300 dpi resolution into PDF format, but may require higher resolution for clarity.

e. All data on CDs shall be downloaded and converted to PDF with the associated paper-based records.

f. OCR software against the stored imaged documents shall be applied to support full text search.

g. Original photographs, maps, renderings and drawings that are in color shall be scanned in color and to the quality of the original or better.

h. All writing on scanned pages must be readable if the writing is readable on the original version. Contractor will add a disclaimer cover page for poor original quality documents.

i. Pages shall be de-skewed and have proper top to bottom orientation.

j. No pages in a record shall be lost or not scanned. If a record file contains no pages, Contractor will add a disclaimer cover page indicating no pages.

## CP16-02 Record Digitization Services

k. Unsatisfactory work products shall be corrected at the Contractor's expense, within an agreed and specified time frame.

### D. Quality Control

#### 1. Proposers shall:

- a. Describe its quality review process to ensure images meet the Preparation & Scanning Requirements, which may include but are not limited to automated checks/indicators, visual checks/indicators, and sampling of images.
- b. Describe the staffing workflow and levels of quality control performed in the review process.
- c. Describe its workflow and process for quality control performed for imaged records containing redactions and redacted documents.

#### 2. Quality Control Requirements:

- a. Contractor shall provide a web-based application for the Department to view and monitor quality control review, issues, and corrections made.
- b. Staff designated for secondary and final quality control review shall be separate and distinct from staff designated to scanning records or inputting metadata.

### E. Indexing

#### 1. Proposers shall:

- a. Provide a description of its indexing process to accomplish the Indexing Requirements herein, including the use of provided data tables and lists for look ups.
- b. Describe its process and experience integrating data with EDMS including Hyland OnBase, M-Files, and Microsoft Sharepoint.
- c. Describe its process for automatic capture and indexing as well as manual indexing.
- d. Describe the staffing workflow and levels of quality control performed during metadata input and creation.
- e. Describe its ability and experience georeferencing geographic materials such as maps and orthophotos/aerial photos.

#### 2. Indexing Requirements:

- a. Documents shall be indexed to the correct metadata to mirror the Department's EDMS.
- b. Imaged records shall be indexed with the following metadata:
  - i. Filename
  - ii. Document Group
  - iii. Document Category
  - iv. Map Block Lot / Parcel Number
  - v. Street Address

## CP16-02 Record Digitization Services

- vi. Record Number
- vii. Document Number
- viii. Creator Attributes
  - (a) Created By
  - (b) Date Created
  - (c) Date Modified
- ix. Scanning Attributes
  - (a) Date Scanned
  - (b) Scanned By
- x. Additional metadata may be defined later

### F. Images and Index Data Delivery

#### 1. Proposers shall:

a. Describe its process and assumptions to meet the Images and Index Data Delivery requirements described herein.

#### 2. Images and Index Data Delivery Requirements:

a. Generate an electronic structured file (e.g., CSV, XML) that contains the document index/metadata for each document that accurately references the appropriate imaged document.

b. Deliver images and data in conjunction with the Department's IT staff for direct upload to the Department's EDMS.

c. As noted above, the amount of time that the City is without the paper or imaged files should be minimized, with a desire for a maximum of two weeks.

d. Prepare test sets of images and metadata prior to production to validate the process and deliverables for upload into the Department's EDMS.

e. During production, provide support for City quality control testing upon delivery of electronic files, including a process for providing corrections/fixes.

### G. Return or Disposal of Records

#### 1. Proposers shall:

a. Describe its process for reassembling records to meet the Return or Disposal of Records Requirements herein.

b. Provide itemized pricing for reassembling records to be returned or disposing of records.

#### 2. Return or Disposal of Records Requirements:

a. The following records shall be returned to the City assembled in the following manner:

## CP16-02 Record Digitization Services

i. **Record Dockets:** After imaging, all Record Dockets shall be returned to the off-site storage facility. Documents within Record dockets need not be re-stapled or bound. Any document separator sheets may be kept in the dockets.

ii. **Photographs:** After imaging, all loose photographs shall be returned to their original location, either at the Department's office or off-site storage facility.

iii. **Bound books:** After imaging, all bound books shall be returned to their original location, either at the Department's office or off-site storage facility.

iv. **Historical Files:** After imaging, all historical files shall be returned to their original location, either at the Department's office or off-site storage facility.

v. **Maps, Renderings and Drawing Plans:** After imaging, all maps, renderings and drawing plans shall be returned to their original location, either at the Department's office or off-site storage facility.

b. The following records shall be destroyed in the following manner:

i. **Property Files:** After imaging, all property files will remain at the Contractor's facility for up to 90 days and will be destroyed by the Contractor upon written approval by the authorized Department representative.

ii. **Binders:** After imaging, records within binders will remain at the Contractor's facility for up to 90 days and will be destroyed by the Contractor upon written approval by the authorized Department representative.

c. Following approval of the imaged records, the Contractor shall issue an Authorization to Destroy that requires signature by the authorized Department representative. Documents shall be shredded and recycled appropriately and shall require documentation confirming the complete disposal of the records.

d. Should the Department require storage beyond the 90-day period or if there is a back log of material that must be stored, the Contractor should have the capacity to store additional documents beyond normal volumes.

### H. Document and Data Confidentiality and Security

#### 1. Proposers shall:

a. Describe its ability to meet the Document and Data Confidentiality and Security Requirements herein.

b. Describe its policies and procedures for ensuring that paper documents en route and at the facility are stored in a secure fashion and confidential manner.

c. Describe its policies and procedures for securing confidential documents during digitization, delivery of the resulting digital files, and disaster recovery.

#### 2. Document and Data Confidentiality and Security Requirements

a. Contractor will return all documents as per the Return or Disposal of Records Requirements herein.



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent via Electronic Mail*

SCOTT R. HELDFOND  
PRESIDENT

January 15, 2014

E. DENNIS NORMANDY  
VICE PRESIDENT

## NOTICE OF CIVIL SERVICE COMMISSION ACTION

DOUGLAS S. CHAN  
COMMISSIONER

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS NUMBERS 40973-13/14; 42392-13/14; 42240-13/14; 40044-13/14; 48592-13/14; 4059-13/14; 4060-13/14; 4061-13/14; 4062-13/14; 4024-12/13; 4046-10/11; 4098-10/11 AND 4119-09/10.**

KATE FAVETTI  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

At its meeting of January 6, 2014 the Civil Service Commission had for its consideration the above matter.

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

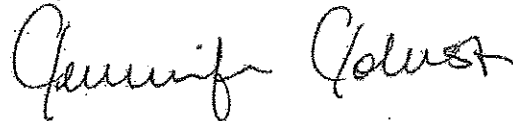
The Commission took the following actions:

- 1) Approved PSC #40044-13/14, with the condition that the Office of the Treasure & Tax Collector provides an update three (3) years after the contract is executed, on the status of its ability to bring the work in-house. (Vote of 5 to 0)
- 2) Approved PSC #48592-13/14, but for a contract term of five (5) years only. (Vote of 5 to 0)
- 3) Approved PSC #4062-13/14, with the proviso that the Office of Contract Administration consults with the City Attorney to ensure that joint employment entanglements are avoided, and to correct the submission ending date to 2019. (Vote of 5 to 0)
- 4) Approved PSC #4119-09/10, with the proviso that the Department of Public Health submits to the Executive Officer a letter from the City Attorney's Office indicating that it will not be performing the work that is being contracted out. (Vote of 5 to 0)
- 5) Approved the request for all remaining PSCs (PSC numbers 40973-13/14, 42392-13/14, 42240-13/14, 4059-13/14, 4060-13/14, 4061-13/14, 4024-12/13, 4046-10/11, and 4098-10/11). Adopted the report; notified the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

**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.*

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

Cc: Cynthia Avakian, Airport Commission  
Parveen Boparai, Municipal Transportation Agency  
Jesusa Bushong, San Francisco Fire Department  
Micki Callahan, Department of Human Resources  
Thomas DiSanto, Planning Department  
Jacquie Hale, Department of Public Health  
Shamica Jackson, Public Utilities Commission  
Greg Kato, Treasurer & Tax Collector Office  
Sung Kim, Department of Public Works  
Joan Lubamersky, General Services Agency  
Danny Yeung, Planning Department  
Ben Rosenfield, Controller's Office  
Jaci Fong, Office of Contract Administration  
Commission File  
Chron

PERSONAL SERVICES CONTRACT SUMMARY

DATE: September 20, 2013

DEPARTMENT NAME: PLANNING DEPARTMENT DEPARTMENT NUMBER: 29

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

TYPE OF REQUEST:

[x] INITIAL REQUEST [ ] MODIFICATION (PSC # \_\_\_\_\_)

TYPE OF SERVICE: Records Digitization, Scanning and Indexing

FUNDING SOURCE: General Fund

PSC AMOUNT: \$600,000 PSC DURATION: 1/1/2014 - 6/30/2016 (option to extend for 1 year)

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

To provide preparation, document clean-up, indexing and scanning of historical department documents into electronic format. Department documents include closed case dockets (i.e. project files for entitlements, decision documents, applications, etc), historical property files, area maps, Planning Commission, Historic Preservation Commission, and Variance Hearing documents (i.e. agendas, minutes, etc), off-site storage location documents, and resource and reference materials located in on-site libraries. Approximately 2 million documents are located on-site, and 4,000 boxes of files are located off-site.

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

The conversion of historical, paper files to digital allows the department to access records more rapidly, efficiently, and effectively, thereby improving customer service in responding to public records and sunshine requests. The digitized files will be indexed and easily searchable through the department's electronic document management system (EDMS), Sharepoint. And the digitized files will be searchable and viewable by any member of the public through the new Accela Citizen Access portal of the new Permit and Project Tracking System which is scheduled to go live in early 2014.

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 has not been provided in the past.

D. Will the contract(s) be renewed? Contracts will be awarded on an as-needed basis for various projects.

Yes. This project will be executed in phases, focusing first with on-site records and then records located in off-site storage.

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

[x] SEIU 1021 Misc
Union Name

Signature of person mailing/faxing form

9/23/13 9/25/13 [Signature]
Date

[ ]
Union Name

Signature of person mailing/faxing form

Date

RFP sent to SEIU 1021 Misc, on
Union Name Date Signature

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40100-13/14

STAFF ANALYSIS/RECOMMENDATION: Approved [Signature] 12/20/2013

CIVIL SERVICE COMMISSION ACTION:





## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING -- CPCDept. Code: CPCType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: As-Needed Pool of Strategic Planning, Sustainability, Resiliency, Info Analysis, Urban DesignFunding Source: Various grants and general fundsPSC Amount: \$7,500,000PSC Est. Start Date: 02/22/2016PSC Est. End Date: 02/22/2019**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The San Francisco Planning Department is seeking to create five pools of qualified consultants through a request-for-qualifications (RFQ) process to use on an as-needed basis. Such projects include, but are not limited to: 1) Strategic Planning; 2) Sustainability Planning; 3) Resiliency Planning; 4) Information Analysis; and 5) Urban Design. Private development proposals will be required to use this as-needed pool to conduct independent planning analysis, maintain better quality control, and follow the model used in most other jurisdictions. Inclusion in the pre-qualified are as follows: 1) enter into an independent contract with a private consultant which must be reviewed & finalized by Department staff, or 2) enter into contracts with City and County of San Francisco on an as-needed basis for the provision of planning, designing and analysis.

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

The services are required to address the recent population boom, creating requirements for Strategic Planning, Sustainability Planning, Resiliency Planning, Information Analysis and Urban Design consultants with expertise in the various project areas. Denial would result in frustrations, limiting the opportunities for growth, and inefficient urban planning. These services would typically be needed as one-time specific planning projects to support existing Planning staff.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

Services have been provided in the past through sub-components of earlier PSC requests.

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

A firm may be awarded more than one contract within the RFQ term.

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.**  
not applicable**2. Reason(s) for the Request****A. Indicate all that apply (be specific and attach any relevant supporting documents):**

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

B. Explain the qualifying circumstances:

Due to the economic and population boom, numerous projects have come to light with various requirements for Strategic Planning, Sustainability Planning, Resiliency Planning, Information Analysis and Urban Design. Projects require diverse, short-term consulting on an as-needed, periodic basis.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: 1) Strategic Planning-powerful methods to co-create and co-design engaging methods; 2) Sustainability Planning-practices of biophilic and biodiversity planning and design as a new "layer" of urban metabolism; 3) Resiliency Planning-capacity for responding and adapting to sea level rise, earthquakes, extreme storms; 4) Information Analysis-long range land use planning information systems that support decisions regarding citywide growth; 5) Urban Design -public life studies that provide a detailed understanding of how public spaces are used.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 5275, Planner Technician; 5277, Planner 1; 5278, Planner 2; 5283, Planner 5; 5291, Planner 3; 5293, Planner 4; 5502, Project Manager 1;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor's staff would perform the requested services at their company offices, with some on-site review of the development or plan area.

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Due to the economic and population boom, numerous projects have come to light which require diverse, short-term consulting on an as-needed, periodic basis. Current staff are overloaded with volume of projects, despite recent staffing.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
Civil Services classes are not applicable for a one-time projects.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. Due to various combinations of impact knowledge & expertise required for each project or plan, it would not be practical to create various classifications, that may be called on to provide services for only a fraction of any project for a limited duration.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
No, other than the traditional training and education, various combinations of knowledge & expertise is required for each project or plan. Subject matter expertise vary greatly, depending on project scopes.
- C. Are there legal mandates requiring the use of contractual services?  
No.

- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

7. **Union Notification:** On 02/22/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, Local 21, Architect & Engineers, Local 21,

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Steve Kim Phone: (415) 575-8717 Email: steve.kim@sfgov.org

Address: 1650 Mission St. Suite 400 San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48736 - 15/16  
 DHR Analysis/Recommendation: \_\_\_\_\_ Civil Service Commission Action:  
 Commission Approval Required  
 DHR Approved for 04/18/2016

# **Receipt of Union Notification(s)**

## Kim, Steve (CPC)

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**From:** dhr-psccordinator@sfgov.org on behalf of steve.kim@sfgov.org  
**Sent:** Monday, February 22, 2016 3:51 PM  
**To:** Kim, Steve (CPC); richardisen@gmail.com; L21PSCReview@ifpte21.org; Kim, Steve (CPC); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 48736 - 15/16

RECEIPT for Union Notification for PSC 48736 - 15/16 more than \$100k

The CITY PLANNING -- CPC has submitted a request for a Personal Services Contract (PSC) 48736 - 15/16 for \$7,500,000 for Initial Request services for the period 02/22/2016 – 02/22/2019. 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/6484> 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: GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPWDept. Code: DPWType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Engineering consultant team for San Francisco Animal Care & Control ProjectFunding Source: Commercial Paper/COPPSC Amount: \$2,500,000PSC Est. Start Date: 04/04/2016PSC Est. End Date: 04/04/2021**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

This project proposes to renovate the main building at 1419 Bryant Street and move the existing Animal Care and Control (ACC) facility from its present location at 1200 15th Street to the renovated property. The renovated building will undergo seismic strengthening, mechanical, electrical, plumbing and life safety upgrades, as well interior build out required for animal care and administrative spaces. The ACC will be part of City services expected to continue operation in the event of a major disaster.

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

The proposal is to construct a new multistory ACC facility within the existing Municipal Railway Overhead Lines building located at 1419 Bryant Street. The existing building is an unreinforced masonry structure constructed in 1893. The adaptive reuse from industrial to animal care will require extensive systems and interiors upgrades, with a project cost of \$54 Million. Architectural and Structural design services will be provided in-house by Public Works. The Mechanical, Electrical and Plumbing disciplines require specialized skills, knowledge and comparable experience. Additional disciplines not provided by Public Works are also required. These include Animal Behavior, Acoustics, Security/Technology, Vertical Transportation, Waterproofing/Envelope, Moving, Construction Photography, Graphics & Signage, and Furniture, Fixtures and Equipment (FF&E). The consequence of denial is that the design of the project cannot proceed and the existing ACC facility will remain below standards. Also, the existing unreinforced building will remain a seismic hazard.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

In the past, this service was provided with similar integrated team of consultants and City staff. For this project, City staff will complement the consultant team by providing architectural and structural services. Similar services for mechanical, electrical and plumbing were approved by the Civil Service Commission on July 6, 2015 for Fire Station 35 under PSC# 43808-14/15.

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

No

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.**

The specialized engineer consultation will be needed in the early planning phase through the warranty period of the project.

**2. Reason(s) for the Request****A. Indicate all that apply (be specific and attach any relevant supporting documents):** Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

B. Explain the qualifying circumstances:

The consulting team must have expertise in animal care facilities, net zero/innovative energy design, and a number of specialty disciplines which are not available in the City including Animal Behavior, Acoustics, and FF&E as they relate to animal facilities.

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Specialized mechanical, electrical, plumbing engineering expertise in design and construction of animal care facilities within historic structures with construction value over \$30 million is critical to the project. Engineering licenses are required. Additionally, the project goal is to achieve innovative energy conservation system, possibly to achieve near net zero energy use and/or Leadership in Energy and Environmental Design (LEED) Platinum rating. This project also requires specialized consulting in Animal Behavior, Acoustics and FF&E related to animal care facilities. This expertise is not available within the City.

B. Which, if any, civil service class(es) normally perform(s) this work? 5211, Eng/Arch/Landscape Arch Sr; 5241, Engineer;

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

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Project Management has reviewed the scopes of work with Public Works Bureau Managers for architect and engineering and to review the capability, capacity, and potential project risks. City staff will provide architectural services, structural engineering services, and project management of the project. This consultant team will collaborate with City Architect/Engineering staff.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A. Explain why civil service classes are not applicable.

City staff employed in engineering series classifications do not possess the experience and specialized expertise in delivering mechanical, electrical, plumbing and related services for complex large-scale (\$54M) animal care upgrade to an historic structure.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. These specialized services for the delivery of complex, large-scale (\$54M) adaptive reuse of historic structures are only needed occasionally. It is not practical to adopt new civil service classes due to intermittent demand for these specialized disciplines.

**6. Additional Information**

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
Six five-hour sessions in animal behavior, net zero building design, and resilient building design for 5 architects, 3 mechanical engineers and 3 plumbing engineers

C. Are there legal mandates requiring the use of contractual services?  
No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

7. **Union Notification:** On 02/08/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, Local 21, Architect & Engineers, Local 21,

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Stacey Camillo Phone: 415-554-4886 Email: stacey.camillo@sfdpw.org

Address: 1155 Market Street, 4th Floor San Francisco, CA 94103

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43307 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016



# **Receipt of Union Notification(s)**

**Lim, Michelle (DPW)**

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**From:** dhr-psccordinator@sfgov.org on behalf of stacey.camillo@sfdpw.org  
**Sent:** Monday, February 08, 2016 2:15 PM  
**To:** Camillo, Stacey (DPW); richardisen@gmail.com; L21PSCReview@ifpte21.org; Lim, Michelle (DPW); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 43307 - 15/16

RECEIPT for Union Notification for PSC 43307 - 15/16 more than \$100k

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a request for a Personal Services Contract (PSC) 43307 - 15/16 for \$2,500,000 for Initial Request services for the period 04/04/2016 -- 04/04/2021. 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/6414> 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)**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW Dept. Code: DPW

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

Type of Approval:  Expedited  Regular ( Omit Posting)

Type of Service: Mechanical, Electrical, Plumbing, & Structural Engineering Services for Fire Station 35

Funding Source: General Obligation Bond PSC Duration: 5 years 33 weeks  
PSC Amount: \$7,500,000 PSC Est. Start Date: 05/11/2015 PSC Est. End Date: 12/31/2020

1. Description of Work

A. Scope of Work:

Public Works is seeking a qualified team of specialized engineering consultants to provide engineering design and construction support services for the new Fire Station no. 35 facility. The consultant will collaborate with Public Works' team of architects and structural engineers.

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

The service is necessary in order to provide engineering expertise to support architectural City staff. Denial of this request will inhibit Public Works' ability to augment its in-house Architectural and Engineering (A/E) team with the necessary capability and capacity to provide engineering services for a facility to be constructed over water, and with potential historical significance. A significant part of this project will be to upgrade and rebuild damaged piers.

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.

A/E services for the Public Safety Building were approved via PSC#4095-08/09 and for the Cruise Terminal via PSC#4018-09/10. (Please see uploaded documents for previously approved PSCs for similar services)

D. Will the contract(s) be renewed? No, not at this time

2. Union Notification: On 05/08/2015, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21,

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43808 - 14/15

DHR Analysis/Recommendation:

07/06/2015

Commission Approval Required

Approved by Civil Service Commission

DHR Approved for 07/06/2015

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise:

The consultant team must consist of professional engineers licensed in the state of California for the respective disciplines. We are looking for specialized engineering services for design and construction support of an essential service building built over the water. Maritime construction requires a team of consultants who understands the risks and the prevailing regulations that are applicable to the project.

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

5268,5241,5211,5218,

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

No, facilities and equipment will not be provided.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

Permanent civil service employees do not possess the experience and specialized expertise in maritime design and construction for delivering an essential service facility.

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

No. Fire Station 35 is currently the only boathouse station within the City's portfolio of fire stations. This service requires specialized expertise that will not be required on an ongoing 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? (please see attached)	<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 06/09/2015 BY:

Name: Sung Kim Phone: 415-554-6417 Email: sung.kim@sfdpw.org

Address: 1155 Market Street, 4th Floor San Francisco, CA 94103

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICE -- POLDept. Code: POLType of Request:       Initial       Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:       Expedited     Regular     Annual       Continuing     (Omit Posting)Type of Service: Pre-Employment PolygraphFunding Source: General FundPSC Duration: 2 years 52 weeksPSC Amount: \$300,000**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor will provide pre-employment polygraph screening on an as-needed basis for entry level police officers, police reserve officers, police cadets, and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices, video, and audio recording equipment.

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

Screening is an extremely useful and necessary tool in the pre-employment selection process. The Police Department is conducting an accelerated hiring period. Denial would adversely affect the background investigation process of the candidates.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.  
PSC 4093-09/10

D. Will the contract(s) be renewed?  
It will likely need to be renewed.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.  
not applicable

**2. Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

Service required is as-needed. The City does not have polygraph equipment and facilities.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: Pre-employment screening is an essential element in the background investigation process. The contractor must be highly skilled to interpret test data and read body language. The contractor must have the following credentials: (1) American Polygraph Association (APA) Certificate, (2) Final polygraph certificate from an APA certified school, (3) American Polygraph Association membership, (4) American Association of Polygraphists membership, and (5) California Association of Polygraph Examiners membership.
- 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 so, explain: Yes. The contractor will provide unique equipment and all screening will be performed at contractor's facility.

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

None. The City does not employ polygraphists.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
No civil service classification describes the specialized knowledge, experience, training and certifications necessary to perform the work.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. This service is only as-needed.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
Training is not needed.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.

No.

7. **Union Notification:** On 01/22/2016, the Department notified the following employee organizations of this PSC/RFP request:  
all unions were notified

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 1245-3rd Street, 6th Floor San Francisco, CA 94158

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 40331 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016



# Receipt of Union Notification(s)

## Wong, Genie (POL)

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**From:** dhr-psccordinator@sfgov.org on behalf of Genie.Wong@sfgov.org  
**Sent:** Friday, January 22, 2016 11:55 AM  
**To:** Wong, Genie (POL); amakayan@ifpte21.org; jb@local16.org; Lopez-Barrios, Ricardo (PDR); Basconcillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo\_seiu@sbcglobal.net; Carey.dall@seiu1021.org; richardisen@gmail.com; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; joe.brenner@seiu1021.org; agonzalez@iam1414.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; gail@sffdlocal798.org; 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, Sin Yee (HSA) (DSS); 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; jtanner940@aol.com; 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; Wong, Genie (POL); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 40331 - 15/16

RECEIPT for Union Notification for PSC 40331 - 15/16 more than \$100k

The POLICE – POL has submitted a request for a Personal Services Contract (PSC) 40331 - 15/16 for \$300,000 for initial Request services for the period 07/01/2016 – 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/dhrdrupal/node/6347> 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)**



**CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO**

EDWIN M. LEE  
MAYOR

April 5, 2012

E. DENNIS NORMANDY  
PRESIDENT

KATE FAVETTI  
VICE PRESIDENT

SCOTT R. HELDFOND  
COMMISSIONER

MARY Y. JUNG  
COMMISSIONER

ANITA SANCHEZ  
EXECUTIVE OFFICER

**NOTICE OF CIVIL SERVICE COMMISSION ACTION**

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED  
PERSONAL SERVICES CONTRACT NUMBERS 4102-11/12  
THROUGH 4107-11/12; 4056-10/11; 3027-11/12; 4033-10/11; AND  
4093-09/10.**

At its meeting of April 2, 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 adopted the following:

Adopted the report; Approved request for proposed personal services 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 FOR  
Executive Officer

**Attachment**

c: Cynthia Avakian, Airport Commission  
Jesusa Bushong, San Francisco Fire Department  
Micki Callahan, Human Resources Director  
Carina Carlos, Department of Public Works  
Gordon Choy, Department of Public Works  
Marie de Vera, Department of Human Resources  
Jacquie Hale, Department of Public Health  
Greg Kato, Treasurer/Tax Collector  
William Lee, Department of Emergency Management  
Joan Lubamirsky, General Services Agency  
Maria Ryan, Department of Human Resources  
Shawn Wallace, San Francisco Police Department  
Jeannie Wong, Controller's Office  
Commission File  
Chron

FUSING FOR  
4/2/2012

PROPOSED PERSONAL SERVICES CONTRACTS  
MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION

PSC No	Dept No	Dept Description	Approval Type	Modified Amount	Cumulative Total	Description of Work	Start Date	End Date
4056-10/11	08	Treasurer/Tax Collector	Regular	\$200,000	\$200,000	Conduct audits of utility users tax and access line tax of services providers' records; provide legislative and technological updates and analysis; train City's audit staff to continue to audit and enforcement of UUT and ALT tax requirements; and provide tax revenue enhancement and detection services.	1/4/2011	6/30/2014
3027-11/12	09	Controller	Regular	\$52,000	\$100,000	Augment the scoping of the City's Financial Accounting and Management Information System (FAMIS) replacement project by documenting the financial functions of major ancillary, departmental systems which interface to FAMIS and depend upon FAMIS data for operation. These ancillary systems include purchasing, contract tracking, reporting, inventory, ordering and other key departmental financial related systems that run in parallel with FAMIS. The contractor will review and document, at a high level, the functionality and data of those systems to identify common or unique functions which could be considered for inclusion in the scope of a FAMIS replacement. The contractor will also review and document key, specialized FAMIS processes and related procedures, to help determine which must be included in a FAMIS replacement, and which can also be improved by more immediate, cost-effective, changes in the current environment. The contractor may further define and test those immediate changes. This work will ultimately be used to help define the scope of a new Citywide financial system.	9/6/2011	9/6/2013
4033-10/11	27	Airport Commission	Regular	\$1,800,000	\$2,250,000	To provide SFO Operations & Security with on-site maintenance and technical and installation services for hardware and software upgrades to the Intergraph computer-aided dispatch (ICAD) system which includes VBackup, VLEADS and E-Mobile product software implementation at SFO Airport, integrated into the existing ICAD, Mapping Upgrade and Maintenance Support. In the past, the Airport's Operations & Security Division, which includes Communications and SFPD Airport Bureau, would each enter into a separate contract. The Airport has determined that is more effective to have one maintenance contract for this system since we estimate the system has at least a five (5) year useful life remaining (possibly 10 years).	10/10/2010	6/30/2017
4093-09/10	38	Police	Regular	\$600,000	\$1,000,000	Contractor will provide pre employment polygraph screening on an as needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices, and video and audio recording equipment.	7/1/2010	6/30/2014

Sum of Modified Amounts: \$2,452,000

PERSONAL SERVICES CONTRACT SUMMARY

DATE: February 29, 2012

DEPARTMENT NAME: Police DEPARTMENT NUMBER 38

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

TYPE OF REQUEST: [ ] INITIAL REQUEST [x] MODIFICATION (PSC# 4093-09/10)

TYPE OF SERVICE: Pre Employment Polygraph Services

FUNDING SOURCE: General Fund

Original Amount: \$400,000 PSC Duration: 7-1-10 - 6-30-14
Modification Amount: \$600,000 PSC Duration: 7-1-12 - 6-30-14
Total Amount: \$1,000,000 Total PSC Duration: 7-1-10 - 6-30-14

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Contractor will provide pre employment polygraph screening on an as needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices, and video and audio recording equipment.

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

Screening is extremely useful and a necessary tool in the pre employment selection process. The Police Department is about to go through an accelerated hiring period and denial will adversely affect the background investigation process of the candidates.

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):

Through PSC 4093 - 09/10.

D. Will the contract(s) be renewed: The service will be going out to bid.

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

Local 1021 Union Name Signature of person mailing/faxing form Date 2-29-12
Local 21 Union Name Signature of person mailing/faxing form Date 2-29-12
RFP sent to Local 1021 / 21 on 2-29-12 Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4093-9/10
STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Pre Employment Polygraph screening is an essential element in the background process. The examiner must be highly skilled to interpret test data and read body language. The examiner must also have graduated from a polygraph school that is certified with the American Polygraph Association, (APA) and must be in possession of a final polygraph certificate from an APA certified school. Examiner must be an active member of the following associations: American Polygraph Association, American Association of Polygraphists and the California Association of Polygraph Examiners

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

There is no civil service class that performs this work.

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

Yes, the contractor will have their own unique equipment, and all of the screening is done at their facility.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

Civil Service classes are not applicable because the specialized knowledge, experience and training are not classified in the City.

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

No the service is provided on an as needed basis.. The contractual service will include all of the necessary facilities and equipment, which the City is unable to provide.

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

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

Yes  No

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 (i.e., clerks, civil engineers, etc.) and approximate number 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?

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? Service is going back out to bid.

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

*Shawn Wallace*

Signature of Departmental Personal Services Contract Coordinator

Officer Shawn Wallace #1104

553-1096

Print or Type Name

Telephone Number

850 Bryant Street

San Francisco, Calif. 94103

Address

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION – PUCDept. Code: PUCType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Technical Review for Calaveras Dam (CS-192)Funding Source: Calaveras Dam Repl. ProjectPSC Duration: 3 years 26 weeksPSC Amount: \$175,000**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The San Francisco Public Utilities Commission (SFPUC) requires ad hoc task forces to be set up in order to provide advice to senior management and project managers on specific technical matters. Some projects have technical problems beyond the experience of the SFPUC engineering staff, such as dams, tunnels, and new treatment technology. Technical Advisory Panels (TAPs) are eminent experts specializing in different engineering disciplines such as seismology, engineering geology, geotechnical engineering, dam engineering, design and construction. The TAPs who are convened to examine and provide a "high level" assessment of the progress and content of the design and construction of particular elements of individual projects at particular milestones to offer advice and comments based on the worldwide or industry-wide experience. The SFPUC is seeking to retain the services of these highly experienced individual specialists to serve on TAPs for the Calaveras Dam Replacement Project.

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

The Calaveras Dam Replacement project is currently in construction. The SFPUC relies on technical knowledge from independent panel experts with industry-wide experience. A delay or denial will cause a disruption in construction which could lead to project milestone interruptions.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

This service is being provided via PSC No. 4049-03/04, which expires June 30, 2016.

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

No.

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.**

not applicable

**2. Reason(s) for the Request****A. Indicate all that apply (be specific and attach any relevant supporting documents):**

Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).



B. Explain the qualifying circumstances:

TAPs are groups of three to five eminent experts specializing in different engineering disciplines, who are brought together on a semi-regular basis to provide a "high level" assessment of the progress and content of the design and construction of particular elements of individual projects.

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: The required skills and expertise for this scope of services is to be an eminent expert specializing in different engineering disciplines that is able to provide a "high level" assessment of the progress and content of the design and construction of particular elements of individual projects and to offer advice and comments based on the worldwide or industry-wide experience.

B. Which, if any, civil service class(es) normally perform(s) this work? 5211, Eng/Arch/Landscape Arch Sr; 5212, Engineer/Architect Principal;

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

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

None. Some projects have technical problems beyond the experience of the SFPUC engineering staff and the TAPs are experts with industry-wide experience.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A. Explain why civil service classes are not applicable.

Civil service classes are not applicable because TAPs are groups of three to five eminent experts specializing in different engineering disciplines, who are brought together on a semi-regular basis to provide a "high level" assessment of the progress and content of the design and construction of particular elements of individual projects.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would not be practical to adopt a new civil service class because TAPs consist of eminent experts specializing in different engineering disciplines.

**6. Additional Information**

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.

No training will be provided because TAPs consist of eminent experts specializing in different engineering disciplines who provide a "high level" assessment of the progress and content of the design and construction of particular elements of individual projects.

C. Are there legal mandates requiring the use of contractual services?  
No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

7. **Union Notification:** On 03/03/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21, Architect & Engineers, Local 21, Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21, Architect & Engineers, Local 21,

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

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

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 49079 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# **Receipt of Union Notification(s)**

**From:** [dhr-pescoordinator@sfgov.org](mailto:dhr-pescoordinator@sfgov.org) on behalf of [SJackson@sfgwater.org](mailto:SJackson@sfgwater.org)  
**To:** [Jackson, Shamica; amakayan@ifpte21.org; richardisen@gmail.com; L21PSCReview@ifpte21.org; Jackson, Shamica; Isen, Richard; DHR-PSCCoordinator, DHR](mailto:Jackson, Shamica; amakayan@ifpte21.org; richardisen@gmail.com; L21PSCReview@ifpte21.org; Jackson, Shamica; Isen, Richard; DHR-PSCCoordinator, DHR)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 49079 - 15/16  
**Date:** Thursday, March 03, 2016 11:43:11 AM

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RECEIPT for Union Notification for PSC 49079 - 15/16 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 49079 - 15/16 for \$175,000 for Initial Request services for the period 07/01/2016 – 12/31/2019. 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/6532> 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

**From:** [Paul Kim](#)  
**To:** [Jackson, Shamica](#)  
**Cc:** [Lee, Tedman C](#)  
**Subject:** Technical Review of Calaveras Dam Personal Services Contract  
**Date:** Friday, March 11, 2016 3:10:24 PM

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Hello Ms. Jackson,

The Union, Local 21, has no objection to the PUC's CS-192 Personal Service Contract on the Technical Review of Calaveras Dam from going out and we are waiving the rest of the review period. If you need anything please let me know.

Paul Kim  
Representative/Organizer  
IFPTE Local 21  
1167 Mission St, 2<sup>nd</sup> Floor  
San Francisco, CA 94103  
(415) 914-7351

## **Additional Attachment(s)**



# San Francisco Water Power Sewer

Services of the San Francisco Public Utilities Commission

Contract Administration Bureau  
1155 Market Street, 9th Floor  
San Francisco, CA 94103  
T 415.551.4603  
F 415.554.3225

## MEMORANDUM

DATE: December 14, 2011  
TO: Maria Ryan, DHR-PSC Coordinator  
Department of Human Resources (Dept. 33)  
FROM: David E. Scott, PSC Coordinator  
San Francisco Public Utilities Commission (Dept. # 40)  
RE: Request for Administrative Approval of PSC Modification (less than 50%)

PSC No: 4049-03/04 CSC Approval Date: 12/15/2003 (Original)

Description of Service(s): **This contract assembles the Calaveras Technical Advisory Panel (CTAP) consisting of technical experts in fields related to the planning, design, and construction of dams and appurtenant structures. The panel provides independent expertise in areas including: seismology, engineering geology, geotechnical engineering, dam engineering, design & construction. This panel reviews major deliverables produced by the engineering consultant for the project, provides critical feedback to the San Francisco Public Utilities Commission (SFPUC) on those reports, and comments on overall project direction (CS-733/CS-192).**

Original Approved Amount:	<u>\$ 350,000</u>	Original Approved Duration:	<u>12/15/2003 to 07/31/2006</u>
Modification One Amount:	<u>\$ 0</u>	Modification of Duration:	<u>10/27/2004 to 12/31/2008</u>
Modification Two Amount:	<u>\$ 150,000</u>	Modification of Duration:	<u>N/A</u>
Modification Three Amount:	<u>\$ 0</u>	Modification of Duration:	<u>11/06/2006 to 5/25/2011</u>
Modification Four Amount:	<u>\$425,000</u>	Modification of Duration:	<u>12/20/2010 to 01/31/2012</u>
Modification Five Amount:	<u>\$ 0</u>	Modification of Duration:	<u>12/16/2011 to 06/30/2016</u>
Total Amount as Modified:	<u>\$ 925,000</u>	Total Duration as Modified:	<u>12/15/2003 to 06/30/2016</u>

**Reason for the modification:**

To extend the Advisory Panel services of through the estimated, final construction period, which has been recently modified.

Attachments: Copy of PSC Summary sent to DHR.

FOR DEPARTMENT OF HUMAN RESOURCES USE

DHR ACTION:  Approved

Approval Date: 12/19/11

By: [Signature]  
FOR Micki Callahan, Human Resources Director

Edwin M. Lee  
Mayor  
Francesca Vietor  
President  
Anson Moran  
Vice President  
Ann Molter Caen  
Commissioner  
Art Torres  
Commissioner  
Vince Courtney  
Commissioner  
Ed Harrington  
General Manager



## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPHDept. Code: DPHType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Community Based Wellness, Prevention Strategies and Peer LeadershipFunding Source: General Funds, MHSA & GrantsPSC Amount: \$12,000,000PSC Est. Start Date: 07/01/2016PSC Est. End Date: 06/30/2021**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Integrated, culturally relevant array of community wide health and wellness programs and services focused on disease prevention and mental health promotion for the broad range of San Francisco's Black/African American populations and HOPE SF residents in the targeted HOPE SF communities. The focus is to improve health outcomes through policy, systems and environmental change, and the implementation and evaluation of collaborative, integrated programs. Specific strategies include peer leadership development and support, coalition building, individual community capacity building, and community level support for healthy eating/active living and stress reduction and community clinical linkages.

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

The department of public health's mission is to protect and promote the health of all San Franciscans including programs and services focused on community based prevention. While DPH provides some of these services directly, it is necessary to contract and work closely with community based organizations which are best suited for reaching out and educating specific populations in the community, in this case primarily Black/African Americans as well as all ethnically diverse residents of HOPE SF sites. Many of these programs/services also require trust of the community members to be effective and accessibility of the infrastructure and facilities within the community and are not currently available to the City. Denial of these services will result in an increase of physical and mental health issues, an overall increase in health problems and health disparities in the community.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

The Peer Health Leadership program is new funding and have not been provided in the past. The wellness programs have been performed under PSC 4162-09/10.

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

Yes, if funding is available

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.**

This PSC is not in excess of 5 years

**2. Reason(s) for the Request****A. Indicate all that apply (be specific and attach any relevant supporting documents):**

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.



## B. Explain the qualifying circumstances:

Contractors must have expertise in working with Black/African American communities and diverse residents of HOPE SF sites. Community based expertise is specific to the target population served and to effectively provide outreach and access to linkages to resources unavailable at a comparable level.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: Contractors must have the ability to work with Black/African American communities and diverse residents of HOPE SF sites. Contractors must have expertise in collaboratively working together on integrated programs and strategies focused on wellness of these communities, must work with community members to effect policy and systems level changes to support healthy communities and improve population health outcomes. Required skills in programs that use these guiding principles: Trauma Informed; Resident and Community Driven; Holistic Health; Cultural/Racial Humility; Outcomes Driven and Collective Impact.
- B. Which, if any, civil service class(es) normally perform(s) this work? 2585, Health Worker 1; 2586, Health Worker 2; 2587, Health Worker 3; 2588, Health Worker 4; 2589, Health Program Coordinator 1; 2591, Health Program Coordinator 2; 2593, Health Program Coordinator 3; 2819, Assistant Health Educator; 2822, Health Educator; 2825, Senior Health Educator;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, contractors will provide services in neighborhood community based facilities, located in the community and HOPE SF sites.

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Not Applicable

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
Existing civil service classes are currently utilized to provide these services at Department locations. The County's service capacity is overburdened at the maximum level of service delivery. This community based expertise is specific to the target population served and to effectively provide outreach to and achieve necessary credibility with the diverse population of San Francisco. It also includes access to linkages and resources unavailable at a comparable level through services provided directly by the County. These community based agencies frequently are able to maintain flexibility and provide high level of culturally competent services and trust with the community.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No it wouldn't be practical.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
There will be no training
- C. Are there legal mandates requiring the use of contractual services?  
No.

- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

7. **Union Notification:** On 01/22/2016, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU 1021 Miscellaneous, Professional & Tech Engrs, Local 21, SEIU 1021 Miscellaneous, Professional & Tech Engrs, Local 21,

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: Jacquie Hale 101 Grove Room 307, San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44755 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# **Receipt of Union Notification(s)**

---

**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Friday, January 22, 2016 2:45 PM  
**To:** Hale, Jacquie (DPH); Lopez-Barrios, Ricardo (PDR); Basconciello, Katherine (PUC);  
pcamarillo\_seiu@sbcglobal.net; Carey.dall@seiu1021.org;  
Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; joe.brenner@seiu1021.org;  
ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org;  
xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS); david.canham@seiu1021.org;  
jtanner940@aol.com; tiya.thlang@seiu1021.org; Larry.Bradshaw@seiu1021.org;  
L21PSCReview@ifpte21.org; Girma, Mahlet (DPH); Isen, Richard (TIS); DHR-  
PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 44755 - 15/16

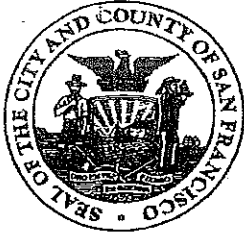
RECEIPT for Union Notification for PSC 44755 - 15/16 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 44755 - 15/16 for \$12,000,000 for Initial Request services for the period 07/01/2016 – 06/30/2021. 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/6357> 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)**



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

GAVIN NEWSOM  
MAYOR

E. DENNIS NORMANDY  
PRESIDENT

DONALD A. CASPER  
VICE PRESIDENT

MORGAN R. GORRANO  
COMMISSIONER

MARY Y. JUNG  
COMMISSIONER

ANITA SANCHEZ  
EXECUTIVE OFFICER

June 24, 2010

## NOTICE OF CIVIL SERVICE COMMISSION ACTION

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER 4148-09/10 THROUGH 4162-09/10.**

At its meeting of June 21, 2010 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.*

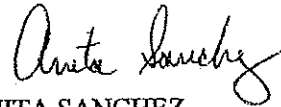
It was the decision of the Commission to:

- (1) Adopt the report; Approve request for approval of PSC #s 4150-09/10 through 4153-09/10; 4156-09/10; 4160-09/10; and 4161-09/10 on the condition that the Department of Public Health make every reasonable effort to create requisitions for those 2819 Assistant Health Educators laid off in 2009 and other Local 21 represented positions that are subject to reduction or layoff; and that the Department of Public Health report every six (6) months to the Civil Service Commission on its progress in meeting this condition. Notify the Office of the Controller and the Office of Contract Administration.
- (2) Adopt the report; Approve request for approval of PSC #4155-09/10 on the condition that 1) the Department of Public Health will meet with IFPTE Local 21 to discuss and evaluate whether and to what extent work to be performed in this PSC is work which could be performed by Real Property Managers; 2) If at the conclusion of these discussions, it turns out that work in this PSC is not work which could be performed by Real Property Managers, then the matter is closed; 3) If at the conclusion of these discussions, it turns out that work in this PSC is work which could be performed by Real Property Managers, then the Department of Public Health and Local 21 will endeavor to utilize CCSF Real Property Managers to perform this work, and make appropriate modifications to the contract(s) in the PSC accordingly. Notify the Office of the Controller and the Office of Contract Administration.
- (3) Adopt the report; Approve request for approval of PSC #4158-09/10 for a duration of two years, to June 30, 2012. Notify the Office of the Controller and the Office of Contract Administration.
- (4) Adopt the report; Approve request for approval of all remaining contracts. Notify the Office of the Controller and the Office of Contract Administration.

CSC Notice of Action  
June 24, 2010  
Page 2

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

c: Micki Callahan, Human Resources Director  
Jacquie Hale, Department of Public Health  
Naomi Kelly, Office of Contract Administration  
Ben Rosenfield, Controller  
Commission File  
Chron

POSTING FOR  
6/7/2010

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4160-09/10	81	Public Health	Regular	\$29,543,220	The PEI project will provide prevention and early intervention programs designed to prevent the initial onset or worsening of mental illness among children, youth, their families, transitional age youth, adults and older adults who exhibit varying levels of risk of developing mental illness. The project will assist those at risk and train providers to better identify clients early and refer them to services. Programs include School Based Youth Centered Wellness; Screening, Planning and Supportive Services for Incarcerated Youth; Holistic Wellness Prevention in a Community Setting; Early Childhood Mental Health Consultation; Menat Health Consultation for Providers working with Youth at RISK or Involved with the Juvenile Justice System; Older Adult Behavioral Health Screening and Response; Early Intervention and Recovery for Young People with Early Psychosis; Transition Aged Youth Multi Service Center and Peer Outreach and Training.	6/30/2015
4161-09/10	81	Public Health	Regular	\$10,804,713	Contractors will provide an array of prevention services, programs and projects for the broad age, ethnic, gender, ability, and geographic diversity of San Francisco's populations, especially in low income neighborhoods. The primary methodologies will be community action and organization, outreach, health education, wellness activities and education, community support/capacity building, and training/technical assistance for contractors, and other services as needed.	6/30/2013
4162-09/10	81	Public Health	Regular	\$7,274,562	The WDET project will develop and maintain a culturally competent mental health workforce through training and technical assistance, mental health career pathway programs and internship programs. The project is community based to diversify the mental health workforce by encouraging consumers and their families to pursue public health careers because they are uniquely qualified. The WDET project will recruit consumers to public health careers at various levels from entry level certification to licensed and managerial positions. Programs include the Summer Bridge Program, Peer Specialist Mental Health Certificate Program, the Mental Health Certificate Program and Supportive Services for Consumers Enrolled in Public Universities or Private Colleges.	6/30/2015





PERSONAL SERVICES CONTRACT SUMMARY

DATE: April 27, 2010 rev. May 17, 2010

DEPARTMENT NAME: Department of Public Health DEPARTMENT NUMBER 81-82

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

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

TYPE OF SERVICE: Workforce Development Education and Training (WDET)

FUNDING SOURCE: Mental Health Services Act (MHSA) Grants

PSC AMOUNT: \$7,274,562 Total for 6 yrs. PSC DURATION: July 1, 2010 - June 30, 2015

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

The WDET project will develop and maintain a culturally competent mental health workforce through training and technical assistance, mental health career pathway programs and internships programs. The project is community based to diversify the mental health workforce by encouraging consumers and their families to pursue public health careers because they are uniquely qualified. The WDET project will recruit consumers to public health careers at various levels from entry level certification to licensed and managerial positions. Programs include the Summer Bridge Program, Peer Specialist Mental Health Certificate Program, the Mental Health Certificate Program and Supportive Services for Consumers Enrolled in Public Universities or Private Colleges.

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

Without these services, critical gaps in representation will continue to characterize the mental health workforce. The mental health workforce will continue to lack cultural competency, skills, occupations and the very individuals best suited to diversify the workforce, promote wellness and measurable outcomes. The WDET project will train consumers by supporting their education at various stages, in high school, through certificate programs, in public and private universities. These services can only be provided in the community where facilities and staffing exist, where formal education and training for public health careers occur. These services are required to prevent more extensive mental health treatment and costs which could lead to unemployment, crime and lawsuits.

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):

2013-04/05 and 2012-08/09

D. Will the contract(s) be renewed: Yes, if funding is available.

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

SEIU Local 1021 IFPTE Local 21 UAPD (Unit 8-CC) Union Name Jacquie Hale Signature of person mailing/faxing form April 30, 2010 Date

Union Name Signature of person mailing/faxing form Date

RFP sent to SEIU Local 1021 on IFPTE Local 21 UAPD (Unit 8-CC) Union Name July 30, 2009 Date Mahlet Girma Signature

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4162-09/10

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

Approved 6/21/10

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Contractors must have teaching credentials, Bachelors, Masters and/or PhD programs in behavioral and/or public health to educate high school students, to develop mental health certificate programs and to administer higher education campus support centers.

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:

Yes. Contractors will provide services in licensed and approved facilities which are located in the community and that uniquely occur there. These education services can only be provided in the community, in formal education settings.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

These are grant funded programs. The contracts will be awarded to local educational institutions and community programs that will provide training, certificate programs and continuing education. In addition, these services must occur in the community where formal education takes place and access to campus linkages and resources is most fluid.

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

No. These contracts require a unique combination of experience and education-- advanced degrees and specialized licensure. The work must also occur in the community where formal education takes place.

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? • 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.	<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 personal services 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:

Signature of Departmental Personal Services Contract Coordinator

*Jacquie Hale*

JACQUIE HALE

415-554-2609

Print or Type Name

Telephone Number

101 Grove Street, Room 307  
San Francisco, CA 94102

Address

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPHDept. Code: DPHType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: As-needed / Temporary Medical Record Coding ServicesFunding Source: General FundsPSC Duration: 3 years 14 weeksPSC Amount: \$1,000,000**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor will perform coding and abstracting of inpatient accounts using International Classification of Diseases, Tenth Revision-Clinical Modification (ICD-10-CM) and International Classification of Diseases, Tenth Revision-Procedure Coding System ICD-10-PCS) classification systems and Diagnosis-Related Group (DRG) expertise; assign codes for diagnoses, treatments, and procedures according to the appropriate classification system for complex inpatient encounters; follow Center for Medicare and Medicaid Services (CMS)/American Health Information Management Association (AHIMA) coding guidelines; review provider documentation to determine principal diagnosis, comorbidities and complications, secondary conditions and surgical procedures; ensure accurate coding by clarifying diagnosis and procedural information through a query process; assign Present On Admission (POA) values for inpatient diagnoses; abstract required information from source documentation and enter into encoder and abstracting system; identify non-payment conditions Hospital Acquired Conditions (HAC) and, when required, review documentation to verify and, as necessary, correct the patient disposition upon discharge.

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

An ICD-10 coding support service is necessary to provide temporary relief until vacancies are filled and to provide coding coverage for staff to participate in biweekly and quarterly education to improve coding practices due to the complexity of ICD-10. On October 1, 2015, the nation's healthcare sector converted to ICD-10 coding classifications. Despite adding six additional provisional coding positions with extensive training, the Department finds a sustained 40% to 60% loss in coder productivity resulting from changing to the ICD-10 standard. In November and December of 2015, the Departments Accounts Receivables (A/R) increased from \$40 million to \$82 million due to lost productivity and vacancies. The switch to ICD-10 has created a strong demand for coders. All three employees who have recently left City employment received multiple offers for employment, sign-on bonuses, and work-from-home options. If this service is denied, A/R will continue to increase by \$21 million per month, causing cash dollar erosion at a rate of 10% to 40% as A/R days increase, while compounding operational expenses with coding and judiciary denial management processes. If this trend persists, by May 2016 Department senior leadership will need to re-evaluate service line shut down options in order to maintain financial stewardship balance.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

Currently these services are provided by civil service staff. Approximately 12 years ago, the Department used a supplemental coding firm to respond to a similar unanticipated backlog of medical records coding.

D. Will the contract(s) be renewed?  
Only if there is a continued need.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.  
not applicable

**2. Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

B. Explain the qualifying circumstances:

Due to the nationwide switch to the ICD-10 medical record coding standard, and because of the recent lost of three medical records coders, the Department has experienced an unanticipated shortage of staff who can code medical records.

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Expert knowledge of coding requirements in a complex acute care hospital; American Health Information Management Association (AHIMA) accredited coding certification; Certified Coding Specialist (CCS), Certified Coding Specialist-Physician (CCS-P), Registered Health Information Technician (RHIT), or Registered Health Information Administrator (RHIA); three years of relevant coding and abstracting experience, or equivalent combination of education and experience.

B. Which, if any, civil service class(es) normally perform(s) this work? 2112, Medical Records Technician;

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

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

DPH Human Resources is in the process of identifying candidates to take the 2112 civil service examination for the vacancies. Recruiting seasoned coders will be a challenge under the current market demands. Even with experienced coders, our case complexity creates a 6 months-1 year learning curve to meet performance standards. The most likely candidates applying for the permanent 2112 positions will be the current temporary provisional coders, resulting in zero gain. There will then need to be a recruitment for the provisional vacancies. The Department's past experience to hire coders has been challenging. Market pool competition is high, as firms/hospitals have increased resources to aggressively retain and recruit coders. All of the Department's six provisional hires were recent graduates whom the Department has trained extensively, and continues to do so. Furthermore, the Department's existing staff receive daily offers for employment elsewhere.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A. Explain why civil service classes are not applicable.

Civil service classes are applicable; the Department is in the process of recruiting to fill and utilize civil service positions.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. A new civil service class is not applicable. This request is for temporary staffing to supplement the existing staff while the Department aggressively recruits for civil service positions.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
The primary function of the contractor will be to provide supplement staffing for medical record coding. The Department has and will continue to provide training to staff.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

**7. Union Notification:** On 01/19/2016, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU 1021 Miscellaneous, SEIU 1021 Miscellaneous,

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 101 Grove St. Rm. 307 San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44181 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# Receipt of Union Notification(s)

**Longhitano, Robert (DPH)**

---

**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Tuesday, January 19, 2016 4:39 PM  
**To:** Hale, Jacquie (DPH); Lopez-Barrios, Ricardo (PDR); Basconillo, Katherine (PUC);  
pcamarillo\_seiu@sbcglobal.net; Carey.dall@seiu1021.org; Wendy.Frigillana@seiu1021.org;  
pscreview@seiu1021.org; joe.brenner@seiu1021.org; ted.zarzecki@seiu1021.net;  
davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee  
(HSA) (DSS); david.canham@seiu1021.org; jtanner940@aol.com; tiya.fhiang@seiu1021.org;  
Larry.Bradshaw@seiu1021.org; Longhitano, Robert (DPH); Isen, Richard (TIS); DHR-  
PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 44181 - 15/16

RECEIPT for Union Notification for PSC 44181 - 15/16 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 44181 - 15/16 for \$1,000,000 for Initial Request services for the period 03/20/2016 - 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/dhrdrupal/node/6226> 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)





City and County of San Francisco

# San Francisco Department of Public Health

Barbara A. Garcia, MPA  
Director of Health

DATE: March 23, 2016

TO: Suzanne Choi, Citywide PSC Coordinator, Department of Human Resources

FROM: Jacquie Hale, Director, Office of Contract Management and Compliance, Business Office, Department of Public Health *JH*

RE: PSC 44181-15/16 As-Needed/Temporary Medical Record Coding Services

This is to request that the above-referenced PSC be considered for approval at the April 18, 2016, meeting of the Civil Service Commission. The Department of Public Health needs to move forward with the contract certification process for these services.

In response to requests for information, DPH met with SEIU Local 1021 on March 1, 2016. At that meeting, we agreed to provide SEIU Local 1021 access to the Department to meet with their members and a list of medical coders within the Department. That list was sent on March 3, 2016. The list has been uploaded to the PSC database.

DPH has a continuing need for these services, to supplement our efforts to increase available civil service staff, as medical coding services are needed to provide temporary relief until vacancies are filled and to provide coverage for staff to participate in biweekly and quarterly education sessions to improve coding practices. Training is needed to address the greatly increased complexity of ICD-10. We do not anticipate that civil service staff alone can meet every requirement.

DPH has made significant efforts to prioritize civil service staffing for medical coding services. On October 1, 2015, the Nation's healthcare sector converted to ICD-10 coding classifications. Despite adding six additional provisional positions and providing extensive training, DPH has found a sustained 40% to 60% loss in coder productivity due to the change over to the ICD-10 standard.

In November and December of 2015, DPH accounts receivable have increased from \$40 to \$82 million due to lost productivity and vacancies.

The switch to ICD-10 has created a strong demand for coders. Three employees have left city employment after receiving multiple offers for employment, sign-on bonuses, and work-from-home options.

---

The mission of the San Francisco Department of Public Health is to protect and promote the health of all San Franciscans.

We shall ~ Assess and research the health of the community ~ Develop and enforce health policy ~ Prevent disease and injury ~

~ Educate the public and train health care providers ~ Provide quality, comprehensive, culturally-proficient health services ~ Ensure equal access to all ~

Jacquie.hale@sfdph.org – office 415-554-2509 fax 415 554-2555

101 Grove Street, Room 307, San Francisco, CA 94102

---

Suzanne Choi, Citywide PSC Coordinator  
Department of Human Resources  
March 23, 2016  
Page 2 of 2

If this service is denied, the A/R will continue to increase by \$21 million per month, causing cash dollar erosion at a rate of 10% to 40% as A/R days increase. Operational expenses are also compounded with coding and judiciary denial management processes. If this trend persists, DPH senior leadership will need to re-evaluate service line shut-down options to maintain financial stewardship balance.

DPH Human Resources is in the process of identifying candidates to take the 2112 civil service examination for the vacancies. Recruiting seasoned coders will be a challenge under the current market demands. Even with experienced coders, DPH case complexity creates a six month to one year learning curve to meet performance standards. The most likely candidates applying for the permanent 2112 positions will be current temporary provisional coders, resulting in a zero gain of new coders. We will then need to recruit for the provisional vacancies.

The Department's past experience in hiring coders has been challenging. Market pool competition is high, as firms/hospitals have increased resources to aggressively retain and recruit coders. All of our six provisional hires were recent graduates whom we have trained extensively and continue to do so. Furthermore, our existing staff receive daily offers for employment elsewhere.

In our meeting with SEIU on March 1, 2016, we discussed that the primary function of the contractor will be to provide supplemental staffing for medical record coding. The Department will continue providing education and training opportunities to existing staff, and will continue to aggressively recruit for open positions.

We also explained that the proposed services are to supplement not supplant civil service staff. Once the peak workloads that are the result of the ICD-10 switch over have been minimized, we do not anticipate contracted services will be needed.

We appreciate your consideration of our request and will be happy to provide more information as requested.

cc: DPH Human Resources

Attachments

**Lee, Arlene (DPH)**

---

**Subject:** PSC #44181 - 15/16 Conference Call

**Start:** Tue 3/1/2016 1:00 PM  
**End:** Tue 3/1/2016 2:00 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Lee, Arlene (DPH)  
**Required Attendees:** 'Emma.Gerould@seiu1021.org'; Hale, Jacquie (DPH); Katzenberger, Philip (DPH); diana.bello@seiu1021.org

Hello Emma,

Please let us know if you want us to use your conference line to discuss PSC #44181-15/16, As-needed / Temporary Medical Record Coding Services. Otherwise, we will arrange.

Thank you.  
Arlene

Arlene Lee  
City and County of San Francisco  
Department of Public Health, Contracts Office  
101 Grove Street, Room 307  
San Francisco, CA 94102

Phone: 415-554-2938  
Fax: 415-554-2555  
[Arlene.Lee@sfdph.org](mailto:Arlene.Lee@sfdph.org)

This e-mail is not a secured data transmission for Protected Health Information (PHI) as defined by the Healthcare Portability and Accountability Act (HIPAA), and it is the responsibility of all parties involved to take all reasonable actions to protect this message from non-authorized disclosure. This e-mail is intended for the recipient only. If you receive this e-mail in error, you should notify the sender and destroy the e-mail immediately. Disclosure of the information contained herein could subject to disclosure to civil or criminal penalties under state and federal privacy laws.

**Lee, Arlene (DPH)**

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**From:** Katzenberger, Philip (DPH)  
**Sent:** Thursday, March 10, 2016 10:47 AM  
**To:** Longhitano, Robert (DPH); Lee, Arlene (DPH)  
**Subject:** Fw: secure:2112 classification

Here is the list of 2112's sent to Diana

---

**Philip Katzenberger, MBA, RHIA**  
**Director HIS**

**Zuckerberg San Francisco General  
Hospital and Trauma Center**  
1001 Potrero Avenue Room 2B11  
San Francisco, CA 94110  
Phone: (415) 206-6210  
Fax: (415) 206-3242

[ZuckerbergSanFranciscoGeneral.org](http://ZuckerbergSanFranciscoGeneral.org)  
[Follow us on Facebook](#)

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---

**From:** Katzenberger, Philip (DPH)  
**Sent:** Thursday, March 3, 2016 12:12 PM  
**To:** Diana Bello  
**Subject:** Fw: secure:2112 classification

Hello Diana,

Here is the list of coders we have in the dept.

---

**Philip Katzenberger, MBA, RHIA**  
**Director HIS**

**Zuckerberg San Francisco General  
Hospital and Trauma Center**  
1001 Potrero Avenue Room 2B11  
San Francisco, CA 94110  
Phone: (415) 206-6210  
Fax: (415) 206-3242

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**From:** Narayan, Alicia (DPH)  
**Sent:** Wednesday, March 2, 2016 7:33 AM  
**To:** Katzenberger, Philip (DPH)  
**Subject:** secure:2112 classification

Provisional

Coder	Coding Inpatient account	Coding ER account
Karen Fan	Yes	No
Miryo Kim	Yes	No
Virginia Magno	Yes	No
Shirley Wong	Yes	No
Patricia Owens	Yes	No
Grace Martiniano	Yes	No
Alice Chatmon-Ruiz	Yes	No
Karen Tiecher	Yes	Yes
Piper Logas	Yes	Yes
Yuchun Lan	Yes	Yes
Michelle Morreira	No	Yes
Joyce Wong	No	Yes
Sophie Tran	Yes	No
Winona Chiu	Yes	No

Timothy Pierce	MPI
Matt Cuenot	Stat

*"Communicate even when it is uncomfortable or uneasy. One of the best ways to heal is simply getting everything out and if you live bitterly you live a lonely existence" - Anonymous*

Alicia Narayan, RHIA, CDIP

**HIM Supervisor  
Health Information Services**

**Zuckerberg San Francisco General  
Hospital and Trauma Center**  
1001 Potrero Avenue  
San Francisco, CA 94110  
Phone: (415) 206-5181

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**Longhitano, Robert (DPH)**

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**From:** Katzenberger, Philip (DPH)  
**Sent:** Thursday, March 17, 2016 12:37 PM  
**To:** Longhitano, Robert (DPH); Lee, Arlene (DPH)  
**Cc:** Narayan, Alicia (DPH)  
**Subject:** 2112 list provided to SEIU 1021 Fw: EXPIRED: Fw: secure:2112 classification

When we met with SEIU 1021 to explain the need for external coding support, the Union asked for two items.

- 1) To make 2112 staff available to meet with them.
- 2) Provide them a list of employees working as 2112 in HIS as coders.

Per SEIU 1021 request, we provided both.

To my knowledge, I met with the coders explained the Union will likely be contact them to get their view on the external support. I do know the coders met as a group last Monday. I'm not aware if a representative of the union was present or not.

What I do know is Diana failed to utilize the list sent to her based on the below email notification.

Overall, the coders welcome the coding support.

---

**Philip Katzenberger, MBA, RHIA**  
**Director HIS**  
Zuckerberg San Francisco General  
Hospital and Trauma Center  
1001 Potrero Avenue Room 2B11  
San Francisco, CA 94110  
Phone: (415) 206-6210  
Fax: (415) 206-3242

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---

**From:** [notification@securemail-sfgov.org](mailto:notification@securemail-sfgov.org) <[notification@securemail-sfgov.org](mailto:notification@securemail-sfgov.org)>  
**Sent:** Thursday, March 17, 2016 12:17 PM  
**To:** Katzenberger, Philip (DPH)  
**Subject:** EXPIRED: Fw: secure:2112 classification

City and County of San Francisco Message Expiration Notification:  
To: [diana.bello@seiu1021.org](mailto:diana.bello@seiu1021.org)

Cc:

From: [philip.katzenberger@sfdph.org](mailto:philip.katzenberger@sfdph.org)

Subject: Fw: secure:2112 classification

Arrived on: Mar 03, 2016 @ 20:12 (GMT)

Expired on: Mar 17, 2016 @ 19:12 (GMT)

The following recipients failed to pickup the message above:

[diana.bello@seiu1021.org](mailto:diana.bello@seiu1021.org)



**Modification**  
**Personal Services Contracts**

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DEPARTMENT OF EMERGENCY MANAGEMENTDept. Code: ECDType of Request:  Initial  Modification of an existing PSC (PSC # 30723 - 14/15)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Cal COP and WebEOC IntegrationFunding Source: Federal Homeland Security GrantPSC Original Approved Amount: \$100,000PSC Original Approved Duration: 07/01/15 - 06/30/17 (2 years)PSC Mod#1 Amount: \$400,000PSC Mod#1 Duration: 05/01/16-04/30/19 (1 year 43 weeks)PSC Cumulative Amount Proposed: \$500,000PSC Cumulative Duration Proposed: 3 years 43 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor will provide software, maintenance, support, and services to the eight urban areas collectively known as 'California Urban Area Subscribers' under a statewide risk management program. This statewide program is known as the California Common Operating Picture (Cal COP). CalCOP is a cloud-based data sharing platform that leverages local and regional risk management and critical infrastructure assessments in order to create a common threat awareness picture for the state of California. Contractor will conduct state agency needs assessments and produce a Concept of Operations (CONOPS) document describing Standard Operating Procedures (SOP) for core business functions and uses of Cal COP by each agency. Contractor will also build a two-way integration system between Cal COP and a locally-based emergency operations application known as Web EOC. Contractor will also provide Cal COP training and exercise support to state-level public safety officials within the California Urban Area Subscribers network (CA Office of Emergency Services, CA Highway Patrol, CA State Terror Threat Assessment Center, etc.). The training will enhance the ability to navigate Cal COP and use more advanced components of the system, while the exercise support will help validate capabilities and identify shortfalls or areas for improvement.

Contractor will also provide Protected Critical Infrastructure Information (PCI) configuration, Critical Infrastructure and Key Resources (CIKR) support, Threat Hazard Identification and Risk Assessment (THIRA) support, software configurations, data integrations, field reporting, analytical consulting, workshop facilitation, user training, and special event support.

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

The Bay Area Urban Areas Security Initiative (UASI) receives federal funding to combat and respond to terrorism and related catastrophic disasters throughout the entire Bay Area. Denial of this request may hinder our ability to develop future funding requests and secure increased funding for the region. In turn, this may jeopardize our ability to prevent, protect against, respond to and recover from acts of terrorism and other man-made or natural disasters.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.

Yes, through a contract with Digital Sandbox

D. Will the contract(s) be renewed?

Based on need, performance, and funding availability.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:

**2. Reason(s) for the Request**

A. Display all that apply

Cases where future funding is so uncertain that the establishment of new civil service positions, classes or programs is not feasible (including situations where there is grant funding).

Explain the qualifying circumstances:

This project is funded by a time limited grant from the Federal Department of Homeland Security.

B. Reason for the request for modification:

To extend the date and increase the funds.

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: This service requires extensive knowledge and expertise in threat hazards identification, critical infrastructure assessments, and regional risk management. The contractor must have subject matter expertise in how to prevent, respond to, and recover from acts of terrorism or man-made/natural disasters at the federal, state, regional and local levels. The provider must have a thorough understanding of how the unique characteristics of each of these levels impacts one another.

B. Which, if any, civil service class(es) normally perform(s) this work? 1044, IS Engineer-Principal; 1054, IS Business Analyst-Principal; 1071, IS Manager; 0931, Manager III;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor will provide the Cal COP system.

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Not Applicable

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A. Explain why civil service classes are not applicable.

The regional, state, and national interaction required to perform this service would make it impractical for a San Francisco Civil Service employee to perform this work for and on behalf of

the state and other counties. Also, we have reached the personnel cap from this time limited grant from Homeland Security.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No, as stated above: The regional, state, and national interaction required to perform this service would make it impractical for a San Francisco Civil Service employee to perform this work for and on behalf of the state and other counties. Also, we have reached the personnel cap from this time limited grant from Homeland Security.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
Contractor will provide three one-day training sessions geared towards state-level Cal COP end users. This training may also include regional and local public safety personnel throughout the state of California. In San Francisco, this could include police, fire, and emergency management personnel.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
Cal COP is proprietary to Digital Sandbox

- 7. Union Notification:** On 03/10/16, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21; Municipal Executive Association;

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Tristan Levarado Phone: 415-353-5228 Email: tristan.levarado@sfgov.org

Address: 1011 Turk Street, San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 30723 - 14/15

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# Receipt of Union Notification(s)

**Kim-Molina, Mikyung (ECD)**

---

**From:** dhr-psccordinator@sfgov.org on behalf of william.lee@sfgov.org  
**Sent:** Thursday, March 10, 2016 3:48 PM  
**To:** Levarado, Tristan (ECD); L21PSCReview@ifpte21.org; camaguey@sfmea.com; staff@sfmea.com; Kim-Molina, Mikyung (ECD); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)  
**Subject:** Receipt of Modification Request to PSC # 30723 - 14/15 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The DEPARTMENT OF EMERGENCY MANAGEMENT -- ECD has submitted a modification request for a Personal Services Contract (PSC) for \$400,000 for services for the period May 1, 2016 – April 30, 2019. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over \$100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/6575>

Email sent to the following addresses: staff@sfmea.com camaguey@sfmea.com L21PSCReview@ifpte21.org

## Additional Attachment(s)



PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DEPARTMENT OF EMERGENCY MANAGEMENT – ECD Dept. Code: ECD

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

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

Type of Service: Cal COP and WebEOC Integration

Funding Source: Federal Homeland Security Grant PSC Duration: 2 years
PSC Amount: \$100,000 PSC Est. Start Date: 07/01/2015 PSC Est. End Date: 06/30/2017

1. Description of Work

A. Scope of Work:

Contractor will provide software, maintenance, support, and services to the eight urban areas collectively known as "California Urban Area Subscribers" under a statewide risk management program. This statewide program is known as the California Common Operating Picture (Cal COP). CalCOP is a cloud-based data sharing platform that leverages local and regional risk management and critical infrastructure assessments in order to create a common threat awareness picture for the state of California. Contractor will conduct state agency needs assessments and produce a Concept of Operations (CONOPS) document describing Standard Operating Procedures (SOP) for core business functions and uses of Cal COP by each agency. Contractor will also build a two-way integration system between Cal COP and a locally-based emergency operations application known as Web EOC. Contractor will also provide Cal COP training and exercise support to state-level public safety officials within the California Urban Area Subscribers network (CA Office of Emergency Services, CA Highway Patrol, CA State Terror Threat Assessment Center, etc.). The training will enhance the ability to navigate Cal COP and use more advanced components of the system, while the exercise support will help validate capabilities and identify shortfalls or areas for improvement. (Please see attached document for further details.) Contractor will also provide Protected Critical Infrastructure Information (PCI) configuration. Critical Infrastructure and Key Resources

B. Explain why this service is necessary and the consequence of denial:
The Bay Area Urban Areas Security Initiative (UASI) receives federal funding to combat and respond to terrorism and related catastrophic disasters throughout the entire Bay Area. Denial of this request may hinder our ability to develop future funding requests and secure increased funding for the region. In turn, this may jeopardize our ability to prevent, protect against, respond to and recover from acts of terrorism and other man-made or natural disasters.

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 service was provided through contracts with the County of San Mateo and the City of San Diego.

D. Will the contract(s) be renewed? Based on need, performance, and funding availability.

2. Union Notification: On 06/29/2015, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21, Municipal Executive Association,

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30723 - 14/15

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 07/28/2015

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise:

This service requires extensive knowledge and expertise in threat hazards identification, critical infrastructure assessments, and regional risk management.

The contractor must have subject matter expertise in how to prevent, respond to, and recover from acts of terrorism or man-made/natural disasters at the federal, state, regional and local levels. The provider must have a thorough understanding of how the unique characteristics of each of these levels impacts one another.

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

1071,1054,1044,0931,

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

Contractor will provide the Cal COP system.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

The regional, state, and national interaction required to perform this service would make it impractical for a San Francisco Civil Service employee to perform this work for and on behalf of the state and other counties. Also, we have reached the personnel cap from this time limited grant from Homeland Security.

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

No, as stated above: The regional, state, and national interaction required to perform this service would make it impractical for a San Francisco Civil Service employee to perform this work for and on behalf of the state and other counties. Also, we have reached the personnel cap from this time limited grant from Homeland Security.

**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? Contractor will provide three one-day training sessions geared towards stat	<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 07/21/2015 BY:

Name: Tristan Levarado Phone: 415-353-5228 Email: tristan.levarado@sfgov.org

Address: 1011 Turk Street San Francisco, CA 94102

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICEDept. Code: POLType of Request:  Initial  Modification of an existing PSC (PSC # 4091-10/11)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Outpatient Behavioral Health ServicesFunding Source: General FundPSC Original Approved Amount: \$750,000PSC Original Approved Duration: 07/01/11 - 06/30/15 (4 years)PSC Mod#1 Amount: \$130,000PSC Mod#1 Duration: 07/01/15-06/30/16 (1 year 1 day)PSC Mod#2 Amount: \$350,000PSC Mod#2 Duration: 07/01/16-06/30/18 (2 years)PSC Cumulative Amount Proposed: \$1,230,000PSC Cumulative Duration Proposed: 7 years 1 day**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor will provide outpatient behavioral health services to the San Francisco Police Department (SFPD) members and their families. These services will provide 8 visits per family per fiscal year and be available throughout the United States. The professional team provided by the Contractor will include individuals that have been recruited, selected and trained by the Behavioral Science Unit of the SFPD.

**Scope Change**

The selected vendor in 2011 provides 10 sessions per member (and their families) and a critical incident stress residential program for 5 members per fiscal year. The vendor will continue to provide 10 sessions per member and a critical incident stress residential program for 6 members for each fiscal years from 15-16 -17-18.

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

This service is pursuant to SFPD General Order 11.09 (attached). It would be a violation the Memorandum of Understanding (MOU) between the San Francisco Police Officer Association and the City and County of San Francisco if not implemented. The denial of services would jeopardize the well being of officers and their families.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

Services have been provided in the past through earlier PSC request. See 4091-10/11

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

Unknown

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:

**2. Reason(s) for the Request**

A. Display all that apply

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

This service is as-needed as required by current MOU.

B. Reason for the request for modification:

Second Modification: 1. Extend contract for two years 2. Add funds to contract 3. Add Critical Incidence Stress Debriefings to scope of work

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Services will need to cover a complete range of behavioral health specialty areas. Clinicians need to be licensed therapists and trained to be culturally competent by the SFPD Behavioral Science Unit. This service needs to be available close to where officers reside as well as anywhere in the United States. This allows dependents living in different locations to have access to services and officers and their dependents to have access to services when they are temporarily away from home.

B. Which, if any, civil service class(es) normally perform(s) this work? 2574, Clinical Psychologist; 2930, Psychiatric Social Worker; 2931, Marriage, Family & Child Cnslr; 2932, Sr Psychiatric Social Worker; 2935, Sr Marriage, Fam & Cld Cnslr;

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

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Not Applicable

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A. Explain why civil service classes are not applicable.

Civil service employees are only available geographically in San Francisco. This service needs to be available locally and throughout the United States. Licensed staff also need to have expertise in law enforcement.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. This service is required as per MOU with a limited duration through June 30, 2018. Future MOUs may or may not include this service. This service is as-needed and must be available at different locations so that officers and their dependents can have access to services.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
This is an as-needed service.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
Extending existing contract with Managed Health Network

7. **Union Notification:** On 01/22/16, the Department notified the following employee organizations of this PSC/RFP request:

SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU Local 1021; SEIU 1021 Miscellaneous;

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 850 Bryant Street #511, San Francisco, CA 94013

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4091-10/11

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# Receipt of Union Notification(s)

## Wong, Genie (POL)

---

**From:** dhr-psccordinator@sfgov.org on behalf of Genie.Wong@sfgov.org  
**Sent:** Friday, January 22, 2016 9:08 AM  
**To:** Wong, Genie (POL); Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; Lopez-Barrios, Ricardo (PDR); Basconcillo, Katherine (PUC); pcamarillo\_seiu@sbcglobal.net; Carey.dall@seiu1021.org; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; joe.brenner@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS); david.canham@seiu1021.org; jtanner940@aol.com; tiya.thlang@seiu1021.org; Larry.Bradshaw@seiu1021.org; Wong, Genie (POL); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)  
**Subject:** Receipt of Modification Request to PSC # 4091-10/11 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The POLICE -- POL has submitted a modification request for a Personal Services Contract (PSC) for \$350,000 for services for the period July 1, 2016 -- June 30, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over \$100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/4600>

Email sent to the following addresses: Larry.Bradshaw@seiu1021.org tiya.thlang@seiu1021.org jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net joe.brenner@seiu1021.org pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org Carey.dall@seiu1021.org pcamarillo\_seiu@sbcglobal.net Kbasconcillo@sfgwater.org Ricardo.lopez@sfgov.org leah.berlanga@seiu1021.org Sandeep.lal@seiu1021.me

## **Additional Attachment(s)**





**EDWIN M. LEE**  
MAYOR

POLICE DEPARTMENT  
CITY AND COUNTY OF SAN FRANCISCO

THOMAS J. CAHILL HALL OF JUSTICE  
850 BRYANT STREET  
SAN FRANCISCO, CALIFORNIA 94103-4603



**GREGORY P. SUHR**  
CHIEF OF POLICE

To: Suzanne Choi  
Personal Services Contract Coordinator  
Department of Human Resources

From: Catherine McGuire  
Chief Financial Officer  
Police Department

Date: January 21, 2016

RE: PSC 4091-10/11 Modification#2 for More Than Five Years

The San Francisco Police Department (SFPD) requests a Personal Services Contract (PSC) modification of two years from July 1, 2016-June 30, 2018 for continued behavioral health services for sworn officers and their dependents in the San Francisco Bay Area and throughout the United States as required by the San Francisco Police Officers' Association (SFPOA) Memorandum of Understanding (MOU) effective through June 30, 2018. The current PSC is approved from July 1, 2011-June 30, 2016 for \$880,000. The PSC cumulative duration proposed is seven years from July 1, 2011-June 30, 2018 for \$1,230,000.

The incumbent vendor, Managed Health Network (MHN), works with the SFPD Behavioral Science Unit to provide specialized services for law enforcement personnel and their dependents. Their exemplary services, which include ten sessions per individual anywhere in the United States, and a six-day residential program for emergency responders suffering from severe critical incident stress, are highly utilized.

The term of the MHN contract is from July 1, 2011-June 30, 2015, with three options to extend for one year each. The SFPD has exercised its first option to continue our contract with MHN for one year through June 30, 2016 and intends to exercise its second and third options to renew for one year each. We respectfully request that PSC 4091-10/11 Modification #2 be approved so that the SFPD can continue to provide the valuable behavioral health services by MHN. Discontinued service would negatively impact the health and well being of the SFPD officers and their dependents and violate the requirements of the current SFPOA MOU.

Please contact Genie Wong on my staff at (415) 837-7208 if you have questions.

MCM/gw

### Peer Support

We are a group of formal and informal emergency service workers who understand the benefits of a peer supported facility. Our volunteer staff members come from numerous public safety disciplines including:

- Firefighters
- Police Officers
- EMTs/Paramedics
- Dispatchers
- Nurses
- Fire/Police Chaplains
- Fire/Police Captains

WCPR is a unique program fortunate to have psychologists on staff who are current, oriented career first responders. This provides an elevated level of cultural competence, which is called upon throughout the participant's stay at the program. In other words, they "get it."



## FREE INITIAL CONSULTATION

If your emergency responder organization has experienced a critical incident, contact WCPR for a free telephone consultation.

### Peer Support

Emergency service providers everywhere are experiencing critical incident stress and posttrauma reactions. Sometimes these incidents affect their jobs, relationships with loved ones and the overall quality of their lives. Most responders are able to recover and continue working with the help of friends, debriefings and professional counseling in their community.

The WCPR participant has often received treatment in their community but has not responded favorably or sufficiently. Most of our participants have difficulties functioning at work and/or at home as a result of their involvement in one or a number of critical incidents. Our participants are often diagnosed with depression, anxiety, adjustment, eating, sleeping, and/or substance related disorders. About half of our participants are diagnosed with Post Traumatic Stress Disorder.

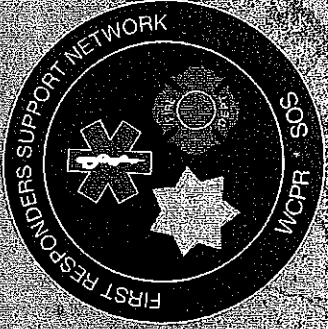
The WCPR residential program provides an avenue towards recovery via a therapeutic and educational experience designed to help participants recognize the signs and symptoms of work related stress in themselves and in others, and help them return to work better prepared to deal with such incidents.

## MISSION

To provide a safe and confidential environment for the promotion of healing and education to those dedicated to the emergency service profession.



4400 North Hollywood Blvd.  
Suite 2000  
North Hollywood, CA 91606  
Tel: 818.762.1100 | WCPR2001.ORG



# WEST COAST POST-TRAUMA RETREAT

AN ANNUAL RESIDENTIAL PROGRAM FOR EMERGENCY RESPONDERS WITH INCARCIVABLE CRITICAL INCIDENT STRESS

ENDORSED BY THE CALIFORNIA POLICE CHIEFS ASSOCIATION AND THE INTERNATIONAL CONFERENCE OF POLICE CHAIRMEN



IF WCPR HADN'T BEEN THERE FOR ME, I HONESTLY DON'T KNOW WHAT WOULD HAVE HAPPENED. I DON'T THINK I WOULD BE HERE TO TALK ABOUT IT.

# WEST COAST POST-TRAUMA RETREAT

**WEST COAST POST-TRAUMA RETREAT**  
WCPR's residential treatment facility is staffed by:

- Active & retired emergency responders (Police, Fire, etc.)
- Licensed clinicians & mental health specialists
- Chaplains
- Family members of emergency responders

WCPR provides culturally competent staff members who understand the many demands and struggles in the lives of emergency service professionals and their families.

Our staff members have the knowledge, education and experience to assist you in getting through a difficult situation. Many of our staff have been where you are and have attended the 6 day program as clients and now volunteer their time to help others.

I CAME AWAY WITH A BETTER UNDERSTANDING OF WHAT CAUSES AND HOW BETTER TO DEAL WITH PTSD, PLUS DEALING WITH OTHER ISSUES FROM 23 YEARS OF LAW ENFORCEMENT RELATED BAGGAGE. I HIGHLY RECOMMEND THE RETREAT TO ANYONE THAT HAS DEALT WITH OUR PROFESSION'S DILEMMAS AS WELL AS PERSONAL ISSUES.

**ARE YOU EXPERIENCING ANY OF THESE SIGNS AND SYMPTOMS OF EXCESSIVE STRESS?**

**PHYSICAL:**

- Dizziness
- Chest pain
- Headaches
- Elevated Blood Pressure
- Rapid heart rate
- Grinding of teeth
- Difficulty breathing
- Etc...

**COGNITIVE:**

- Nightmares
- Hypervigilance
- Suspiciousness
- Poor concentration
- Blaming others for your problems
- Heightened or lowered alertness
- Etc...

**EMOTIONAL:**

- Guilt
- Grief
- Denial
- Anxiety
- Irritability
- Loss of emotional control
- Depression
- Etc...

**BEHAVIORAL:**

- Withdrawn
- Antisocial
- Loss or increase of appetite
- Increased alcohol consumption
- Change in usual communications with family & friends
- Etc...

**SPIRITUAL:**

- Diminished or enhanced belief systems

**IS MANAGING YOUR LIFE NO LONGER WITHIN YOUR ABILITY?**

• IS YOUR FAMILY LIFE AFFECTED BY YOUR JOB AND A STOCKPILE OF CRITICAL INCIDENTS...OR PERHAPS ONE MAJOR INCIDENT?

• DO YOU OR YOUR COWORKERS, FRIENDS OR LOVED ONES NOTICE THAT YOU ARE JUST NOT YOURSELF?

**YOU MAY BE EXPERIENCING DIFFICULTY WITH STRESS, DEPRESSION, ANXIETY AND/OR POST TRAUMATIC STRESS DISORDER**

**IN THE AFTERMATH OF A CRITICAL INCIDENT** an emergency responder may find that they are unable to function at their normal level. The mission of WCPR is to help return emergency responders to their previous level of functioning, both personally and professionally, and reduce the symptoms associated with critical incident stress.

**DO YOU FIND YOURSELF ASKING QUESTIONS SUCH AS:**

- What is wrong with me?
- Am I the only person who feels like this?
- When will I begin feeling better about myself, my life, my job?

Many clients come to WCPR asking these and other questions about themselves.

**THE PROCESS** The WCPR program starts on Sunday afternoon and concludes at noon on Friday. Over the six-day period clients participate in a critical incident stress debriefing process facilitated by peers, mental health professionals and chaplains in a residential treatment setting. The process is confidential and non-judgmental. It is not an evaluation of your job abilities. Participants have the opportunity to spend time with:

- Peers who understand what the client is experiencing
- Mental health experts who can explain why one experiences these stress reactions and how to manage them, and
- Chaplains for guidance and additional support.

**6-DAY PROGRAMS ARE GENERALLY HELD MONTHLY IN THE SAN FRANCISCO BAY AREA.**

During your stay, you will meet with other peer clients (usually no more than 6 clients per session) and receive individual and group counseling, educational information & the tools necessary to continue in your line of work. The program is reasonably priced and includes treatment, room and board. WCPR accepts various insurance company policies, workers' compensation benefits and credit cards.

**GENERAL ORDER**

**EMPLOYEE ASSISTANCE PROGRAM/STRESS UNIT**

**I. POLICY**

- A. **PURPOSE.** It is the policy of the San Francisco Police Department to maintain the Employee Assistance Program (EAP) and Stress Unit for the purpose of providing confidential services to members and their families in dealing with job-related and personal problems.
- B. **COUNSELING.** Staff are trained to assess problems and counsel the individual and, when necessary, refer to appropriate professional resources. The Stress Unit specializes in issues dealing with substance abuse and chemical dependency.
- C. **RESOURCES TO SUPERVISORS.** The Employee Assistance Program and the Stress Unit are resources available to supervisors when dealing with a subordinate who is experiencing a personal or job-related problem.
- D. **CONFIDENTIALITY.** Staff members will maintain strict confidentiality as mandated by law. In matters of substance abuse, staff members shall maintain the confidentiality of the client as required by federal law.
- E. **COORDINATION/COMMUNITY RESOURCES.** It is the responsibility of the EAP to coordinate the Peer Support Program, the Psychological Professional Group and other support resources. The EAP will also identify community resources and maintain liaison with other City Departments' Employee Assistance Programs.

**II. PROCEDURES**

- A. **CONTACTING THE EAP OR THE STRESS UNIT.** To contact the Employee Assistance Program or the Stress Unit during business hours, telephone the unit directly. Telephone numbers are listed in the Department Telephone Directory. After business hours, call the Operations Center.

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References

- DGO 2.02, Alcohol Use by Members
- DGO 2.03, Drug Use by Members
- DGO 8.04, Critical Incident Response Team
- DGO 11.04, Peer Support Program

MEMORANDUM OF UNDERSTANDING

BETWEEN

CITY AND COUNTY OF SAN FRANCISCO

AND

SAN FRANCISCO POLICE OFFICERS' ASSOCIATION

UNITS P-1 AND P-2A

July 1, 2007 - June 30, 2018

**Per Amendment #5**

*ARTICLE III - PAY, HOURS AND BENEFITS*

G. Hepatitis B Vaccine.

293. The City shall provide, at its cost, Hepatitis B vaccine immunization for employees whose health plans do not provide the benefit.

H. Annual Tuberculosis Screening.

294. The City will provide, at its cost, annual tuberculosis screening for employees.

I. Employee Assistance Program.

\* 295. The City shall continue to provide the existing or equivalent employee assistance benefits presently provided by United Behavioral Health.

Section 9. Retirement.

A. Mandatory Employee Retirement Contribution.

296. For the duration of this Agreement, employees shall pay their own retirement contributions. Tier 1 employees will contribute an amount equal to 7% of covered gross salary; Tier 2 employees and Harbor Police Officers will contribute an amount equal to 7.5% of covered gross salary. The parties acknowledge that said contributions satisfy the requirements of Charter Sections A8.595-11(d) and A8.597-11(d) for the duration of this Agreement.

296a. Notwithstanding paragraph 296. above, the parties agree to further extend employee cost sharing by increasing the retirement contribution for all employees by three percent (3%) for the two-year period beginning July 1, 2011 and ending June 30, 2013. As of July 1, 2013, the parties agree to effectuate any applicable cost sharing provisions of a Charter amendment initiated by the Mayor, approved by the Board of Supervisors, and approved by the voters in the November 2011 election.

297. If the majority of City & County of San Francisco employees agree to an employee contribution to fund retiree health benefits, the parties agree to reopen the MOU on the subject of an employee contribution to fund retiree health benefits. This reopener is subject to the impasse resolution procedures as set forth in Charter Section A8.590-1 et seq.

298. B. Employees with twenty (20) years' service who leave the Department, but who retain their membership in the retirement system, shall be deemed to be retired for purposes of Penal Code Section 12027.

299. C. Rule changes by the City's Retirement Board regarding the crediting of accrued sick leave for retirement purposes shall be incorporated herein by reference. Any such rule changes, however, shall not be subject to the grievance and arbitration provisions of current Memorandum of Understanding or the impasse procedures of Charter Section A8.590-1, et. seq.

MEMORANDUM OF UNDERSTANDING

BETWEEN

CITY AND COUNTY OF SAN FRANCISCO

AND

SAN FRANCISCO POLICE OFFICERS' ASSOCIATION

UNIT P-2B

July 1, 2007 - June 30, 2018

**Per Amendment #5**

- 137a. Effective July 1, 2011, employees who enroll in the Delta Dental PPO Plan shall pay the following premiums for the respective coverage levels: \$5/month for employee-only, \$10/month for employee + 1 dependent, or \$15/month for employee + 2 or more dependents.
138. E. Employees shall be permitted to choose which available City plan they wish to participate in.
139. F. Benefits that are made available by the City to the domestic partners of other City employees shall simultaneously be made available to the domestic partners of members of the Department.
- G. Hepatitis B Vaccine.
140. The City shall provide, at its cost, Hepatitis B vaccine immunization for employees whose health plans do not provide the benefit.
- H. Annual Tuberculosis Screening.
141. The City will provide, at its cost, annual tuberculosis screening for employees.
- I. Employee Assistance Program.
- \*142. The City shall continue to provide the existing or equivalent employee assistance benefits presently provided by United Behavioral Health.

Section 9. Retirement.

- A. Mandatory Employee Retirement Contribution.
143. For the duration of this Agreement, employees shall pay their own retirement contributions. Tier 1 employees will contribute an amount equal to 7% of covered gross salary; Tier 2 employees and Harbor Police Officers will contribute an amount equal to 7.5% of covered gross salary. The parties acknowledge that said contributions satisfy the requirements of Charter Sections A8.595-11(d) and A8.597-11(d) for the duration of this Agreement.
- 143a. Notwithstanding paragraph 143. above, the parties agree to further extend employee cost sharing by increasing the retirement contribution for all employees by three percent (3%) for the two-year period beginning July 1, 2011 and ending June 30, 2013. As of July 1, 2013, the parties agree to effectuate any applicable cost sharing provisions of a Charter amendment initiated by the Mayor, approved by the Board of Supervisors, and approved by the voters in the November 2011 election.
144. If the majority of City & County of San Francisco employees agree to an employee contribution to fund retiree health benefits, the parties agree to reopen the MOU on the subject of an



## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICEDept. Code: POLType of Request:  Initial  Modification of an existing PSC (PSC # 4091-10/11)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Outpatient Behavioral Health ServicesFunding Source: General FundPSC Original Approved Amount: \$750,000PSC Original Approved Duration: 07/01/11 - 06/30/15 (4 years)PSC Mod#1 Amount: \$130,000PSC Mod#1 Duration: 07/01/15-06/30/16 (1 year 1 day)PSC Cumulative Amount Proposed: \$880,000PSC Cumulative Duration Proposed: 5 years 1 day**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor will provide outpatient behavioral health services to the San Francisco Police Department (SFPD) members and their families. These services will provide 8 visits per family per fiscal year and be available throughout the United States. The professional team provided by the Contractor will include individuals that have been recruited, selected and trained by the Behavioral Science Unit of the SFPD.

**Scope Change**

Initial Entry: Contractor will provide outpatient behavioral health services to the San Francisco Police Department (SFPD) members and their families. These services will provide 8 visits per family per fiscal year and be available throughout the United States.

However, the selected vendor in 2011 provides 10 sessions per member (and their families) and a critical incident stress residential program for 5 members. For FY 15-16, the vendor will continue to provide 10 sessions and a critical incident stress residential program for 6 members.

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

This service is pursuant to SFPD General Order 11.09 (attached). It would be a violation the Memorandum of Understanding (MOU) between the San Francisco Police Officer Association and the City and County of San Francisco if not implemented. The denial of services would jeopardize the well being of officers and their families.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

Yes

D. Will the contract(s) be renewed?

Unknown

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:

**2. Reason(s) for the Request**

A. Display all that apply

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

This service is as-needed as required by current MOU.

B. Reason for the request for modification:

extend contract for one year

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Services will need to cover a complete range of behavioral health specialty areas. Clinicians need to be licensed therapists and trained to be culturally competent by the SFPD Behavioral Science Unit. This service needs to be available close to where officers reside as well as anywhere in the United States. This allows dependents living in different locations to have access to services and officers and their dependents to have access to services when they are temporarily away from home.

B. Which, if any, civil service class(es) normally perform(s) this work? 2574, Clinical Psychologist; 2930, Psychiatric Social Worker; 2931, Marriage, Family & Child Cnslr; 2932, Sr Psychiatric Social Worker; 2935, Sr Marriage, Fam & Cld Cnslr;

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

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Not Applicable

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A. Explain why civil service classes are not applicable.

Civil service employees are only available geographically in San Francisco. This service needs to be available locally and throughout the United States. Licensed staff also need to have expertise in law enforcement.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. This service is required as per MOU with a limited duration through June 30, 2018. Future MOUs may or may not include

this service. This service is as-needed and must be available at different locations so that officers and their dependents can have access to services.

**6. Additional Information**

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.

No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.

This is an as-needed service.

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

No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.

No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.

No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.

Extending existing contract with Managed Health Network

**7. Union Notification:** On 03/02/15, the Department notified the following employee organizations of this PSC/RFP request:

SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU Local 1021; SEIU 1021 Miscellaneous;

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 850 Bryant Street #511, San Francisco, CA 94013

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4091-10/11

DHR Analysis/Recommendation:

05/18/2015

Commission Approval Required

Approved by Civil Service Commission

05/18/2015 DHR Approved for 05/18/2015

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICEDept. Code: POLType of Request:  Initial  Modification of an existing PSC (PSC # 4093-09/10)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Pre-Employment PolygraphFunding Source: General FundPSC Original Approved Amount: \$400,000PSC Original Approved Duration: 07/01/10 - 06/30/14 (4 years)PSC Mod#1 Amount: \$600,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: no amount addedPSC Mod#2 Duration: 07/01/14-06/29/16 (2 years)PSC Mod#3 Amount: \$50,000PSC Mod#3 Duration: 06/30/16-12/30/16 (26 weeks 2 days)PSC Cumulative Amount Proposed: \$1,050,000PSC Cumulative Duration Proposed: 6 years 26 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor will provide pre-employment polygraph screening on an as-needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices and video and audio recording equipment.

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

Screening is an extremely useful and necessary tool in the pre-employment selection process. The Police Department is conducting an accelerated hiring period and denial will adversely affect the background investigation process of the candidates.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

Services have been provided in the past through earlier PSC request. See 4093-09/10

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

Yes.

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:**

The San Francisco Police Department continues to require pre-employment polygraph

examinations. It is a useful service to screen law enforcement position applicants regarding police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence.

**2. Reason(s) for the Request**

A. Display all that apply

- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

Explain the qualifying circumstances:

Services required are as-needed during accelerated hiring periods. Contractor has specialized equipment and facility for polygraph exams.

B. Reason for the request for modification:

This third modification is to add funds and extend current pre-employment polygraph contract for six months. We will be issuing a Request for Qualifications with new PSC #40331-15/16 for pre-employment polygraph services.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: Pre-Employment Polygraph screening is an essential element in the background investigation process. The examiner must be highly skilled to interpret test data and read body language. The examiner must also have graduated from a polygraph school that is certified with the American Polygraph Association and must have a final polygraph certificate from an APA certified school. Examiner must be an active member of: Amer. Polygraph Assoc., Amer. Assoc. of Polygraphists and the CA Assoc. of Polygraph Examiners.
- 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 so, explain: Yes, the contractor will have there own unique equipment and all screening will be performed at contractor's facility.

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Not Applicable

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
Civil service classes are not applicable because of this specialized knowledge, experience and training are not classified in the City.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The service is provided on an as-needed basis. The contractual service will include all of the necessary facilities and equipment, which the City is unable to provide.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
No training is required as this service is as-needed. The SFPD does not need full-time polygraphists on staff.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
Golden Gate Polygraph

**7. Union Notification:** On 01/22/16, the Department notified the following employee organizations of this PSC/RFP request:  
all unions were notified

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 850 Bryant Street, #511, San Francisco, CA 94103

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4093-09/10

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# Receipt of Union Notification(s)

## Wong, Genie (POL)

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**From:** dhr-psccordinator@sfgov.org on behalf of Genie.Wong@sfgov.org  
**Sent:** Friday, January 22, 2016 12:38 PM  
**To:** Wong, Genie (POL); amakayan@ifpte21.org; jb@local16.org; Lopez-Barrios, Ricardo (PDR); Basconcillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo\_seiu@sbcglobal.net; Carey.dall@seiu1021.org; richardisen@gmail.com; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; joe.brenner@seiu1021.org; agonzalez@iam1414.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; gail@sffdlocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@bpcmllocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS); 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; jtanner940@aol.com; 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; Wong, Genie (POL); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)  
**Subject:** Receipt of Modification Request to PSC # 4093-09/10 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The POLICE -- POL has submitted a modification request for a Personal Services Contract (PSC) for \$50,000 for services for the period June 30, 2016 -- December 30, 2016. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over \$100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/1761>

Email sent to the following addresses: L21PSCReview@ifpte21.org richardisen@gmail.com  
Larry.Bradshaw@seiu1021.org tiya.thlang@seiu1021.org jtanner940@aol.com david.canham@seiu1021.org  
Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com  
leah.berlanga@seiu1021.org ted.zarzecki@seiu1021.net joe.brenner@seiu1021.org pscreview@seiu1021.org  
Wendy.Frigillana@seiu1021.org Carey.dall@seiu1021.org pcamarillo\_seiu@sbcglobal.net Sandeep.lal@seiu1021.me  
Kbasconcillo@sfgwater.org Ricardo.lopez@sfgov.org



# Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICE Dept. Code: POL

Type of Request: [ ] Initial [x] Modification of an existing PSC (PSC # 4093-09/10)

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

Type of Service: Pre-Employment Polygraph

Funding Source: General Fund

PSC Original Approved Amount: \$400,000

PSC Original Approved Duration: 07/01/10 - 06/30/14 (4 years)

PSC Mod#1 Amount: \$600,000

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: no amount added

PSC Mod#2 Duration: 07/01/14-06/29/16 (2 years)

PSC Cumulative Amount Proposed: \$1,000,000

PSC Cumulative Duration Proposed: 6 years

1. Description of Work

A. Scope of Work:

Contractor will provide pre-employment polygraph screening on an as-needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices and video and audio recording equipment.

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

Screening is an extremely useful and necessary tool in the pre-employment selection process. The Police Department is conducting an accelerated hiring period and denial will adversely affect the background investigation process of the candidates.

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.

4093-09/10

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

2. Union Notification: On 04/17/14, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4093-09/10

Civil Service Commission Action:

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 04/30/2014

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise:

Pre-Employment Polygraph screening is an essential element in the background investigation process. The examiner must be highly skilled to interpret test data and read body language. The examiner must also have graduated from a polygraph school that is certified with the American Polygraph Association and must have a final polygraph certificate from an APA certified school. Examiner must be an active member of: Amer. Polygraph Assoc., Amer. Assoc. of Polygraphists and the CA Assoc. of Polygraph Examiners.

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:  
Yes, the contractor will have there own unique equipment and all screening will be performed at contractor's facility.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

Civil service classes are not applicable because of this specialized knowledge, experience and training are not classified in the City.

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

No. The service is provided on an as-needed basis. The contractual service will include all of the necessary facilities and equipment, which the City is unable to provide.

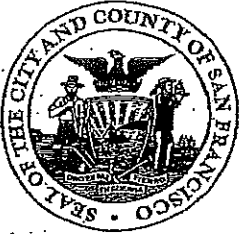
**5. Additional Information (if "yes", attach explanation)**

	YES	NO
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? Golden Gate Polygraph	<input checked="" type="checkbox"/>	<input type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 04/17/14 BY:

Name: Genie Wong Phone: (415) 553-1736 Email: Genie.Wong@sfgov.org

Address: 850 Bryant Street, #511 San Francisco, CA 94103



CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

April 5, 2012

E. DENNIS NORMANDY  
PRESIDENT

KATE FAVETTI  
VICE PRESIDENT

SCOTT R. HELDFOND  
COMMISSIONER

MARY Y. JUNG  
COMMISSIONER

ANITA SANCHEZ  
EXECUTIVE OFFICER

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4102-11/12 THROUGH 4107-11/12; 4056-10/11; 3027-11/12; 4033-10/11; AND 4093-09/10.

At its meeting of April 2, 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 adopted the following:

Adopted the report; Approved request for proposed personal services 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*  
ANITA SANCHEZ FOR  
Executive Officer

Attachment

- c: Cynthia Avakian, Airport Commission
- Jesusa Bushong, San Francisco Fire Department
- Micki Callahan, Human Resources Director
- Carina Carlos, Department of Public Works
- Gordon Choy, Department of Public Works
- Marie de Vera, Department of Human Resources
- Jacque Hale, Department of Public Health
- Greg Kato, Treasurer/Tax Collector
- William Lee, Department of Emergency Management
- Joan Lubamersky, General Services Agency
- Maria Ryan, Department of Human Resources
- Shawn Wallace, San Francisco Police Department
- Jeannie Wong, Controller's Office
- Commission File
- Chron

POSTING FOR  
4/2/2012

PROPOSED PERSONAL SERVICES CONTRACTS  
MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION

PSC No	Dept No	Dept Description	Approval Type	Modified Amount	Cumulative Total	Description of Work	Start Date - End Date
4056-10/11	08	Treasurer/Tax Collector	Regular	\$200,000	\$200,000	Conduct audits of utility users tax and access line tax of service providers' records; provide legislative and technological updates and analysis; train City's audit staff to continue to audit and enforcement of UUT and ALT tax requirements; and provide tax revenue enhancement and detection services.	1/4/2011 - 6/30/2014
3027-11/12	09	Controller	Regular	\$52,000	\$1,000,000	Augment the scoping of the City's Financial Accounting and Management Information System (FAMIS) replacement project by documenting the financial functions of major auxiliary, departmental systems which interface to FAMIS and depend upon FAMIS data for operation. These ancillary systems include purchasing, contract tracking, reporting, inventory, ordering and other key departmental financial related systems that run in parallel with FAMIS. The contractor will review and document, at a high level, the functionality and data of those systems to identify common or unique functions which could be considered for inclusion in the scope of a FAMIS replacement. The contractor will also review and document key, specialized FAMIS processes and related procedures, to help determine which must be included in a FAMIS replacement, and which can also be improved by more immediate, cost-effective, changes in the current environment. The contractor may further define and test those immediate changes. This work will ultimately be used to help define the scope of a new Citywide financial system.	9/6/2011 - 9/6/2013
4033-10/11	27	Airport Commission	Regular	\$1,800,000	\$2,250,000	To provide SFO Operations & Security with on-site maintenance and technical and installation services for hardware and software upgrades to the Intergate computer-aided dispatch (ICAD) system which includes I/Backup, I/LEADS and I-Mobile product software implementation at SFO Airport, integrated into the existing ICAD, Mapping Upgrade and Maintenance Support. In the past, the Airport's Operations & Security Division, which includes Communications and SFPD Airport Bureau, would each enter into a separate contract. The Airport has determined that is more effective to have one maintenance contract for this system since we estimate the system has at least a five (5) year useful life remaining (possibly 10 years).	10/10/2010 - 6/30/2017
4093-09/10	38	Police	Regular	\$600,000	\$1,000,000	Contractor will provide pre employment polygraph screening on an as needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal-drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices, and video and audio recording equipment.	7/1/2010 - 6/30/2014

Sum of Modified Amounts: \$2,452,000

PERSONAL SERVICES CONTRACT SUMMARY

DATE: February 29, 2012

DEPARTMENT NAME: Police DEPARTMENT NUMBER 38

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

TYPE OF REQUEST: [ ] INITIAL REQUEST [x] MODIFICATION (PSC# 4093-09/10 )

TYPE OF SERVICE: Pre Employment Polygraph Services

FUNDING SOURCE: General Fund

Original Amount: \$400,000 PSC Duration: 7-1-10 - 6-30-14
Modification Amount: \$600,000 PSC Duration: 7-1-12 - 6-30-14
Total Amount: \$1,000,000 Total PSC Duration: 7-1-10 - 6-30-14

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Contractor will provide pre employment polygraph screening on an as needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices, and video and audio recording equipment.

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

Screening is extremely useful and a necessary tool in the pre employment selection process. The Police Department is about to go through an accelerated hiring period and denial will adversely affect the background investigation process of the candidates.

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):

Through PSC 4093 - 09/10.

D. Will the contract(s) be renewed: The service will be going out to bid.

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

Local 1021 Union Name Signature of person mailing/faxing form Date 2-29-12

Local 21 Union Name Signature of person mailing/faxing form Date 2-29-12

RFP sent to Local 1021 / 21 Union Name , on 2-29-12 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:

Pre Employment Polygraph screening is an essential element in the background process. The examiner must be highly skilled to interpret test data and read body language. The examiner must also have graduated from a polygraph school that is certified with the American Polygraph Association, (APA) and must be in possession of a final polygraph certificate from an APA certified school. Examiner must be an active member of the following associations: American Polygraph Association, American Association of Polygraphists and the California Association of Polygraph Examiners

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

There is no civil service class that performs this work.

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

Yes, the contractor will have their own unique equipment, and all of the screening is done at their facility.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

Civil Service classes are not applicable because the specialized knowledge, experience and training are not classified in the City.

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

No the service is provided on an as needed basis. The contractual service will include all of the necessary facilities and equipment, which the City is unable to provide.

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

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

Yes  No

B. Will the contractor train City and County employees?

Yes  No

- 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?

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 personal services contract with your department? Service is going back out to bid.

Yes  No

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

*Shawn Wallace*

Signature of Departmental Personal Services Contract Coordinator

Officer Shawn Wallace #1104

553-1096

Print or Type Name

Telephone Number

850 Bryant Street

San Francisco, Calif. 94103

Address

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCESDept. Code: HRDType of Request:  Initial  Modification of an existing PSC (PSC # 32847 - 13/14)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Direct Medical Provider NetworkFunding Source: General and Special FundsPSC Original Approved Amount: \$99,000PSC Original Approved Duration: 03/01/14 - 12/31/15 (1 year 43 weeks)PSC Mod#1 Amount: \$250,000PSC Mod#1 Duration: 01/01/16-06/30/18 (2 years 25 weeks)PSC Cumulative Amount Proposed: \$349,000PSC Cumulative Duration Proposed: 4 years 17 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Labor Code section 4616 et. seq. was amended to include additional oversight responsibilities for employers who maintain a medical provider network (MPN) for treatment of industrial injuries. The Medical Director will ensure that network physicians and ancillary service providers are delivering quality medical care to the employees of the City & County of San Francisco (CCSF), including those working for San Francisco Municipal Transportation Agency and the San Francisco Community College District, who have been injured on the job, consistent with the changes outlined in Senate Bill 863.

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

Statutory requirements were added pursuant to Senate Bill 863 (2012) to employers who maintain an MPN. Those include a requirement to "Establish and follow procedures to continuously review the quality of care, performance of medical personnel, utilization of services and facilities, and costs." Failure to adhere to the statutory requirements of this, and other requirements, can result in the State Division of Workers' Compensation suspending or revoking their approval of the CCSF Medical Provider Network or, for less severe violations, assessing monetary penalties of up to \$5,000 per violation.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

Services have been provided in the past through earlier PSC request. See 32847 - 13/14

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

Depends on solicitation process.

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:**



**2. Reason(s) for the Request**

A. Display all that apply

 Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

The specialized services are needed on an as-needed basis.

B. Reason for the request for modification:

Per Senate Bill 863, DHR is required to continuously review the quality of care of the MPN. DHR is increasing the PSC total amount and duration to extend the vendor's as-needed services.

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Possession of an M.D. degree, at least five (5) years of experience in occupational health and a license to practice medicine issued by the California Medical Board. A Master's Degree in Public Health is desirable.

B. Which, if any, civil service class(es) normally perform(s) this work? 2230, Physician Specialist; 2232, Senior Physician Specialist;

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

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Not Applicable

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A: Explain why civil service classes are not applicable.

Civil service classes are not applicable because the Department of Human Resources (DHR) requires highly specialized services. Senate Bill 863 increased the responsibilities for employers who maintain a medical provider network for treatment of industrial injuries. DHR requires a contractor who has proven experience in occupational health and is well versed with the statutory regulations. Failure to adhere to the requirements could result in devastating consequences.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The City currently maintains classifications of employees who perform generalist work that is similar.

**6. Additional Information**

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.

No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.

One (1) Class 2825, Senior Health Educator, for 5-10 hours.

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

No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.

No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.

No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.

WD Consultants

7. **Union Notification:** On 03/25/16, the Department notified the following employee organizations of this PSC/RFP request:

Physicians and Dentists - 8CC; Physicians and Dentists - 11AA;

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Brent Lewis Phone: 557-4944 Email: brent.lewis@sfgov.org

Address: 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 32847 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/18/2016

# Receipt of Union Notification(s)

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [brent.lewis@sfgov.org](mailto:brent.lewis@sfgov.org)  
**To:** [Lewis\\_Brent \(HRD\)](mailto:Lewis_Brent@HRD); [jduritz@uapd.com](mailto:jduritz@uapd.com); [Brusaca, Christina](mailto:Brusaca_Christina); [DHR-PSCCoordinator](mailto:DHR-PSCCoordinator); [DHR \(HRD\)](mailto:DHR (HRD)); [Isen, Richard](mailto:Isen_Richard)  
(ITS)  
**Subject:** Receipt of Modification Request to PSC # 32847 - 13/14 - MODIFICATIONS  
**Date:** Friday, March 25, 2016 3:42:47 PM

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PSC RECEIPT of Modification notification sent to Unions and DHR

The HUMAN RESOURCES -- HRD has submitted a modification request for a Personal Services Contract (PSC) for \$250,000 for services for the period January 1, 2016 – June 30, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over \$100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/6649>  
Email sent to the following addresses: [jduritz@uapd.com](mailto:jduritz@uapd.com)

**From:** [Jeff Duritz](#)  
**To:** [Brusaca, Christina](#)  
**Subject:** Re: PSC#32847-13/14 Mod 01  
**Date:** Monday, March 28, 2016 8:10:09 PM

---

Ok, with that understanding, UAPD waives the standard notice requirement.

On Mon, Mar 28, 2016 at 3:44 PM, Brusaca, Christina  
<[christina.brusaca@sfgov.org](mailto:christina.brusaca@sfgov.org)> wrote:

The Workers' Compensation Division is planning for 6 hours per week (312 for the year).

Sincerely,

Christina Brusaca

Senior Administrative Analyst

Department of Human Resources

City and County of San Francisco

[Christina.brusaca@sfgov.org](mailto:Christina.brusaca@sfgov.org)

**From:** Jeff Duritz [mailto:[jduritz@uapd.com](mailto:jduritz@uapd.com)]  
**Sent:** Monday, March 28, 2016 3:23 PM

**To:** Brusaca, Christina  
**Subject:** Re: PSC#32847-13/14 Mod 01

Thanks Christina. Your email on Friday said the PSC's services are as-needed. Can you send information on the number of expected work hours per year for this position?

On Mon, Mar 28, 2016 at 7:45 AM, Brusaca, Christina  
<[christina.brusaca@sfgov.org](mailto:christina.brusaca@sfgov.org)> wrote:

Good morning Jeff,

I apologize for not attaching the mod. It should be attached to this email. Please let me know if

you have any questions.

Sincerely,

Christina Brusaca

Senior Administrative Analyst

Department of Human Resources

City and County of San Francisco

[Christina.brusaca@sfgov.org](mailto:Christina.brusaca@sfgov.org)

**From:** Jeff Duritz [mailto:[jduritz@uapd.com](mailto:jduritz@uapd.com)]

**Sent:** Friday, March 25, 2016 4:47 PM

**To:** Brusaca, Christina

**Subject:** Re: PSC#32847-13/14 Mod 01

Hi Christina,

Can you send the forms that are normally available for download from the PSC database? I can't really waive notice without that information!

On Fri, Mar 25, 2016 at 3:55 PM, Brusaca, Christina  
<[christina.brusaca@sfgov.org](mailto:christina.brusaca@sfgov.org)> wrote:

Hi Jeff,

DHR requests a notice waiver for PSC#32847-13/14 Mod 1, so the PSC can be scheduled for the April 18<sup>th</sup> Civil Service Commission agenda. PSC#32847-13/14 is for the consultant to work with the Medical Provider Network (MPN) administrator and MPN Physicians to ensure quality of care (consistent with the requirements of Labor Code section 4616). The services are as-needed.

Sincerely,

Christina Brusaca  
Senior Administrative Analyst  
Department of Human Resources  
City and County of San Francisco  
[Christina.brusaca@sfgov.org](mailto:Christina.brusaca@sfgov.org)

--  
Jeff Duritz  
Senior Representative

**Union of American Physicians and Dentists**  
180 Grand Avenue, Suite 1380, Oakland, CA 94612  
[510-839-0193](tel:510-839-0193) (office)  
[510-763-8756](tel:510-763-8756) (fax)  
[www.uapd.com](http://www.uapd.com)

--  
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# Additional Attachment(s)





Division of Workers' Compensation (DWC)

## Overview of Senate Bill 863

### Topics covered in this section:

- Changes in permanent disability
- Changes to supplemental job displacement vouchers
- Creation of "Return to Work Fund"
- Introduction of independent medical review
- Improving medical provider networks
- Introduction of independent bill review
- Changes regarding liens
- Fee schedules
- Changes for qualified and agreed medical evaluators
- Changes for self-insured employers

Senate Bill 863 (SB 863) was the product of months of negotiations between representatives of labor unions and employers who historically came together to work on a comprehensive workers' compensation reform package. Everything in SB 863 was negotiated and agreed on by those parties.

The negotiators started with two guiding principles. First, that permanent disability benefits paid to injured workers to compensate them for the lasting effects of work-related injuries were too low and had to be increased. The second principle was that the costs associated with providing medical treatment and benefits to injured workers and administering workers' compensation claims had begun to rise significantly. If costs were permitted to continue to rise, employers would be faced with increases in their workers' compensation insurance rates, which would add additional financial stress to many businesses.

Labor and management agreed that in order for benefits to be increased, costs would have to be decreased where possible. They also agreed that where possible, the workers' compensation process should be made more efficient.

Implementation of the changes brought about by the bill will be overseen by teams from both the California Department of Industrial Relations (DIR) and the Division of Workers' Compensation (DWC).

### The following are some of the highlights of the bill:

#### Changes in permanent disability

Both the minimum and maximum weekly benefit amounts have been increased, with the increases being phased in over a two year period. At the end of those two years, the maximum weekly permanent disability rate will rise to \$290.

How permanent disability ratings are calculated has also been changed. The current rating formula includes a modifier of between 1.1 and 1.4, depending on the body part that is injured. The modifier is intended to take into account the injured workers' diminished future earning capacity, if any, as a result of his or her injury. For injuries that occur on or after Jan. 1, 2013, the rating formula will no longer include the "future earning capacity modifier." Instead, all injuries will be adjusted by a factor of 1.4.

Under the current rating system, there are also modifiers based on the injured worker's age at the time of the injury, and his or her occupation. Those modifiers will continue to be used, and the Administrative Director of the Division of Workers' Compensation has been authorized to develop a new schedule of occupational modifiers, to allow for more accurate consideration of today's wide range of occupations.

Currently, Labor Code Section 4662 describes circumstances in which injured workers may receive a permanent disability award of 100%. That section has not been changed by SB 863.

Add-ons for permanent disability due to sleep disorders or sexual dysfunction resulting from physical injuries, which are now permitted, will no longer be available. Additionally, permanent disability add-ons for psychiatric injuries resulting from physical injuries are limited to "catastrophic" injuries and cases in which the injured worker was either the victim of a violent crime, or witnessed a violent crime.

"Pure" psychiatric claims which do not arise as a result of physical injuries are not affected by this change. Injured workers can still receive treatment for sleep problems, sexual dysfunction and/or psych consequences of their injuries, even if permanent disability is no longer available for them.

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### Changes to supplemental job displacement vouchers

Under the current system, injured workers may be offered supplemental job displacement vouchers that can be used to pay for job retraining. The voucher amount is a sliding scale ranging from \$4,000 to \$10,000. The amount is based upon the injured worker's permanent disability rating, and it is not required to be offered until the permanent disability rating has been finally determined, either by way of an award by the Workers' Compensation Appeals Board (WCAB), or by a settlement agreement between the injured worker and his or her employer.

As a result of SB 863, the voucher amount will be fixed at \$6,000 for all qualifying injured workers, and it is to be offered when the injured worker reaches permanent and stationary status and the treating doctor reports on work abilities and limitations resulting from the injury.

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### Creation of "Return to Work Fund"

SB 863 also establishes a \$120 million per year "Return-to-Work Fund," to be established and administered by the DIR. Payments from the fund will be available to injured workers whose permanent disability ratings are disproportionately low in comparison to their wage loss. Eligibility for the benefits and the specifics of how the fund will be administered will be based on research to be performed by the DIR in consultation with the Commission on Health, Safety and Workers' Compensation (CHSWC).

Injured workers will be able to appeal decisions regarding Return to Work Fund eligibility or the amount to be paid out will be to the trial-level WCAB.

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### Introduction of independent medical review

Another significant change is in how medical treatment disputes will be resolved. As of Jan. 1, 2013 for injuries occurring on or after that date, and as of July 1, 2013 for all dates of injury, Independent Medical Review (IMR) will be used to decide disputes regarding medical treatment in workers' compensation cases.

Under the current system, it typically takes nine to 12 months to resolve a dispute over the treatment needed for an injury. The process requires: (1) negotiating over selection of an agreed medical evaluator, (2) obtaining a panel, or list, of state-certified medical evaluators if agreement cannot be reached, (3) negotiating over the selection of the state-certified medical evaluator, (4) making an appointment, (5) awaiting the examination, (6) awaiting the evaluator's report, and then if the parties still disagree, (7) awaiting a hearing with a workers' compensation judge and (8) awaiting the judge's decision on the recommended treatment. In many cases, the treating physician may also rebut or request clarification from the medical evaluator, and the medical evaluator may be required to follow up with supplemental reports or answer questions in a deposition.

SB 863 replaces those eight steps with an IMR process similar to group health that takes approximately 40 (or fewer) days to arrive at a determination so that the appropriate treatment can be obtained.

IMR can only be requested by an injured worker following a denial, modification, or delay of a treatment request through the utilization review (UR) process. Employers and insurance carriers cannot request review of treatment authorizations.

An injured worker can be assisted by an attorney or by his or her treating physician in the IMR process.

There is a right to appeal an IMR determination, to the trial level WCAB, on the basis of fraud, conflict of interest, or mistake of fact. The reviewer's underlying medical decision-making, however, cannot be overturned by a judge. The remedy, if an appeal is granted, is referral to a different reviewer for another review.

IMR will not be available in cases in which there is a dispute over anything other than the medical necessity of a particular treatment requested by the injured worker's physician (such as cases where the injury itself is in dispute).

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## Improving medical provider networks

Medical Provider Networks (MPNs) have been criticized for including doctors who are no longer practicing, do not accept workers' compensation patients, or are otherwise unavailable to injured workers. Injured workers have also expressed frustration at not being able to obtain care in specialty areas, and doctors not being available within reasonable time frames.

SB 863 addresses these issues in several ways. First, the current requirement that 25% of doctors within an MPN practice in areas other than occupational medicine has been removed. Also, doctors are required to affirmatively confirm their participation in a network.

Networks will also be required to provide medical access assistants who will be available to injured workers to assist them in locating appropriate doctors within the network.

SB 863 also provides for better monitoring of MPNs by the DWC through continuous and random reviews, and authority to impose penalties less severe than revocation to address access problems.

Additionally, disputes about whether or not an injured worker is subject to an MPN will now have to be resolved as soon as they arise, rather than being held over to the end of a claim. Treatment obtained from a non-network provider, without either authorization from the employer or insurance carrier or a workers' compensation judge's order permitting outside of network treatment, will not have to be paid for by the employer or carrier. If unauthorized treatment is unsuccessful, and results in a worsening of the injured worker's condition, or a need for additional treatment, the employer/carrier will have no obligation to pay for that, either.

Similarly, reports issued by unauthorized non-network providers cannot be the sole basis for an award of compensation by a workers' compensation judge. Those reports must be reviewed and commented on by the authorized network treater and any qualified medical evaluator (QME) or agreed medical evaluator (AME).

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## Introduction of independent bill review

SB 863 creates an Independent Bill Review (IBR) process to resolve disputes regarding the amount to be paid to doctors.

IBR will not apply to disputes about treatment authorization (those will go through IMR), cases where the injury itself is in dispute, or where there is a dispute about whether or not the provider is authorized to treat the injured worker.

There are also new requirements regarding how billing is to be submitted, and how employers or carriers communicate their payment decisions to providers.

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## Changes regarding liens

There are also changes regarding liens filed against an injured workers' claim, for medical treatment and other services provided in connection with the claim, but not paid for by the employer or insurance carrier.

A filing fee of \$150 will now be required for all liens filed after Jan. 1, 2013, and a \$100 activation fee will be required for liens filed before then, but activated for a conference or trial after Jan. 1, 2013.

There are also provisions for dismissal of liens by operation of law after Jan. 1, 2014 if no filing or activation fee has been filed, as well as an 18-month statute of limitations for filing liens for services rendered after July 1, 2013 and a 3-year statute of limitations for services provided before then.

Assignments of lien claims are also now strictly limited, and are allowed only where the assignor has gone out of business.

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## Fee schedule

SB 863 requires the creation of fee schedules for copy services, home health care, vocational expert fees and interpreters. The DWC will also be able to administer interpreter certification exams and post lists of certified interpreters on its web site.

The Official Medical Fee Schedule (OMFS), which governs fees paid to medical providers, will also be updated, to incorporate Medicare's Resource-Based Relative Value Scale.

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## Changes for qualified and agreed medical evaluators

There is a new limit of ten office locations for QMEs.

In cases in which the injured worker is represented by an attorney, there is no longer a requirement that the parties try to reach an agreement on an AME before seeking a QME panel. Additionally, in cases in which the injured worker is represented, the parties may agree to use an AME.

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## Changes for self-insured employers

Self-insured employers are required to pay deposits to help ensure that their workers' compensation liabilities will be covered. SB 863 changes the method of calculating the deposit amount, basing it now on an annual actuarial report to be issued by Dec. 31 of every year.

The bill also precludes "professional employer organizations," temporary agencies, and employee leasing organizations from being self-insured, as well as prohibiting an employer who has been illegally uninsured from becoming self-insured unless the employer receives approval from the Self-Insurers' Security Fund.

Self-insured public entities' annual reporting requirements have been strengthened, and CHSWC is now required to study the self-insured public entity program and make recommendations to improve the program. The CHSWC study is expected to be completed by mid-2014.

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October 2013

### Related Links

Workers' Compensation Appeals Board  
 Commission on Health and Safety and Workers' Compensation  
 Department of Insurance  
 Employment Development Department  
 State Compensation Insurance Fund

### Participate in ...

DWC rulemaking  
 DWC forum  
 WCAB forum  
 DWC annual educational conference

More

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**Title 8 California Code of Regulations**  
**Chapter 4.5. Division of Workers' Compensation**  
**Subchapter 1. Administrative Director -- Administrative Rules**  
**Article 3.5. Medical Provider Networks**

**\* Section 9767.1. Medical Provider Networks --Definitions.**

(a) As used in this article:

(1) "Ancillary services" means any provision of medical services or goods as allowed in Labor Code section 4600 by a non-physician, including, but not limited to, interpreter services, physical therapy and pharmaceutical services.

(2) "Covered employee" means an employee or former employee whose employer has ongoing workers' compensation obligations and whose employer or employer's insurer is using a Medical Provider Network for the provision of medical treatment to injured employees unless:

(A) the injured employee has properly designated a personal physician pursuant to Labor Code section 4600(d) by notice to the employer prior to the date of injury, or;

(B) the injured employee's employment with the employer is covered by an agreement providing medical treatment for the injured employee and the agreement is validly established under Labor Code section 3201.5, 3201.7 or 3201.81.

(3) "Division" means the Division of Workers' Compensation.

(4) "Economic profiling" means any evaluation of a particular physician, provider, medical group, or individual practice association based in whole or in part on the economic costs or utilization of services associated with medical care provided or authorized by the physician, provider, medical group, or individual practice association.

(5) "Emergency health care services" means health care services for a medical condition manifesting itself by acute symptoms of sufficient severity such that the absence of immediate medical attention could reasonably be expected to place the patient's health in serious jeopardy.

(6) "Employer" means a self-insured employer, the Self-Insurer's Security Fund, a group of self-insured employers pursuant to Labor Code section 3700(b) and as defined by Title 8, California Code of Regulations, section 15201(s), a joint powers authority, or the state.

(7) "Entity that provides physician network services" means a legal entity employing or contracting with physicians and other medical providers or contracting with physician networks, and may include but is not limited to third party administrators and managed care entities, to deliver medical treatment to injured workers on behalf of one or more insurers, self-insured employers, the Uninsured Employers Benefits Trust Fund, the California Insurance Guaranty Association, or the Self-Insurers Security Fund, and that meets the requirements of this article, Labor Code 4616 et seq., and corresponding regulations.

within 180 days of receipt of a complete plan for reapproval, it shall be deemed approved on the 181<sup>st</sup> day for a period of four years.

(c) The Administrative Director shall provide notification(s) to the MPN applicant: (1) setting forth the date the MPN application or reapproval plan was received by the Division; (2) informing the MPN applicant if the MPN application or reapproval plan is not complete and the item(s) necessary to complete the application or reapproval plan; and (3) if the Administrative Director is aware that the MPN applicant is not eligible to have an MPN.

(d) No additional materials shall be submitted by the MPN applicant or considered by the Administrative Director until the MPN applicant receives the notification described in (c).

(e) The Administrative Director's decision to approve or disapprove an application shall be limited to his/her review of the information provided in the application or reapproval plan.

(f) Upon approval of a new Medical Provider Network Plan, the MPN shall be assigned a unique MPN Identification number. This unique MPN Identification number shall be used in all correspondence with DWC regarding the MPN, including but not limited to future filings and complaints, and shall be included in the complete employee notification, transfer of care notice, continuity of care notice, MPN IMR notice and end of MPN coverage notice.

(g) An MPN applicant may choose to withdraw an approved MPN that has never been implemented by sending a letter signed by the MPN's authorized individual to the Administrative Director with the name and approval number of the MPN to be withdrawn, and a statement verifying that the MPN has never been used and that the MPN applicant will not use the MPN in the future.

Authority: Sections 133 and 4616(h), Labor Code.

Reference: Section 4616, Labor Code.



### **Section 9767.3. Requirements for a Medical Provider Network Plan.**

(a) As long as the application for a medical provider network plan meets the requirements of Labor Code section 4616 et seq. and this article, nothing in this section precludes an employer or insurer or entity that provides physician network services from submitting for approval one or more medical provider network applications.

(b) Nothing in this section precludes an MPN applicant from agreeing to submit for approval a medical provider network plan which meets the specific needs of an insured employer considering the experience of the insured employer, the common injuries experienced by the insured employer, the type of occupation and industry in which the insured employer is engaged and the geographic area where the employees are employed.

(c) All MPN applicants shall complete the section 9767.4 Cover Page for Medical Provider Network Application or Plan for Reapproval with an original signature, and an MPN Plan

MPN Regulations  
8 CCR §§9767.1-9767.19  
Effective: August 27, 2014

meeting the requirements of this section or the optional MPN Plan Application form. Two copies of the completed, signed Cover Page for Medical Provider Network Application or Plan for Reapproval and the complete MPN Plan shall be submitted to the DWC in compact discs or flash drives in word-searchable PDF format. The hard copy of the completed, signed original Cover Page for Medical Provider Network Application or Plan for Reapproval and the complete MPN Plan shall be maintained by the MPN applicant and made available for review by the Administrative Director upon request. Electronic signatures in compliance with California Government Code section 16.5 are accepted.

(1) An MPN applicant shall submit the MPN provider information and ancillary service provider information required in section 9767.3(d)(8)(G) and (I) in a compact disc(s) or, a flash drive(s). The information shall be submitted as a Microsoft Excel spread sheet unless an alternative format is approved by the Administrative Director. If the MPN applicant is using a valid and currently certified Health Care Organization, then this information must be noted on the application's Cover Page for Medical Provider Network or Plan for Reapproval and only a listing of any additional ancillary service providers is required to be submitted pursuant to the requirements in subsection (3) of this subdivision.

(2) The network provider information shall be submitted in a compact disc(s), or a flash drive(s), and the provider file shall have only the following eight columns. These columns shall be in the following order: (1) physician name (2) specialty (3) physical address (4) city (5) state (6) zip code (7) any MPN medical group affiliations and (8) an assigned provider code for each physician listed. If a physician falls under more than one provider code, the physician shall be listed separately for each applicable provider code. The following are the provider codes to be used: primary treating physician (PTP), orthopedic medicine (ORTHO), chiropractic medicine (DC), occupational medicine (OCCM), acupuncture medicine (LAC), psychology (PSYCH), pain specialty medicine (PM), psychiatry (PSY), neurosurgery (NSG), family medicine (GP), neurology (NEURO), internal medicine (IM), physical medicine and rehabilitation (PMR), or podiatry (DPM). If the specialty does not fall under any one of the previously listed categories, then the specialty shall be clearly identified in the specialty column and the code used shall be (MISC). By submission of its provider listing, the applicant is affirming that all of the physicians listed have been informed that the Medical Treatment Utilization Schedule ("MTUS") is presumptively correct on the issue of the extent and scope of medical treatment and diagnostic services and have a valid and current license number to practice in the State of California.

(3) If an MPN chooses to provide ancillary services, the ancillary service provider file shall have only the following six columns. The columns shall be in the following order: (1) the name of each ancillary service provider (2) specialty or type of service (3) physical address (4) city (5) state (6) zip code of each ancillary service provider. If the ancillary service or ancillary service provider is mobile, list the covered service area within California. By submission of an ancillary provider listing, the applicant is affirming that the providers listed can provide the requested medical services or goods and have a current valid license number or certification to practice, if they are required to have a license or certification by the State of California. If interpreter services are included as an MPN ancillary service, the interpreters listed must be certified pursuant to section 9795.1.6(a)(2)(A) and (B).



(4) An MPN determines which locations are approved for physicians to provide treatment under the MPN. Approved locations are listed in an MPN's provider listing; however, an MPN has the discretion to approve treatment at non-listed locations.

(5) An MPN applicant shall have the exclusive right to determine the members of its network.

(d) A Medical Provider Network application shall include all of the following information:

(1) Type of Eligible MPN applicant. Provide a description of the entity's qualifications to be an eligible MPN Applicant. Attach proof of MPN eligibility. If a self-insured employer or joint powers authority, attach a copy of the current valid certificate of self-insurance. For an insurer, attach a current valid certificate of authority. For an entity providing physician network services, attach documentation of current legal status including, but not limited to, legal licenses or certificates and affirm that the entity employs or contracts with physicians and other medical providers or contracts with physician networks.

(2) Name of MPN applicant.

(3) MPN applicant's Taxpayer Identification Number.

(4) Name of Medical Provider Network.

(5) MPN Liaison to DWC: Provide the name, title, address, e-mail address, and telephone number of the person designated as the liaison for the Division, who is responsible for receiving compliance and informational communications from the Division and for disseminating the same within the MPN.

(6) The application must be verified by an officer or employee of the MPN applicant with the authority to act on behalf of the MPN applicant with respect to the MPN. The verification by the authorized individual shall state: "I, the undersigned officer or employee of the MPN applicant, have read and signed this application and know the contents thereof, and verify that, to the best of my knowledge and belief, the information included in this application is true and correct."

(7) Nothing in this section precludes a network, entity, administrator, or other third-party, upon agreement with a MPN applicant, from preparing a MPN application on behalf of an eligible MPN applicant.

(8) Description of Medical Provider Network Plan:

(A) Affirm that the MPN network is adequate to handle the expected number of claims covered under the MPN and explain how this was determined;

(B) Describe the MPN geographic service area or areas within the State of California to be served;

(C) State the toll-free number, email address, fax number and days and times of availability to reach the MPN's medical access assistants.

(D) State the MPN website address;

(E) State the web address or URL to the roster of all treating physicians in the MPN. Affirm that secondary treating physicians who are counted when determining access standards but can only be seen with an approved referral are clearly designated "by referral only".

(F) Affirm that each MPN physician or medical group in the network has agreed to treat workers under the MPN and that the written acknowledgments are in accordance with the requirements under "Physician Acknowledgments" section 9767.5.1, and are available for review by the Administrative Director upon request;

(G) Provide a listing of the name, specialty, and location of each physician as described in Labor Code Section 3209.3, who will be providing occupational medicine services under the plan. Only individual physicians in the MPN shall be listed, but MPN medical group affiliation(s) may be included with each individual physician listed. By submission of the application, the MPN applicant is confirming that a contractual agreement exists with the physicians, providers or medical group practice in the MPN to provide treatment for injured workers in the workers' compensation system and that the contractual agreement is in compliance with Labor Code section 4609, if applicable.

(H) Provide an electronic copy in Microsoft Excel format of the geocoding results of the MPN provider directory to show estimated compliance with the access standards set forth in section 9767.5. The access standards set forth in section 9767.5 are determined by the injured employee's residence or workplace address and not the center of a zip code. The geocoding results will be used by DWC in reviewing MPN plans to give an approximation of MPN compliance with the access standards set forth in section 9767.5. The geocoding results shall include the following separate files summarizing data reasonably available at the time of compilation: 1) a complete list of all zip codes within the MPN geographic service area; 2) a narrative or graphic report that establishes where there are at least three available primary treating physicians within the fifteen-mile access standard from the center of each zip code within the MPN geographic service area; 3) a narrative or graphic report that establishes where there is a hospital or an emergency health care service provider within the fifteen-mile access standard from the center of each zip code within the MPN geographic service area; 4) a narrative or graphic report that establishes where there are at least three available physicians in each of the specialties commonly required to treat injured workers covered by the MPN within the thirty-mile access standard from the center of each zip code within the MPN geographic service area; 5) a list of all zip codes where access standards are not met in the geographic service area or areas to be served by the MPN for primary treating physicians, for acute care hospitals or emergency facilities, and for each specialty listed to treat common injuries experienced by injured workers covered by the MPN, and a narrative report explaining if medical treatment will be provided according to an approved alternative access standard or according to a written policy permitting out of MPN treatment in those areas; and 6) each physician listed in the MPN

provider directory listing shall be assigned at least one provider code as set forth in subdivision (c)(2) of this section to be used in the geocoding reports.

(I) If an MPN chooses to include ancillary services in its network, a listing of the name, specialty or type of service and location of each ancillary service, other than a physician covered under subdivision (d)(8)(G) of this section, who will be providing services or goods within the medical provider network. By submission of the application, the MPN applicant is confirming that a contractual agreement exists with the ancillary service providers to provide services to be used under the MPN and that the ancillary services will be available at reasonable times and within a reasonable geographic area to covered employees;

(J) Describe how the MPN provides ancillary services to its covered employees. Set forth which ancillary services, if any, will be within the MPN. For ancillary services not able to be provided within the MPN pursuant to section 9767.5(d), affirm that referrals will be made to services outside the MPN;

(K) Describe how the MPN complies with the second and third opinion process set forth in section 9767.7;

(L) Describe how the MPN complies with the access standards set forth in section 9767.5 for all covered employees;

(M) Describe the employee notification process, and attach an English and Spanish copy of the required employee notification material and information to be given to covered employees described in sections 9767.12(a);

(N) Attach a copy of the written continuity of care policy as described in Labor Code section 4616.2;

(O) Attach a copy of the written transfer of care policy that complies with section 9767.9;

(P) Attach any policy or procedure that is used by the MPN applicant or an entity contracted with the MPN or MPN applicant to conduct "economic profiling of MPN providers" pursuant to Labor Code section 4616.1 and affirm that a copy of the policy or procedure has been provided to the MPN providers or attach a statement that the MPN applicant does not conduct economic profiling of MPN providers;

(Q) Provide an affirmation that the physician compensation is not structured in order to achieve the goal of reducing, delaying, or denying medical treatment or restricting access to medical treatment; and

(R) Describe how the MPN applicant will ensure that no person other than a licensed physician who is competent to evaluate the specific clinical issues involved in the medical treatment services, when these services are within the scope of the physician's practice, will modify, delay, or deny requests for authorization of medical treatment.

(S) Describe the MPN's procedures, criteria and how data is used to continuously review quality of care and performance of medical personnel, utilization of services and facilities, and costs.

(T) Affirm that as of January 1, 2013, every contracting agent that sells, leases, assigns, transfers, or conveys its medical provider networks and their contracted reimbursement rates to an insurer, employer, or entity that provides physician network services, or to another contracting agent shall, upon entering or renewing a provider contract, disclose to the provider whether the medical provider network may be sold, leased, transferred, or conveyed to other insurers, employers, entities providing physician network services, or another contracting agent, and specify whether those insurers, employers, entities providing physician network services, or contracting agents include workers' compensation insurers.

(e) If the entity is a Health Care Service Plan, Group Disability Insurance Policy, or Taft-Hartley Health and Welfare Fund, in addition to the requirements set forth in subdivision (d) of this section, a Medical Provider Network application shall include the following information:

(1) The application shall set forth that the entity has a reasonable number of providers with competency in occupational medicine.

(A) The MPN applicant may show that a physician has competency by confirming that the physician either is Board Certified or was residency trained in that specialty.

(B) If (A) is not applicable, describe any other relevant procedure or process that assures that providers of medical treatment are competent to provide treatment for occupational injuries and illnesses.

(f) If the MPN applicant is providing for ancillary services within the MPN that are in addition to the services provided by the Health Care Organization, Health Care Service Plan, Group Disability Insurance Policy, or Taft-Hartley Health and Welfare Fund, it shall set forth the ancillary services in the application.

(g) If a Health Care Organization, Health Care Service Plan, Group Disability Insurance Policy, or Taft-Hartley Health and Welfare Fund has been approved as a MPN, and the entity does not maintain its certification or licensure or regulated status, then the entity must file a new Medical Provider Network Application pursuant to section 9767.3(d).

(h) If a Health Care Organization, Health Care Service Plan, Group Disability Insurance Policy, or Taft-Hartley Health and Welfare Fund has been modified from its certification or licensure or regulated status, the application shall comply with subdivision (d) of this section.

Authority: Sections 133 and 4616(h), Labor Code.

Reference: Sections 3209.3, 4609, 4616, 4616.1, 4616.2, 4616.3, 4616.5 and 4616.7, Labor Code and Section 16.5, Government Code.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES -- HRD Dept. Code: HRD

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

Type of Approval:  Expedited  Regular ( Omit Posting)

Type of Service: Direct Medical Provider Network

Funding Source: General and Special Funds PSC Duration: 1 year 43 weeks  
PSC Amount: \$99,000 PSC Est. Start Date: 03/01/2014 PSC Est. End Date: 12/31/2015

1. **Description of Work**

A. Scope of Work:

Labor Code section 4616 et. seq. was amended to include additional oversight responsibilities for employers who maintain a medical provider network (MPN) for treatment of industrial injuries. The Medical Director will ensure that network physicians and ancillary service providers are delivering quality medical care to the employees of the City & County of San Francisco (CCSF), including those working for San Francisco Municipal Transportation Agency and the San Francisco Community College District, who have been injured on the job, consistent with the changes outlined in Senate Bill 863.

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

Statutory requirements were added pursuant to Senate Bill 863 (2012) to employers who maintain an MPN. Those include a requirement to "Establish and follow procedures to continuously review the quality of care, performance of medical personnel, utilization of services and facilities, and costs." Failure to adhere to the statutory requirements of this, and other requirements, can result in the State Division of Workers' Compensation suspending or revoking their approval of the CCSF Medical Provider Network or, for less severe violations, assessing monetary penalties of up to \$5,000 per violation.

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 particular services were not provided in the past as they were not required. CCSF hired a full-time Senior Health Educator to administer the MPN. The services of a physician will supplement the work of the Senior Health Educator to ensure that policies are consistent with good medical practice, and discussions of medical treatment with providers are done by a physician.

D. Will the contract(s) be renewed? Depends on solicitation process.

2. **Union Notification:** On 02/24/2014, the Department notified the following employee organizations of this PSC/RFP request: Physicians and Dentists - 8CC, Physicians and Dentists - 11AA,

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 32847 - 13/14

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 03/10/2014

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise:

Possession of an M.D. degree, at least five (5) years of experience in occupational health and a license to practice medicine issued by the California Medical Board. A Master's Degree in Public Health is desirable.

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

2230,2232,

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 the Department of Human Resources (DHR) requires highly specialized services. Senate Bill 863 increased the responsibilities for employers who maintain a medical provider network for treatment of industrial injuries. DHR requires a contractor who has proven experience in occupational health and is well versed with the statutory regulations. Failure to adhere to the requirements could result in devastating consequences.

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

No. The City currently maintains classifications of employees who perform generalist work that is similar.

**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? One (1) Class 2825, Senior Health Educator, for 5-10 hours.	<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 03/06/2014 BY:

Name: Brent Lewis Phone: 557-4944 Email: brent.lewis@sfgov.org

Address: 1 South Van Ness Avenue, 4th Floor San Francisco, CA 94103