Date: August 29, 2014

To: The Honorable Civil Service Commission

Through: Micki Callahan
Human Resources Director

From: Kevin Quan, ART
Mary Hom, CON
Parveen Boparai/Cynthia Hamada, MTA
Shamica Jackson/Stacey Lo, PUC
Sung Kim, DPW
Jolie Gines, DT

Subject: Personal Services Contracts Approval Request

This report contains nine (9) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on October 25, 2013.

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

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

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

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>$44,580,000</td>
<td>$7,719,527</td>
<td>$271,963,461</td>
</tr>
</tbody>
</table>

One South Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 • (415) 557-4800 • www.sfgov.org/dhr
Kevin Quan
Arts Commission
25 Van Ness Avenue, Suite 345
San Francisco CA 94102

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(415) 554-7536

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SJ: (415) 554-0727
SL: (415) 554-1860

Sung Kim
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San Francisco, CA 94103
(415) 554-6417

Jolie Gines
Department of Technology
1 South Van Ness Avenue, 2nd Floor
San Francisco, CA 94103
<table>
<thead>
<tr>
<th>Regular PSCs</th>
<th>Department</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>46384-13/14</td>
<td>Controller</td>
<td>2</td>
</tr>
<tr>
<td>41873-14/15</td>
<td>Public Utilities Commission</td>
<td>10</td>
</tr>
<tr>
<td>49397-14/15</td>
<td>Public Utilities Commission</td>
<td>14</td>
</tr>
<tr>
<td>40875-14/15</td>
<td>Public Works</td>
<td>18</td>
</tr>
<tr>
<td>41211-14/15</td>
<td>Public Works</td>
<td>23</td>
</tr>
<tr>
<td>49708-13/14</td>
<td>Technology</td>
<td>37</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Modification PSCs</th>
<th>Department</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>4004-12/13</td>
<td>Arts Commission</td>
<td>102</td>
</tr>
<tr>
<td>38452-13/14</td>
<td>Municipal Transportation Agency</td>
<td>125</td>
</tr>
<tr>
<td>4102-10/11</td>
<td>Department of Public Works</td>
<td>136</td>
</tr>
</tbody>
</table>
### Posting for September 15, 2014
#### Regular Proposed Personal Services Contract

<table>
<thead>
<tr>
<th>PSC NO.</th>
<th>DEPARTMENT</th>
<th>TYPE OF APPROVAL</th>
<th>AMOUNT</th>
<th>DESCRIPTION OF WORK</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>46384-13/14</td>
<td>Controller</td>
<td>Regular</td>
<td>$200,000</td>
<td>Vendor will provide installation and configuration support of Oracle’s Engineered Systems (Exadata and Exalogic) in order to ensure that the systems are installed and configured correctly in order to provide the performance and redundancy necessary to support the mission critical human resources, benefits and payroll processes of eMerge PeopleSoft 9.0 that will run on the Exadata and Exalogic systems. The Engineered Systems are new to the City and the pay period ending 6/6/2014 will be the first pay period that the Engineered Systems are used to pay employees. Additional support during the first year of operations is requested in order to ensure that the systems, people and processes the City has deployed to support the new Exadata and Exalogic systems are functioning as expected.</td>
<td>7/1/2014-6/30/2015</td>
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<tr>
<td>PSC NO.</td>
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<tr>
<td>41873-14/15</td>
<td>Public Utilities Commission</td>
<td>Regular</td>
<td>$16,000,000</td>
<td>The Water Enterprise is responsible for managing the transmission, treatment, storage and distribution of potable water to SF’s customers plus the operation and maintenance of the storage of non-potable reservoirs, hydroelectric and power facilities (switchyards, transmission lines and distribution lines) and the roads and bridges within the Hetch Hetchy Water and Power (HHWP) project. Contractors will provide services related to operations and management of the HHWP Division. The work includes short duration services in water supply, storage, and transport services; water quality services; water treatment services, wastewater treatment services; power; and division operations and management services. These as-needed tasks include work to meet Federal and State environmental and regulatory agency reporting requirements, conduct ongoing studies and implementation planning to meet the requirements of the Hetchy System Improvement Program (HSIP), as well as support for projects like the San Joaquin Pipeline (SJPL) inspection program. More highly experienced technical support will be required for dam and facility inspections.</td>
<td>12/1/2014-11/1/2019</td>
</tr>
<tr>
<td>49397-14/15</td>
<td>Public Utilities Commission</td>
<td>Regular</td>
<td>$300,000</td>
<td>Administer a program that sells discounted residential “laundry-to-landscape” graywater kits, rain barrels and cisterns and provides training and on-site consultation to participants on proper installation and use. Administration also to include program promotion, screening and verification of participant eligibility per San Francisco Public Utilities Commission (SFPUC) criteria, monthly reporting of program participation and progress.</td>
<td>11/1/2014-12/31/2018</td>
</tr>
<tr>
<td>PSC NO.</td>
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<tr>
<td>40875-14/15</td>
<td>Public Works</td>
<td>Regular</td>
<td>$7,000,000</td>
<td>DPW is seeking an Architectural/Engineering (A/E) Team to be integrated with a City Staff Team to deliver comprehensive architectural, engineering and related services to plan and develop the functional, performance and technical criteria package, and assist in procurement of Design Build Entity for the design and construction of a new Rehabilitation Detention Facility (RDF).</td>
<td>11/1/2014-9/30/2019</td>
</tr>
<tr>
<td>41211-14/15</td>
<td>Public Works</td>
<td>Regular</td>
<td>$4,000,000</td>
<td>Department of Public Works (DPW) is seeking a team of qualified consultants to provide construction management support services to the City staff to address the specialized expertise and temporary peak workloads during the pre-construction and construction phases services of the new Traffic Company &amp; Forensic Services Division (TC&amp;FSD) facility. Services include, but are not limited to, budgeting and cost estimating, construction scheduling, constructability reviews, construction administration, and LEED/sustainable building construction management.</td>
<td>1/1/2015-12/31/2018</td>
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<tr>
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<tr>
<td>49708-13/14</td>
<td>Technology</td>
<td>Regular</td>
<td>$1,500,000</td>
<td>The City is seeking a vendor to design a unified communications system for the New General Hospital (Building 25). The system needs to be designed to requirements, staged, implemented so as to be stood up and tested and work with existing Department of Public Health systems. Also, the vendor is expected to give technical and end-user training. Vendor is expected to provide after execution support, until June of 2016 (6 months after Building 25 goes live), be available to ensure that various turnover and Move's, Add's and Changes tasks are handled smoothly, and high-level support. After implementation with target date of May 2015, the vendor shall keep resources on-site through move-in and for one month after, with a ramp-down to fewer resources for the six months after that. Ongoing support for the system will be required as well. The vendor as part of the implementation will be required to help users onto the system for approximately 1,000 users.</td>
<td>9/1/2014-6/30/2019</td>
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**TOTAL AMOUNT: $29,000,000**
### Posting for September 15, 2014
Proposed Personal Services Contract
Modification to Increase/Decrease Contract Amount/Duration

<table>
<thead>
<tr>
<th>PSC NO.</th>
<th>DEPARTMENT</th>
<th>TYPE OF APPROVAL</th>
<th>MODIFIED AMOUNT</th>
<th>CUMULATIVE AMOUNT</th>
<th>DESCRIPTION OF WORK</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4004-12/13</td>
<td>Arts Commission</td>
<td>Regular</td>
<td>$180,000</td>
<td>$510,000</td>
<td>Eight WritersCorps Artists-in-Residence will conduct creative writing classes with youth in need at up to 14 sites in San Francisco. Artists-in-Residence will serve youth who may be educationally disadvantaged, recently immigrated, homeless, incarcerated, or in crisis. Artists-in-Residence will teach and mentor targeted youth to increase their learning, writing and public speaking skills. Artists-in-Residence will plan and organize lesson plans, facilitate writing workshops; compile, design and edit publications of youth writing; and help to organize city-wide literary arts events for participating youth. Artists-in-Residence will work for ten months from September to June.</td>
<td>9/1/2012-6/30/2015</td>
</tr>
<tr>
<td>38452-13/14</td>
<td>Municipal Transportation</td>
<td>Regular</td>
<td>$400,000</td>
<td>$500,000</td>
<td>The scope remains as in the earlier contract in addition to the following reasons. Due to the discovery of fuel leaks from three (3) abandoned underground fuel storage tanks adjacent to the project site, more volumes of the excavated soil is expected to be contaminated with hydrocarbon fuels. It is estimated that 30% of the excavation volumes will be contaminated. The modification reflects the estimated increase in the cost for testing and handling the additional soils.</td>
<td>5/22/2014-3/31/2018</td>
</tr>
<tr>
<td>PSC NO.</td>
<td>DEPARTMENT</td>
<td>TYPE OF APPROVAL</td>
<td>MODIFIED AMOUNT</td>
<td>CUMULATIVE AMOUNT</td>
<td>DESCRIPTION OF WORK</td>
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<tr>
<td>4102-10/11</td>
<td>Public Works</td>
<td>Regular</td>
<td>$15,000,000</td>
<td>$27,000,000</td>
<td>Consultants will perform highly specialized (1) civil engineering tasks that include roadway, curb ramp, and sewer site improvement design, pier and marina renovation related work, traffic and speed data collection; (2) hydrologic engineering tasks that include preparation of sewer system strategic planning, flood control improvements modeling, new developments review, watershed wide system studies, overflow and cumulative impact studies, water quality modeling; and (3) structural engineering tasks that include non-linear analysis, condition assessment reports, field investigations, peer reviews, value engineering, and consultation for various types of structures within Seismic Zone 4. The Department of Public Works (DPW) intends to award four (4) as-needed contracts not to exceed $2,000,000 and a maximum term of 5 years each. The additional time in the PSC Duration is to allow for any delays in processing and awarding the contracts.</td>
<td>7/1/11-3/31/2020</td>
</tr>
</tbody>
</table>

TOTAL MODIFIED AMOUNT: $15,580,000
Regular/Continuing/Annual
Personal Services Contracts
1. **Description of Work**

   **A. Scope of Work:**

   Vendor will provide installation and configuration support of Oracle’s Engineered Systems (Exadata and Exalogic) in order to ensure that the systems are installed and configured correctly in order to provide the performance and redundancy necessary to support the mission critical human resources, benefits and payroll processes of eMerge PeopleSoft 9.0 that will run on the Exadata and Exalogic systems. The Engineered Systems are new to the City and the pay period ending 6/6/2014 will be the first pay period that the Engineered Systems are used to pay employees. Additional support during the first year of operations is requested in order to ensure that the systems, people and processes the City has deployed to support the new Exadata and Exalogic systems are functioning as expected.

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

   This service is necessary to ensure efficient and error-free benefits, human resource and payroll processing through the City’s eMerge Peoplesoft 9.0 system that starting on June 6th will run on the Engineered Systems, which no City staff have experiencing installing and configuring. Consequences of denial include significant risk to the timely and accurate processing of payroll and benefits for all City employees and retirees as a result of installation or configuration errors. Given the high impact of an outage, the City must take all judicious steps to reduce risks that prevent the Exadata and Exalogic systems from being available 24/7/365. The provision of third party support is one important element of this risk mitigation strategy.

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

   These services, on a very limited basis, were provided by the vendor upon initial installation in Dec 2013 and again via PSC#30893-13/14. Civil Services approval was not requested during the initial install due to the extremely limited nature of the services, less than 10% of contract value. Expedited approval was requested and approved with PSC#30893-13/14. Given the level of effort that is now envisioned under this contract, based on feedback from the consultant and City staff, we are requesting an increased funding level $200k for a $300k total via a

2. **Union Notification:** On 06/20/2014, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21,

   ******************************************

   FOR DEPARTMENT OF HUMAN RESOURCES USE

   **PSC #: 46384 - 13/14**

   DHR Analysis/Recommendation: Commission Approval Required

   DHR Approved for 09/15/2014

   Civil Service Commission Action:

   July 2013
3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise:
      2 year plus Oracle Exadata infrastructure production experience with Operation System (OS), memory, disc, and network integration; 2 year plus Oracle Exalogic infrastructure production experience with Operation System (OS), memory, disc, PeopleSoft HCM and network integration

   B. Which, if any, civil service class(es) normally perform(s) this work? 1041, 1042, 1043,

   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      YES. They will provide customized templates and standard operating documents.

4. **Why Classified Civil Service Cannot Perform**
   A. Explain why civil service classes are not applicable:
      The skills require specialized knowledge and training that does not exist with existing civil service classes as a result of the systems’ newness.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No. This is a specialized solution that is needed one time only. It is not practical to develop this expertise in-house.

5. **Additional Information (if “yes”, attach explanation)**
   A. Will the contractor directly supervise City and County employee? □ YES □ NO
   B. Will the contractor train City and County employee?
      10 plus 1040 series staff from DT and eMerge to be trained.
      □ YES □ NO
   C. Are there legal mandates requiring the use of contractual services?
      □ YES □ NO
   D. Are there federal or state grant requirements regarding the use of contractual services?
      □ YES □ NO
   E. Has a board or commission determined that contracting is the most effective way to provide this service?
      □ YES □ NO
   F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?
      □ YES □ NO

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

Name: Lily Conover Phone: 415-554-7525 Email: lily.conover@sfgov.org
Address: 1 Dr. Carlton B. Goodlett Place San Francisco, CA

July 2013
Receipt of Union Notification(s)
RECEIPT for Union Notification for PSC 46384 - 13/14 more than $100k

The CONTROLLER -- CON has submitted a request for a Personal Services Contract (PSC) 46384 - 13/14 for $200,000 for Initial Request services for the period 07/01/2014 – 06/30/2015. Notification of 30 days (60 days for SEIU) is required.

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

http://apps.sfgov.org/dhrdrupal/node/3437 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)
1. Description of Work
   A. Scope of Work:
   Vendor will provide installation and configuration support of Oracle's Engineered Systems (Exadata and Exalogic) in order to ensure that the systems are installed and configured correctly in order to provide the performance and redundancy necessary to support the mission critical human resources, benefits and payroll processes of eMerge PeopleSoft 9.0 that will run on the Exadata and Exalogic systems. The Engineered Systems are new to the City and County of San Francisco ("City") and the pay period ending 6/6/2014 will be the first pay period that the Engineered Systems are used to pay employees.

   B. Explain why this service is necessary and the consequence of denial:
   This service is necessary to ensure efficient and error-free benefits, human resource and payroll processing through the City's eMerge Peoplesoft 9.0 system that starting on June 6th will run on the Engineered Systems, which no City staff have experiencing installing and configuring. Consequences of denial include significant risk to the timely and accurate processing of payroll and benefits for all City employees and retirees as a result of installation or configuration errors.

   C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC. These services, on a very limited basis, were provided by the vendor upon initial installation in Dec 2013. Civil Services approval was not requested due to the extremely limited nature of the services, less than 10% of contract value.

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

2. Union Notification: On 05/14/2014 , the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21, Municipal Executive Association Management & Superv

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#_ 38093 - 13/14

DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 05/29/2014

July 2013
City and County of San Francisco

3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise:
      2 year plus Oracle Exadata infrastructure production experience with Operation System (OS), memory, disc, and network integration; 2 year plus Oracle Exalogic infrastructure production experience with Operation System (OS), memory, disc, PeopleSoft HCM and network integration

   B. Which, if any, civil service class(es) normally perform(s) this work?
      1043, 1044, 1070, 1071

   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      YES. They will provide customized templates and standard operating documents.

4. Why Classified Civil Service Cannot Perform
   A. Explain why civil service classes are not applicable:
      The skills require specialized knowledge and training that does not exist with existing civil service classes as a result of the systems' newness.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No. This is a specialized solution that is needed one time only. It is not practical to develop this expertise in-house.

5. Additional Information (if “yes”, attach explanation) YES NO
   A. Will the contractor directly supervise City and County employee?
      ☑ ☐

   B. Will the contractor train City and County employee?
      ☑ ☐
      10 plus 1040 series staff from DT and eMerge 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 PSC contract with your department?
      ☑ ☐

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 05/14/2014 BY:

Name: Mary Hom Phone: 415-554-7536 Email: mary.hom@sfgov.org

Address: City Hall Room 306 San Francisco, CA

July 2013
RECEIPT for Union Notification for Expedited PSC 38093 - 13/14 less than $100k

The CONTROLLER -- CON has submitted a request for a Personal Services Contract (PSC) 38093 - 13/14 for $100,000 for Initial Request services for the period 05/27/2014 – 12/31/2014. Questions about the services should be directed to the Department directly.

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

http://apps.sfgov.org/dhndrupal/node/2064 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
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY (“PSC FORM 1”)

Department: PUBLIC UTILITIES COMMISSION -- PUC

Dept. Code: PUC

Type of Request: [ ] Initial

[ ] Modification of an existing PSC (PSC #__________)

Type of Approval: [ ] Expedited

[ ] Regular

[ ] Omit Posting

Type of Service: Professional Support Services for Hetch Hetchy Water and Power Operations (CS-391)

Funding Source: Capital Improvement Program Fund

PSC Duration: 4 years 47 weeks

PSC Amount: $16,000,000

PSC Est. Start Date: 12/01/2014

PSC Est. End Date: 11/01/2019

1. Description of Work

A. Scope of Work:

The Water Enterprise is responsible for managing the transmission, treatment, storage and distribution of potable water to SF’s customers plus the operation and maintenance of the storage of non-potable reservoirs, hydroelectric and power facilities (switchyards, transmission lines and distribution lines) and the roads and bridges within the Hetch Hetchy Water and Power (HHWP) project. Contractors will provide services related to operations and management of the HHWP Division. The work includes short duration services in water supply, storage, and transport services; water quality services; water treatment services, wastewater treatment services; power; and division operations and management services. These as-needed tasks include work to meet Federal and State environmental and regulatory agency reporting requirements, conduct ongoing studies and implementation planning to meet the requirements of the Hetchy System Improvement Program (HSIP), as well as support for projects like the San Joaquin Pipeline (SJPL) inspection program. More highly experienced technical support will be required for dam and facility inspections.

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

HHWP often has insufficient resources to meet the short-term operational and technical needs. In addition, HHWP has new regulatory challenges on the power side and requires training of staff on how best address and meet these new challenges. Not meeting these regulatory operational requirements may result in regulatory fines of $1,000 to $1,000,000 per day.

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

This service hasn’t been provided in the past.

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

2. Union Notification: On 07/11/2014, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21.

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41873 - 14/15

DHR Analysis/Recommendation:  Commission Approval Required

DHR Approved for 09/15/2014

Civil Service Commission Action:

July 2013
3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
Engineering support will assist with HHWP design projects and other service needs to support ongoing operations including the critical infrastructure protection standards, underground detection and inspection services and maintenance project coordination. More highly experienced technical support will be required for dam and facility inspections and geotechnical support following small slides. Experience must include experience in steel pipe inspections using the multi-flux tool and interpretation of data.

B. Which, if any, civil service class(es) normally perform(s) this work?
5241, 5802, 5310, 5312, 5362, 5207,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
Yes. Contractor will provide electromagnetic inspection equipment to inspect HHWP's pre-stressed concrete cylindrical pipes. The City does not own this equipment or the expertise to perform the condition assessments.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:
For design projects and short-term operational support, staff performing these activities must be available in Moccasin. Resources are needed to supplement staff on an as-needed basis and staff is not always available from within the San Francisco Public Utilities Commission to be temporarily reassigned to Moccasin (125 mi. from San Francisco). For special inspections, the frequency of these activities varies from annually to five years.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No, these services are on an as-needed basis. There is no guarantee that there will be a consistent need for this type of work.

5. Additional Information (if “yes”, attach explanation) YES NO

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

B. Will the contractor train City and County employee?

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

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

E. Has a board or commission determined that contracting is the most effective way to provide this service?

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

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 07/11/2014 BY:

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

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

July 2013
Receipt of Union Notification(s)
From: dhr-psccoordinator@sfgov.org on behalf of sjackson@stwater.org
To: Jackson, Shantia; L2PSCReview@fte21.org; Tang, Grace; Izen, Richard; DHR-PSCCoordinator, DHR
Subject: Receipt of Notice for new PCS over $100K PSC # 41873 - 14/15
Date: Friday, July 11, 2014 11:34:10 AM

RECEIPT for Union Notification for PSC 41873 - 14/15 more than $100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 41873 - 14/15 for $16,000,000 for Initial Request services for the period 12/01/2014 -- 11/01/2019. 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/chrdrupal/node/3651 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.
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

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

Type of Request: □ Initial ☑ Modification of an existing PSC (PSC # _________)

Type of Approval: ☑ Regular (☐ Omit Posting)

Type of Service: Residential Graywater and Rainwater Barrel Incentive Program (CS-387)

Funding Source: Water Conservation Operating PSC Duration: 4 years 8 weeks
PSC Amount: $300,000 PSC Est. Start Date: 11/01/2014 PSC Est. End Date: 12/31/2018

1. Description of Work

A. Scope of Work:
Administer a program that sells discounted residential "laundry-to-landscape" graywater kits, rain barrels and cisterns and provides training and on-site consultation to participants on proper installation and use. Administration also to include program promotion, screening and verification of participant eligibility per San Francisco Public Utilities Commission (SFPUC) criteria, monthly reporting of program participation and progress.

B. Explain why this service is necessary and the consequence of denial:
This contract is proposed as a key part of the SFPUC’s overall water conservation efforts to reduce water use both immediately to help meet the urgent need to reduce potable water use and preserve dwindling supplies, and to meet stringent local and state directives to save water by and before 2020. Failure to meet local and state water reduction directives may result in ineligibility for the SFPUC to receive any statewide grant funds and other resources and would put the SFPUC in highly visible noncompliance with a number of state requirements.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.
No, this service has not been provided in the past.

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

2. Union Notification: On 07/19/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#: 49397 - 14/15
DHR Analysis/Recommendation: Civil Service Commission Action:

Commission Approval Required
DHR Approved for 09/15/2014

July 2014
3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise:
      The required skills needed for these services include expertise in landscape irrigation equipment related to
      graywater and rainwater use, understanding of California graywater and rainwater codes, experience with
      program administration and reporting, and ability to organize trainings and present to the public.

   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:
      None.

4. Why Classified Civil Service Cannot Perform
   A. Explain why civil service classes are not applicable:
      Civil service classes with the necessary expertise in rainwater and graywater systems do not directly sell irrigation
      components to the public.

   B. Would it be practical to adopt a new civil service class to perform this work?  Explain.
      No, the services requested through this program are highly specialized and best performed by a City-approved
      vendor with the ability to sell irrigation components directly to the public.

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

   YES   NO
   A. Will the contractor directly supervise City and County employee?  
      ☐  ☑

   B. Will the contractor train City and County employee?  
      ☐  ☑

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

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

   E. Has a board or commission determined that contracting is the most effective
      way to provide this service?  
      ☐  ☑

   F. Will the proposed work be completed by a contractor that has a current PSC
      contract with your department?  
      ☐  ☑

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 07/21/2014 BY:

Name: Stacey Lo  Phone: 415-554-1860  Email: SLo@sfwater.org

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

July 2013
Receipt of Union Notification(s)
RECEIPT for Union Notification for PSC 49397 - 14/15 more than $100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 49397 - 14/15 for $300,000 for Initial Request services for the period 11/01/2014 – 12/31/2018. Notification of 30 days (60 days for SEIU) is required.

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

http://apps.sfgov.org/dhdrupal/node/3679 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
City and County of San Francisco

Department of Human Resources

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: Architectural and Engineering Design Criteria Services for Rehabilitation Detention Facility

Funding Source: General Fund  PSC Duration: 4 years 47 weeks
PSC Amount: $7,000,000  PSC Est. Start Date: 11/01/2014  PSC Est. End Date: 09/30/2019

1. Description of Work
   A. Scope of Work:
      DPW is seeking an Architectural/Engineering (AVE) Team to be integrated with a City Staff Team to deliver comprehensive architectural, engineering and related services to plan and develop the functional, performance and technical criteria package, and assist in procurement of Design Build Entity for the design and construction of a new Rehabilitation Detention Facility (RDF).

   B. Explain why this service is necessary and the consequence of denial:
      Having recognized that it is not feasible to address a variety of departmental functional requirements, facility deficiencies and life safety hazards by renovating the existing Hall of Justice (HOJ), the City has undertaken a Justice Facilities Improvement Program (JFIP). The City intends to replace the HOJ and provide improved venues for six (6) City departments serving the justice system in coordination with the State of California, which is planning to eventually replace the Superior Courts at the HOJ. A major component of the JFIP is a new Rehabilitation Detention Facility. The project seeks to replace existing Jails 3 and 4 located on the 6th and 7th floors at the HOJ... see attached PSC Additional Response.

   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.
      None. This is the first time that design criteria services for architecture and engineering have been requested by Public Works.

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

2. Union Notification: On 07/21/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

******************************************************************************
FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#  40875 - 14/15
DHR Analysis/Recommendation: Civil Service Commission Action:
Commission Approval Required
DHR Approved for 09/15/2014

July 2013
3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise:
      The Design Criteria package requires experienced and highly regarded professionals who have demonstrated performance capacity in providing specialized services in the development of criteria packages for defining the functional, performance and technical criteria/requirements to meet the operational needs of adult detention/correctional facilities and adult prisons in the State of California.
   
      B. Which, if any, civil service class(es) normally perform(s) this work? 
      none,
   
      C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      No

4. **Why Classified Civil Service Cannot Perform**
   A. Explain why civil service classes are not applicable:
      Civil service employees have general architectural and engineering expertise; however, due to the uniqueness of this project, they do not possess the experience and specialized technical expertise in development of functional, performance and technical criteria/requirements for the solicitation of a Design Build Entity for an adult Detention Facility.
      
      B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No. These highly technical and specialized services for the delivery of a criteria package for a new Adult Detention Facility may not be needed in foreseeable future (approximately 30 years).

5. **Additional Information (if “yes”, attach explanation)**
   YES  NO
   A. Will the contractor directly supervise City and County employee?  
      ☒  ☐
   B. Will the contractor train City and County employee? 
      Functional, performance ... see attached PSC Additional Response.
      ☐  ☒
   C. Are there legal mandates requiring the use of contractual services?  
      ☐  ☒
   D. Are there federal or state grant requirements regarding the use of contractual services?  
      ☐  ☒
   E. Has a board or commission determined that contracting is the most effective way to provide this service?  
      ☐  ☒
   F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? 
      ☐  ☒

☐ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 07/21/2014 BY:

Name: Sung Kim  
Address: 1155 Market Street, 4th Floor  
Phone: 415-554-6417  
Email: sung.kim@sfdpw.org  
San Francisco, CA
1B. Explain why this service is necessary and the consequences of denial:

Having recognized that it is not feasible to address a variety of departmental functional requirements, facility deficiencies and life safety hazards by renovating the existing Hall of Justice (HOJ), the City has undertaken a Justice Facilities Improvement Program (JFIP). The City intends to replace the HOJ and provide improved venues for six (6) City departments serving the justice system in coordination with the State of California, which is planning to eventually replace the Superior Courts at the HOJ. A major component of the JFIP is a new Rehabilitation Detention Facility. The project seeks to replace existing Jails 3 and 4 located on the 6th and 7th floors at the HOJ. The City is intending to use the Design Build model to deliver this project. Failure to have comprehensive Criteria package that can successfully communicate the design, functional, performance and technical requirements to the Design Build Entity will result in delivery of a project that may not be satisfactory for its intended use of providing a seismically safe structure and environment to securely and humanely house, feed, clothe, medically treat, educate, counsel, allow visitation and to provide support services to persons confined under the law within the San Francisco County Jail system; and also to provide a safe and secure work environment for uniformed and non uniformed staff of the San Francisco Sheriff Department.

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

Describe the training and indicate approximate number of hours.

Functional, performance and technical requirements for the design, construction and operation of an Adult Detention Facility.

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

Approximately 3-6 Architectural, Engineering, Project Management and Operations and Maintenance Staff.
Receipt of Union Notification(s)
Brusaca, Christina

dhr-psccoordinator@sfgov.org on behalf of sung.kim@sfdpw.org

Monday, July 21, 2014 9:02 AM

To: Kim, Sung; leah.berlanga@sei1021.org; gail@sfflocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiui.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@sei1021.org; Poon, SinYee (HSA); smcgarry@nccrc.org; mitchell@twusf.org; grojo@local39.org; jduritz@upd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpt21.org; sfsmoa@gmail.com; mshelley@dc16.us; david.canham@sei1021.org; joe.tanner@sei1021.net; Larry.Bradshaw@sei1021.org; L21PSCReview@ifpt21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiya.thlang@sei1021.org; Lim, Michelle; Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)

Subject: Receipt of Notice for new PCS over $100K PSC # 40875 - 14/15

RECEIPT for Union Notification for PSC 40875 - 14/15 more than $100k

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a request for a Personal Services Contract (PSC) 40875 - 14/15 for $7,000,000 for Initial Request services for the period 11/01/2014 – 09/30/2014. 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/dhdrupal/node/3699 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 -- DPW    Dept. Code: DPW

Type of Request:  ☑ Initial  □ Modification of an existing PSC (PSC # _________)

Type of Approval:  □ Expedited  ☑ Regular  (☐ Omit Posting)

Type of Service: Specialized Construction Management Support Services - TCFSD Facility

Funding Source: General Obligation Bond Sales  PSC Duration: 4 years
PSC Amount: $4,000,000  PSC Est. Start Date: 01/01/2015  PSC Est. End Date: 12/31/2018

1. Description of Work
   A. Scope of Work:
      Department of Public Works (DPW) is seeking a team of qualified consultants to provide construction management support services to the City staff to address the specialized expertise and temporary peak workloads during the pre-construction and construction phases services of the new Traffic Company & Forensic Services Division (TC&FSD) facility. Services include, but are not limited to, budgeting and cost estimating, construction scheduling, constructability reviews, construction administration, and LEED/sustainable building construction management.

   B. Explain why this service is necessary and the consequence of denial:
      Specialized CM Support Services including, but not limited to expertise in forensic laboratory construction, will significantly minimize risks of exceeding project schedules and budgets due to unforeseen conditions and constructability issues. The denial of use of specialized services and supplemental staff to address peak workloads poses the risk of not meeting program objectives, and may cause the project that is part of the Earthquake Safety and Emergency Response Program to be delivered above the established budgets and behind the schedule.

   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.
      Similar services were provided under PSC#4093-10/11 approved on 3/21/2011 for the Public Safety Building, PSC#4087-07/08 approved on 1/22/2008 for San Francisco General Hospital, PSC#4269-00/01 approved on 9/18/2000 for Laguna Honda Hospital Replacement Program, and PSC#42862-13/14 approved on February 11, 2014 for the Office of Chief Medical Examiner. However... see attached PSC Additional Response

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

2. Union Notification: On 07/21/2014, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41211 - 14/15
DHR Analysis/Recommendation: Commission Approval Required
DHR Approved for 09/15/2014

Civil Service Commission Action:

July 2013
City and County of San Francisco

Department of Human Resources

3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise: Specialized expertise in Cost Estimating, Scheduling, Constructability Analysis, and Sustainable Building Construction Management applicable to construction of San Francisco Police Department (SFPD) Traffic Company and Forensic Services Division comprising of crime investigation and identification units, crime laboratories, associated lab support, and administration spaces. Please note that 50% of this facility is for laboratory functions. Experience in meeting ... see attached Additional Response.

   B. Which, if any, civil service class(es) normally perform(s) this work? 5201, 6318, 5203.

   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:

   Permanent civil service employees do not possess the experience and specialized expertise in construction management support services of delivering a new forensic services facility.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain. No. These highly technical and specialized services for the delivery of a new forensic services facility are needed once every 30 to 50 years.

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

   A. Will the contractor directly supervise City and County employee? □ □

   B. Will the contractor train City and County employee? □ □

   Risk management techniques... see attached Additional Response.

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

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

   E. Has a board or commission determined that contracting is the most effective way to provide this service? □ □

   F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? □ □

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 07/21/2014 BY:

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

Address: 1155 Market Street, 4th Floor  San Francisco, CA
PSC Additional Response:

1C. 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):

Similar services were provided under PSC#4093-10/11 approved on 3/21/2011 for the Public Safety Building, PSC#4087-07/08 approved on 1/22/2008 for San Francisco General Hospital, PSC#4269-00/01 approved on 9/18/2000 for Laguna Honda Hospital Replacement Program, and PSC#42862-13/14 approved on February 11, 2014 for the Office of Chief Medical Examiner. However, this is the first time CMSS services for a new forensic services facility has been requested by Public Works. This service requires specialized expertise that is needed intermittently.

3A. Specify required skills and/or expertise:

Specialized expertise in Cost Estimating, Scheduling, Constructability Analysis, and Sustainable Building Construction Management applicable to construction of San Francisco Police Department (SFPD) Traffic Company and Forensic Services Division comprising of crime investigation and identification units, crime laboratories, associated lab support, and administration spaces. Please note that 50% of this facility is for laboratory functions. Experience in meeting accreditation (American Society of Crime Laboratory Directors - ASCLD/LAB) requirements for crime laboratory facilities high security features to control chain-of-custody for evidence to be presented in court, and expertise in achieving Leadership in Energy & Environmental Design (LEED) Gold rating for laboratory facilities.

5B. Describe Training including number of hours. Indicate occupational type of City & County employees to receive training:

Risk management techniques for capital projects - 8 hours. 5 Architects and Engineers
Receipt of Union Notification(s)
RECEIPT for Union Notification for PSC 41211 - 14/15 more than $100K

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a request for a Personal Services Contract (PSC) 41211 - 14/15 for $4,000,000 for Initial Request services for the period 01/01/2015 - 12/31/2018. Notification of 30 days (60 days for SEIU) is required.

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

http://apps.sfgov.org/dhrrupal/node/3662 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

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY

DATE: February 14, 2011

DEPARTMENT NAME: PUBLIC WORKS

DEPARTMENT NUMBER: 90

TYPE OF APPROVAL: [ ] EXPEDITED

[ ] REGULAR

(OMIT POSTING ________ )

[ ] CONTINUING

[ ] ANNUAL

TYPE OF REQUEST: [ ] INITIAL REQUEST

[ ] MODIFICATION (PSC# __________ )

TYPE OF SERVICE: Specialized Construction Management Support Services

FUNDING SOURCE: General Obligation Bond Sales

PSC AMOUNT: $6,700,000

PSC DURATION: April 25, 2011 - January 1, 2017

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Two contracts will be awarded to furnish construction management support services to City staff to address specialized expertise and temporary peak workloads for pre-construction and construction phase services for cost estimating, construction scheduling, constructability review, construction administration, construction inspections services, LEED/sustainable building construction management, and existing building forensic investigations for projects of the Earthquake Safety and Emergency Response (ESER) Bond Program, including the Public Safety Building, selected neighborhood fire stations, and selected projects of the Auxiliary Water Supply System.

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

Specialized CM Support Services and existing-building forensic investigation will significantly minimize risks of exceeding project schedules and budgets due to unforeseen hidden conditions and constructability issues. The denial of use of specialized services and supplemental staff to address peak workloads poses the risk that program goals will not be met, and cause projects that are part of the Earthquake Safety and Emergency Response Program to not be delivered in accordance with established budgets and schedules.

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):

These specialized services have not been provided previously for the Public Safety Building or a similar Program of Essential Services Facilities.

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

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

Local 21

Union Name

Signature of person mailing/faxing form

2/15/11

Date

RFP sent to Local 21, on 11/10/10

Union Name

Date

Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:
3. **DESCRIPTION OF REQUIRED SKILLS/EXPERTISE**
   A. Specify required skills and/or expertise:
      Specialized expertise in Cost Estimating, Scheduling, Constructability Analysis, Sustainable Building Construction Management, and Existing-Building Forensic Investigations across a variety of project types that include new buildings, major and minor building alterations, and seismic improvement of the dedicated to fire-fighting high-pressure city-wide water system infrastructure. To avoid unanticipated program delays that could impair public safety, exceptional accuracy and precision in the above listed specialized skills particularly in renovation of multiple existing facilities in a dense, zero lot line, urban environment are required. Services provided by a Licensed Engineer or a Registered Architect in the State of California is highly desirable and pertinent to the Program's success.

   B. Which, if any, civil service class normally performs this work?
      Resident Engineers and Construction Managers at DPW Bureau of Construction Management (BCM) normally provide services to perform core competencies of general construction management such as Construction Administration and Document Planning/Control. The construction management workload for certain ESER projects will exceed the capacity of staff at DPW BCM. Construction Administration and Document Planning tasks on individual neighborhood Fire Station projects may be performed by the Engineer Series (5201 – 5241);

   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      Yes. Existing-Building Forensic Investigation will require special equipment and apparatus for explorative and investigative purposes.

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 interdisciplinary coordination and delivery of the indicated services, which are beyond the core competencies of construction management. Timely delivery of Earthquake Safety and Emergency Response projects is critical for essential firefighting facilities and the Public Safety Building, but may be challenged by peak work load at Bureau of Construction Management.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No. The specialized expertise for these building types is needed on an intermittent basis.

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

A. Will the contractor directly supervise City and County employees?  
   Yes No [X]

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.
   Constructability reviews and lesson learned seminars for about 8 architects, engineers, and construction management staff. Five seminars (1 per year) = 40 employees.

C. Are there legal mandates requiring the use of contractual services?  
   Yes No [X]

D. Are there federal or state grant requirements regarding the use of contractual services?  
   Yes No [X]

E. Has a board or commission determined that contracting is the most effective way to provide this service?  
   Yes No [X]

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department?  **To Be Determined**

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

[Signature]

Gordon C. Choy
(415) 554-6230

875 Stevenson Street, Room 420
San Francisco, CA 94103

Print or Type Name    Telephone Number

PSC FORM 1 (9/96)
Transmission Report

Date/Time: 02-15-2011 09:50:06 a.m.

Local ID 1: 415 554 6232
Local ID 2:

Transmit Header Text:
Local Name 1: DPW
Local Name 2:

This document: Confirmed
(reduced sample and details below)
Document size: 8.5"x11"

City and County of San Francisco

Mayor

Gordon Choy, Division Manager

FAX

Date: February 15, 2011
Number of pages including cover sheet: 3

To:
Manager
Local 21

Phone:

Fax Phone: (415) 554-6232

CC:

From:
Gordon Choy
Division Manager

Phone: (415) 554-6230
Fax Phone: (415) 554-6232

REMARKS:

Urgent! ✓ For your review Reply ASAP Please comment

Please see the attached PSC form.

In compliance with Local 21's MOU and the Civil Service Commission's Instructions for Processing Proposed Personal Services Contract Approval Requests, this is your advance notice of the proposed services. A draft RFP was sent to you by Jim Bule on 11/10/10, and a final RFP will be sent to you at a later date when this office has received a copy from the Project Manager.

The Contract Manager is Samuel Chui, and he may be reached at (415) 558-4092 for any additional questions.

Total Pages Scanned: 3  Total Pages Confirmed: 3

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Abbreviations:
HS: Host send
HR: Host receive
WS: Waiting send
PL: Polled local
PR: Polled remote
MS: Mailbox save
MP: Mailbox print
CP: Completed
FA: Fail
TU: Terminated by user
TS: Terminated by system
RP: Report
G3: Group 3
EC: Error Correct
Carlos, Carina

From: Buker, Jim
Sent: Wednesday, November 10, 2010 5:41 PM
To: Kim, Sung
Cc: Choy, Gordon; Chui, Samuel; Higuera, Charles; Carlos, Carina
Subject: FW: Draft RFQ Construction Management Support Services for ESER Bond Program
Attachments: ESER_CM__services-CSC_PSC Form (4).docx; ESER - CMSS RFQ 11.9.10.pdf

Kim,

Attached for your use is an MS Word version of the draft PSC form for the Construction Management Support Services for the ESER Bond.

The draft RFQ and draft PSC was transmitted by separate email to Local 21 to facilitate their review. On November 19th, we plan to issue the OFFMA81 to request advertisement of the RFQ. The date requested for advertisement will be Monday, November 29th.

The attached draft RFQ fully describes the scope of work. However, the sections that define the submittal requirements and forms included in the appendices are not yet 100% complete.

We would appreciate Contract Administration's review and comments. Thanks.

Jim

From: Buker, Jim
Sent: Wednesday, November 10, 2010 4:47 PM
To: Louie (Ging Louie)
Cc: Choy, Gordon; Kim, Sung; Higuera, Charles; Chui, Samuel
Subject: Draft RFQ Construction Management Support Services for ESER Bond Program

Ging,

Attached are a draft RFQ for specialized Construction Management Support Services for the ESER Bond Program and the associated draft PSC form. These are transmitted to you in advance of advertisement of the RFQ in conformance with the Local 21/City MOU.

DPW seeks to obtain expert specialized support to City staff to address a temporary peak workload for pre-construction and construction phase services for cost estimating, construction scheduling, constructability review, construction administration, inspection services, LEED/sustainable building construction management, and existing building forensic investigations for the various projects of the Earthquake Safety and Emergency Response (ESER) Bond Program, including the Public Safety Building, selected neighborhood fire stations, and various projects of the Auxiliary Water Supply System.

Let me know if you need any additional information or would like to set up a meeting with the ESER project management team (Charles Higuera, Samuel Chui, & me) to review the RFQ and the PSC. Thanks.

Jim Buker
Senior Architect
Department of Public Works
30 Van Ness Ave 4th Floor
San Francisco, CA 94102
415.557.4758
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY

DATE: December 19, 2007

DEPARTMENT NAME: PUBLIC WORKS

DEPARTMENT NUMBER: 90

TYPE OF APPROVAL: ☑ REGULAR (OMIT POSTING ______)

☑ INITIAL REQUEST ☐ MODIFICATION (PSC# ______)

TYPE OF SERVICE: Executive Construction Management Services

FUNDING SOURCE: Departmental Work Orders

PSC AMOUNT: $8,000,000  PSC DURATION: January 1, 2008 through December 31, 2016

1. DESCRIPTION OF WORK

A. Concise description of proposed work:
The Executive Construction Management (CM) for the new hospital at SFGH Medical Center will be responsible for pre-construction and construction services, and for establishing and maintaining overall project controls during the design and construction phases of the SFGH Rebuild Project. CM services include project scheduling, cost estimating, and establishing an automated project master database for tracking and monitoring daily workflow processing and reporting. The CM will also be responsible for monitoring the Construction Manager/General Contractor’s (CM/GC) quality assurance, safety programs, and hazardous material and construction mitigation controls, and for providing Inspector of Record (IOR) services as required by California Office of Statewide Health Planning and Development (OSHPD) for acceptance of the new hospital construction.

B. Explain why this service is necessary and the consequences of denial:
This service is critical for monitoring all phases of the project to ensure the SFGH Rebuild Project will stay on schedule and within budget, and will be completed by the State-mandated deadline of 1/1/2013. The IOR inspection services are part of the mandatory requirements for all projects under OSHPD’s jurisdiction. Denial of this service would jeopardize the timely completion of the SFGH Rebuild Project and the SFGH would not be in compliance with the State-mandated seismic Safety Standards thus risking loss of licensing for Acute Care Services and closure after January 1, 2013.

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):
Similar services were provided on the Laguna Honda Hospital Rebuild Program by Cooper Pugeda Management Services, awarded under PSC#4289-00/01, approved September 18, 2000.

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

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

Local 21

Union Name: ________________________________

Signature of person mailing/faxing form: ________________________________

Date: ____________

Building Inspectors Assn.

Union Name: ________________________________

Signature of person mailing/faxing form: ________________________________

Date: ____________

RFP sent to Local 21: Bldg Insp Assn, on ____________, When available ________________________________

Union Name: ________________________________

Date: ____________

Signature: ________________________________

******************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# ________________________________

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

PSC FORM 1 (9/96)
3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE
   A. Specify required skills and/or expertise:
   Requires a team of construction managers, scheduling/project control engineers, cost engineers, cost estimators, contract administrators, safety officers, QA/QC inspectors, and OSHPD-certified inspectors (IOR) who are experienced with OSHPD procedures, protocols and requirements.

   B. Which, if any, civil service class normally performs this work?
   The Civil Service Classifications that normally perform this work include 5201, Jr. Engineer; 5203, Asst. Engineer; 5207, Assoc Engineer; 5212, Principal Engineer; 5241, Engineer; 5218, Structural Engineer; 5219, Sr. Structural Engineer; 6318, Construction Inspector; 6319, Sr. Construction Engineer; 6331, Building inspector; 6333, Sr. Building Inspector; 6334, Chief Building Inspector.

   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 Classifications are applicable, but the complexity and size of the SFGH Rebuild Project requires a significant amount of personnel resources with specific knowledge and expertise in cost estimating, scheduling, and OSHPD certifications as it pertains to delivering a licensed acute care facility. The SFGH Rebuild schedule dictates that a robust team of OSHPD experienced staff is engaged immediately to meet the third-party estimating requirements for the Board of Supervisors approved Integrated Project Delivery Ordinance. City staff will be integrated in the team as appropriate. City staff will also be responsible for directing the CM. Services for which applicable classifications do have expertise are specifically excluded from the scope of work in the CM RFO, such as materials testing and special inspection services.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
   No. The aggressive SFGH Rebuild schedule does not allow for the creation of a new Civil Service Class specifically to perform this specific work. Additionally, the Bureau of Construction Management is currently in the process of creating a new "Cost Estimating and Scheduling Controls" section that will specialize in performing cost estimating and project scheduling services. Current City staff do not yet have the experience and expertise to perform the services for this project.

5. ADDITIONAL INFORMATION (if "yes," attach explanation)
   A. Will the contractor directly supervise City and County employees?
   ☐ No

   B. Will the contractor train City and County employees?
   ☐ Yes
   • 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?
   ☐ No

   D. Are there federal or state grant requirements regarding the use of contractual services?
   ☐ No

   E. Has a board or commission determined that contracting is the most effective way to provide this service?
   ☐ No

   F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? An RFP/RFO will be in process to select the consultant.

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

[Signature]
Signature of Departmental Personal Services Contract Coordinator
Gordon Choy
Print or Type Name
(415) 554-6230
Telephone Number
875 Stevenson Street, Room 420
San Francisco, CA 94103
Address

PSC FORM 1 (9/96)
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY

DATE: May 8, 2008

DEPARTMENT NAME: PUBLIC WORKS

DEPARTMENT NUMBER 90

TYPE OF APPROVAL: ☑ REGULAR (OMIT POSTING)

☑ INITIAL REQUEST ☐ MODIFICATION (PSC#)

TYPE OF REQUEST:

TYPE OF SERVICE: Construction Management Services


PSC AMOUNT: $8,000,000 (see no. 1 below) PSC DURATION: 06/16/2008 through 12/31/2010

1. DESCRIPTION OF WORK
   A. Concise description of proposed work:
      Construction Management services associated with Laguna Honda Hospital Replacement Program. Contract includes construction and pre-construction phase services for the Program. The Program is scheduled to be completed in 2010. Construction costs are estimated at $467.8M. Services were provided on an as-needed basis during the pre-construction phase and on a full-time basis during the construction phase. Services by the same consultant are continuing. $7.0 M was previously approved under PSC#4269-005/01 which expired on 12/31/2007. To comply with DHR's procedural change relating to PSC expiration dates, this document is being submitted as an initial request.
   B. Explain why this service is necessary and the consequences of denial:
      Services are required to satisfy voter mandates as a result of Proposition A approved in the November 1999 election and to satisfy Federal and State licensing requirements. If services are denied, voter mandates and licensing requirements will not be satisfied, and the facility will be closed.
   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 was previously approved under PSC#4269-005/01. Similar contracts for large construction projects have been awarded in the past utilizing a combined City/Consultant team for construction management services. These projects include the City Hall Seismic Upgrade PSC#4062-95/96, the New Main Library PSC#784-89/90, the 911 Emergency Operations Center PSC#4060-98/99, and the Moscone Center Expansion PSC#4029-99/99.
   D. Will the contract(s) be renewed: No.

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

   Local 21
   Union Name

   Signature of person mailing/faxing formsignature
   Date 5/12/08

   RFP sent to
   Union Name
   on
   Date

   Signature

******************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4192 - 07/08

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

Approved 6/16/08
City and County of San Francisco

Department of Human Resources

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE
   A. Specify required skills and/or expertise:

   Required expertise includes but is not limited to developing construction staging and phasing plans, producing cost and resource-loaded construction schedules, preparing and reconciling cost estimates, and providing expert advice on technical issues relative to the construction of a large hospital project.
   
   Experience with OSHPD permitted projects, construction projects conducted around an operating hospital facility, phased construction projects, renovation projects, utility relocation projects, large ($50M+) City and County of San Francisco projects and projects using various delivery methods.

   B. Which, if any, civil service class normally performs this work?
   Civil, Mechanical, Electrical and Structural Engineering classifications series 5200 and 5300. Construction Inspector classifications series 6300.

   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 classifications are applicable. However, the City has never undertaken a hospital project of this size and complexity before. Consequently, applicable classifications do not have the required expertise in developing construction staging and phasing plans, producing cost and resource-loaded construction schedules, preparing and reconciling cost estimates, and providing expert advice on technical issues relative to the construction of a large hospital project.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
   No. Civil Service classifications already exist. The condition created by the required specialized skills combined with the large size of the project occurs only periodically.

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?
      Yes No

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

Signature of Departmental Personal Services Contract Coordinator

Gordon Choy
Print or Type Name

(415) 554-6230
Telephone Number

875 Stevenson Street, Room 420
San Francisco, CA 94103
Address
City and County of San Francisco  
Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - TECHNOLOGY -- TIS  
Dept. Code: TIS

Type of Request:  ☑ Initial  ☐ Modification of an existing PSC (PSC # ___________)

Type of Approval:  ☐ Expedited  ☑ Regular  
(☐ Omit Posting)

Type of Service: Professional Services Unified Communication Svs for New General Hospital DPH Building 25

Funding Source: General, Bond, Public and Lease  
PSC Duration: 4 years 43 weeks

PSC Amount: $1,500,000  
PSC Est. Start Date: 09/01/2014  
PSC Est. End Date: 06/30/2019

1. Description of Work

A. Scope of Work:

The City is seeking a vendor to design a unified communications system for the New General Hospital (Building 25). The system needs to be designed to requirements, staged, implemented as to be stood up and tested and work with existing Department of Public Health systems. Also, the vendor is expected to give technical and end-user training. Vendor is expected to provide after execution support, until June of 2018 (6 months after Building 25 goes live), be available to ensure that various turnover and Mopves, Aids and Changes tasks are handled smoothly, and high-level support. After implementation with target date of May 2015, the vendor shall keep resources on-site through move-in and for one month after, with a ramp-down to fewer resources for the six months after that. Ongoing support for the system will be required as well. The vendor as part of the implementation will be required to help users onto the system for approximately 1,000 users.

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

This is a capital project requiring diverse skills, expertise and knowledge for a short term. The City does not have the level of expertise nor the resources to fully design a unified communication system with the specified interfaces and interoperability as required for this massive project.

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

D. Will the contract(s) be renewed? Yes, hardware and software maintenance of equipment.

2. Union Notification: On 06/24/2014, the Department notified the following employee organizations of this PSC/RFP request: Municipal Executive Association, Architect & Engineers, Local 21.

*****************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49708 -13/14

DHR Analysis/Recommendation:  
Commission Approval Required  
DHR Approved for 09/15/2014

Civil Service Commission Action:

July 2013
3. **Description of Required Skills/Expertise**

   A. Specify required skills and/or expertise: Candidate must be experienced and established in operating a managed consulting and professional services portfolio to build (plan, design, engineer, install, integrate, optimize, test and network turn-up) a unified communications solution. Candidate must be in possession of all applicable and current licenses, certifications, etc.

   B. Which, if any, civil service class(es) normally perform(s) this work? 0933,1070,1044,1043,1042,1052,1053.

   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain: Yes, this RFP requires that the vendor also propose a quote for any additional equipment if any.

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

   A. Explain why civil service classes are not applicable:

   City employees with these classifications are already assigned to other projects and responsibilities and would not effectively complete this project of this magnitude and scope in the time required for completion.

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

   No, the classes exist but City employees with these classifications are already assigned to other projects and responsibilities and would not effectively or efficiently complete this project of this magnitude and scope in the time required for completion.

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

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>
   A. Will the contractor directly supervise City and County employee? | ☑  |  
   B. Will the contractor train City and County employee? Training is estimated at 200 hours for 1070, 1040, 1042, 1043, etc | ☑  |  
   C. Are there legal mandates requiring the use of contractual services? |  | ☑  
   D. Are there federal or state grant requirements regarding the use of contractual services? |  | ☑  
   E. Has a board or commission determined that contracting is the most effective way to provide this service? |  | ☑  
   F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? |  | ☑  

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 08/04/2014 BY:

Name: Kendall Gary

Phone: 415-581-4066 Email: kendall.gary@sfgov.org

Address: One South Van Ness Ave., 2nd Floor San Francisco, CA

July 2013
Receipt of Union Notification(s)
Gines, Jolie

From: dhr-psccoordinator@sfgov.org on behalf of kendall.gary@sfgov.org
Sent: Tuesday, June 24, 2014 8:55 AM
To: Warrington, Kendall (TIS); camaguey@sfmea.com; staff@sfmea.com; L21PSCReview@fte21.org; Gines, Jolie; Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over $100K PSC # 49708 - 13/14

RECEIPT for Union Notification for PSC 49708 - 13/14 more than $100k

The GENERAL SERVICES AGENCY - TECHNOLOGY -- TIS has submitted a request for a Personal Services Contract (PSC) 49708 - 13/14 for $1,500,000 for Initial Request services for the period 09/01/2014 – 06/30/2019. Notification of 30 days (60 days for SEIU) is required.

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

http://apps.sfgov.org/dhrrupal/node/2085 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

Request for Proposals for

DPH Building 25 New General Hospital Unified Communications System

DT RFP #2014-08

Date issued: June 20, 2014
Pre-proposal conference: 10 a.m., Tuesday, July 1, 2014
Proposal due: 2 p.m., Tuesday, August 5, 2014
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Appendices:

A. CMD Attachment 2: Requirements for Architecture, Engineering and Professional Services Contracts, for contracts $50,000 and over document (separate 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

B. 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.

C. Agreement for Professional Services (form P-500) separate document
Request for Proposals for

DPH Building 25 (New General Hospital)
Unified Communications System

I. Introduction and Schedule
   A. General

The City & County of San Francisco (CCSF) Department of Public Health (DPH) is in Phase 4 of construction (interior buildout) for the new San Francisco General Hospital (SFGH) and Trauma Center (a/k/a “Building 25”), on Potrero Avenue. This new facility will require a Unified Communications solution with interfaces to existing communications and applications technology.

Initially the system needs be designed to requirements, staged, implemented so as to be stood up and tested and work w/existing DPH systems. Also give technical and end-user training. After execution support, until June of 2016 (six months after Building 25 goes live), be available to ensure that various turnover and Move/Add/Change tasks are handled smoothly, along with high-level support. After implementation with target date of May 2015 the vendor shall keep resources on-site through move-in and for one month after, with a ramp-down to fewer resources for the six months after that. Ongoing support for the system will be required as well. The vendor as part of the implementation will be required to help users onto the system (for approximately 1,000 users).

This new building is a Level 1 Trauma Center that will continue to provide medical services in the event of a major local or regional emergency such as a major earthquake. The building’s seismic design is such that the building will survive and maintain operations in the event of such an earthquake or other major emergency. Therefore it is imperative that the communications services installed in the building maintain their operation in such an event, and responses to this RFP must clearly state capabilities which make such continued operations possible. This is a key requirement over and above the other operational requirements described in this document, in other words, any solution feature will only be considered complete if its high availability component is also addressed.

Systems implementation for this project is scheduled to occur January to April, 2015.

NOTE: The descriptions in this RFP often reference facilities of the Department of Public Health (DPH), outside of San Francisco General Hospital (SFGH) and the new Hospital there (“Building 25”). Also, Building 25 is the first phase of a multi-year DPH VoIP deployment. Such information is provided for reference and context in this RFP however, the scope of this RFP is to build a unified communications solution for the new hospital (“Building 25”), only, with specified interfaces and interoperability as described in this document.

NOTE: The specified solution is required for the opening of the building. The selected vendor must work with the construction team to ensure that the solution implementation is completed on a timely basis within the construction schedule.

The existing hospital (“Building 5”) at the same site currently serves approximately 1,500 patients per day (100,000 patients per year) and is the only Level I Trauma Center serving 1.5 million residents of San Francisco and northern San Mateo counties.

The new (Building 25) 284 bed/14 operating room hospital and trauma center will house cardiology / radiology/auxiliary support and plant services at the B2 level. Preoperative / gastroenterology and a clinical laboratory will be contained at the B1 level. Admitting and emergency will occupy the ground floor level. Obstetrics/pediatrics and NICU will be housed on the second floor. ICU / CCU will be located on the third and fourth floors. Medical surgery and forensic will occupy the fifth and sixth floors and acute care for the elderly will occupy the seventh floor. The tunnel at the B1 level will connect to the nuclear medicine center in the existing
hospital and the bridge at the second floor will connect to clinical laboratories, the cafeteria and support services.

The 448,000 SF Hospital will be a steel moment frame structure on a mat foundation with base isolators. The hospital will have two (2) levels below grade and eight (8) levels above grade including a mechanical penthouse. Ties to the existing hospital will be made by means of a tunnel at the B1 level and a bridge at the 2nd floor.

All acute care services currently located in the existing main hospital building will be relocated to the new hospital while non-acute care uses that are not subject to Senate Bill 1953 requirements for seismic compliance will remain in the existing hospital. These include outpatient clinics, clinical laboratory, outpatient pharmacy, cafeteria and kitchen, acute psychiatric units, psychiatric emergency services, rehabilitation services, and materials management.

**Bidder Must Determine Whether They Are Willing to Avoid Consideration for This RFP**

Under California Government Code 1090 (Conflict of Interest), if a contractor is instrumental in developing the scope of work for a future procurement, then that contractor is prohibited from bidding on that future procurement.

The contract shall have an original term of three (3) years. In addition, the City shall have two (2) options to extend the term for a period of one (1) year each, which the City may exercise in its sole, absolute discretion.
### B. Schedule

The anticipated schedule for selecting a consultant is:

<table>
<thead>
<tr>
<th>Proposal Phase</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP is issued by the City</td>
<td>June 20, 2014</td>
</tr>
<tr>
<td>Pre-proposal conference</td>
<td>July 1, 2014</td>
</tr>
<tr>
<td>Deadline for submission of written questions or requests for clarification</td>
<td>July 3, 2014</td>
</tr>
<tr>
<td>Proposals due</td>
<td>August 5, 2014</td>
</tr>
<tr>
<td>Oral interview with firms selected for further consideration</td>
<td>week of August 25, 2014</td>
</tr>
</tbody>
</table>
II. Scope of Work

Any unified communications solution to be considered for the new General Hospital needs to provide the following essential functions at minimum:

- Host the primary hospital phone number (415-206-8000) (vendor to work with DPH to preserve this # by regulation)
  - Emergency rm #’s (415-206-8111), “ordinary and critical to the trauma team”
  - 415-206-8550
  - 415-206-8700
  - To be discussed: entire number range of 415-206-2000 to -9999
  - “Some other existing lines will need to be migrated into Bldg 25; to be specified”
- Provide voice foundation
- Improve clinical mobility
- Improve Real-time Collaboration
- Integrate clinical data
- Alerts
- Notifications
- Real-time mobile communications
- Integrate with videoconferencing and VMI solution
- Web & audio conferencing, desktop & mobile video (smartphones & tablets)
- Ensure future scalability, manageability and supportability
- Connectivity to and routing with existing communications systems on the hospital campus
- Interaction with the rest of the DPH sites in other city locations
- High Availability (99.999% uptime)
- 5-digit dialing to other DPH sites

The primary solution hardware for this project will be placed in Building 25, the new General Hospital, MPOE or Data Center.

A. MAINTENANCE AND SERVICE TRAINING

Proposer to provide maintenance and service training for technicians from CCSF Department of Technology and Department of Public Health operations. Training shall be provided on-site or at proposer’s facility within San Francisco. Training topics shall include (vendor shall propose additional):

- Telephony
- Voicemail
- System maintenance
- Reporting
- Capacity Planning
- Support
- End User Provisioning
• Coordination with local CCSF staff be they DPH or DT regarding the networking aspects of the systems
• Vendor is required to identify 24/7/365 support for the solution. Vendors should identify how the support will be achieved and the cost associated with each option. For example; the City provides Tier 1 and Tier 2 support with the vendor providing Tier 3 and Tier 4 support, OR the vendor will provide ALL support.

B. DOCUMENTATION

Proposer to provide two (2) sets each of complete print documentation including “as-built” specifications, to Department of Technology and Department of Health (four sets total). The documentation shall include technical service manuals for each unique type of equipment provided in the system. In addition to print documentation, six (6) soft copies on CD or DVD or USB thumb drive, of the “as-built” specifications, shall be provided.

C. PROJECT SCHEDULE AND TIMETABLE (TO BE PROPOSED BY BIDDERS)

The proposer needs to provide a preliminary project schedule and Gantt chart including, at a minimum, the below-listed tasks, based on project tasks beginning immediately following contract signature, with a date of January 2015 to be able to start to place equipment in Building 25:

- Contract signing / Notice to Proceed
- Design phase will include a phase of vendor collaboration with CCSF’s project infrastructure team (handling networking, Distributed Antenna System (DAS), etc.)
  - The project will make use of a state-of-the-art data (Medical grade) network designed to support VoIP and many other essential services. Information on this network is available here: [http://www.cisco.com/web/strategy/healthcare/cisco_medical-grade_network.html](http://www.cisco.com/web/strategy/healthcare/cisco_medical-grade_network.html). Vendor solution shall coordinate with network implementation team for advance planning and design and implementation (to share network, IDF’s, data center, etc.)
  - Completion of system design review
  - System staging completed
  - Completion of infrastructure installations
  - Acceptance testing and test documentation
  - Training of the CCSF technicians responsible for system maintenance
  - System acceptance by CCSF & start of warranty
  - Project Completion

D. KEY REQUIREMENTS NARRATIVE:

1. High Availability –
   a. Available 99.999% of the time (no more than six minutes of unplanned downtime per year). A Unified Communications solution must deploy redundant (failover-ready) components in order to provide continuous voice and other services to the user base. Being a Level I Trauma Center, the hospital environment has zero tolerance for dial tone interruptions. Proposals should include
all relevant considerations and architecture consistent with providing this level of availability in a Level I Trauma Center.

b. There will be UPS power available to the UC platform if placed in the MDFA or MDFB rooms. That UPS power is backed up by generator power.

c. Please describe in detail where single-points of failure existing in the design. This includes device level considerations, diversity in carrier connections and technologies. Detail operational effects of component failures with call control systems, TDM interfaces, voicemail systems failure and other component level failures.

d. Include the ability to use offsite private-network based SIP Trunks to allow failover of all voice services in the event of a failure of primary PSTN TDM based services in addition to intra-city traffic between DPH sites and other CCSF entities, such as Department of Public Safety, Department of Emergency Management, etc.

e. Detail procedures utilized to insure continued, uninterrupted operations during system upgrades. Including details on device level behaviors during upgrades, techniques utilized to minimize and/or eliminate any service outages.


- 24-hour in-house coverage by general surgeons, and prompt availability of care in specialties such as orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology, internal medicine, plastic surgery, oral and maxillofacial, pediatric and critical care.
- Referral resource for communities in nearby regions.
- Provides leadership in prevention, public education to surrounding communities.
- Provides continuing education of the trauma team members.
- Incorporates a comprehensive quality assessment program.
- Operates an organized teaching and research effort to help direct new innovations in trauma care.
- Program for substance abuse screening and patient intervention.
- Meets minimum requirement for annual volume of severely injured patients.

2. **Telephony** – With the detailed features specified elsewhere in this document.

3. **Mobility** – Support the applications, clients, devices, monitoring and management of mobility.

4. **Instant Messaging & Presence**

The Voice system shall support text messages to Outlook and Outlook Web Access (Office 365).

5. **Unified Messaging** – Features including:

a. Mobile voice and video client

b. Collaboration tools e.g. desktop sharing
c. Directory Services
d. Integration to existing VMI and video conferencing infrastructure
e. Foundation for and compatibility with 3rd party mobile applications
f. E911 support (reference pending legislation)

6. **Conferencing** – Support the investment already made with Cisco TelePresence video conferencing. Describe your approach to integrate your solution with both existing Microsoft Lync and Cisco TelePresence in place at DPH

7. **Real-Time Collaboration** -
Deploy a collaboration infrastructure reaching medical staff for rapid communications, including “ringing”/alerting all devices associated with a person (also known as “single number reach”, “alert management” and “fixed/mobile convergence”).

8. Application Support

System shall support advanced applications such as access to clinical data, receiving alerts, acting as a platform for mobile device applications.

9. Middleware Integration

Platform must support middleware such as
- Philips IntelliSpace Event Management (formerly Emergin), or
- Extensions Healthcare

NOTE: One of these solutions will be chosen by CCSF. We expect the chosen vendor from this proposal process to collaborate with CCSF and the selected middleware platform vendor, to implement the chosen middleware integration solution.

10. Integration with existing Telephony and other Infrastructure throughout the SFGH campus and Laguna Honda Hospital:

<table>
<thead>
<tr>
<th>Category</th>
<th>Legacy System</th>
<th>Description; Summary of interface requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telephony</strong></td>
<td>Existing PBX in Building 5</td>
<td>Avaya</td>
</tr>
<tr>
<td></td>
<td>5-digit dialing within SFGH and Laguna Honda campuses and other DPH locations</td>
<td>Avaya</td>
</tr>
<tr>
<td></td>
<td>Caller ID (Name and Phone #), in both normal and emergency operations</td>
<td>Avaya</td>
</tr>
<tr>
<td></td>
<td>Cisco UCM and Unity UM clusters</td>
<td>In DPH network</td>
</tr>
<tr>
<td></td>
<td>Operator consoles (Building 5, Laguna Honda)</td>
<td>Reference section in this document</td>
</tr>
<tr>
<td><strong>Voicemail</strong></td>
<td>Existing voicemail system in Building 5</td>
<td>Audix</td>
</tr>
<tr>
<td><strong>Video Conferencing</strong></td>
<td>Cisco TelePresence</td>
<td></td>
</tr>
<tr>
<td><strong>Messaging and Presence</strong></td>
<td>Rauland-Borg Responder 5 Nurse Call</td>
<td>Must be natively integrated</td>
</tr>
<tr>
<td></td>
<td>Mobility and Presence</td>
<td>Third Party Middleware</td>
</tr>
<tr>
<td></td>
<td>Office365 Lync Clients and hosted Exchange UM</td>
<td>In DPH network</td>
</tr>
<tr>
<td><strong>Clinical Data</strong></td>
<td>n/a</td>
<td>Roland Responder – reference elsewhere in this document</td>
</tr>
<tr>
<td><strong>Video Medical Interpreter</strong></td>
<td>Language translation for patient interactions</td>
<td>Current solution on Cisco VCS platform</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td><strong>Telemedicine</strong></td>
<td>Remote consultation</td>
<td>Current solution on Cisco VCS platform</td>
</tr>
<tr>
<td><strong>Emergency Radio Systems</strong></td>
<td>Interconnectivity between security base station / operations center and all push-to-talk radios in Building 25 -- 800 Mhz radio systems supported by Motorola</td>
<td>Remotely answer EMS radios using push-to-talk</td>
</tr>
<tr>
<td><strong>Software Applications</strong></td>
<td>Clinical and Non-Clinical Applications via Third-Party Middleware</td>
<td>Refer to list in RFP (applications in <em>italics</em>)</td>
</tr>
<tr>
<td><strong>Patience Experience Equipment</strong></td>
<td>Analog phones for patient rooms; Polycom phones shared in nursing floors</td>
<td></td>
</tr>
<tr>
<td><strong>Paging</strong></td>
<td>BiAmp IP based overhead paging system</td>
<td>Zone paging and all-page. Speakers on the phones come on for specific phones for special paging (by dialing a special phone number) -- This is in addition to overhead paging. Vendor must ensure these two solutions continue to work throughout the campus. It is essential to integrate the diverse paging systems (old, new) -- code green, code pink. Vendor to propose solution to dialing a single number. Current hospital (Building 5) has 32 paging zones across eight floors.</td>
</tr>
</tbody>
</table>

SFGH, LHH, and DPH health center’s voice network is based on Avaya legacy PBX systems. The current Avaya PBX systems are on a variety of platforms and versions. These are illustrated in a later section of this document.
Integration and Installation Tasks Required

(Statement of Work)

1. DPH expects the selected vendor to coordinate all network requirements and IP address specs utilized with CCSF Department of Technology (DT) and Department of Public Health (DPH) network engineering teams.
   a. NOTE: The DPH SFGH Rebuild project is providing all network connectivity using a Cisco Medical Grade Converged Network. DPH expects to provide high availability network equipment and ports for use by the chosen vendor and DPH does not expect the vendor to supply their own core network equipment.

2. This also relates to firewall services – the selected vendor will integrate their solution with the firewall solution provided by DT and DPH.

3. Configure specific phone number and phone number ranges as specified on page 5 of this document and as specified during Detailed Design.

4. Install Unified Communications functionality as summarized on pages 4 and 5 of this document.

5. Integrate clinical data as specified in this document.

6. Integrate with existing videoconferencing and Video Medical Interpreter (VMI) solution
   a. Web & audio conferencing, desktop & mobile video (smartphones & tablets)

7. Design the solution to ensure future scalability, manageability and supportability

8. Configure connectivity to and routing with existing communications systems on the hospital campus and DPH sites in other city locations

9. In the design and installation, maintain 5-digit dialing to other DPH sites

10. Provide training on system maintenance and support procedures as specified on page 5 of this document.

11. Design and implement a High-Availability solution as described on page 7 of this document.

12. Install core Unified Communications features, and integrate with existing DPH technology as specified in pages 8 – 10 of this document.

13. Provide systems capacity (circuit, handset and other quantities) as specified on pages 12 and 13 of this document.

14. Install and configure required system features as specified on pages 14 to 19 of this document.

15. Document your proposed solution as specified on pages 19 and 20 of this document.

16. Interface to the WinCall accounting system and replace the NICE call recording system as specified on page 26 of this document.

17. Install and configure Attendant Console capability as specified on page 27 of this document.

18. Integrate to the existing Avaya Intuity Audix system as specified on page 27 of this document.

19. Propose, install, configure fax solutions as specified on page 28 of this document.

20. Integrate to existing Audio Conferencing, Video / Web Conferencing, Telemedicine / VMI technology as specified on page 28 of this document.

21. Integrate to existing Email, Instant Messaging and Presence, and Medical Applications as specified on pages 31 – 32 of this document.
22. **Integrate to existing Desktop and Server, and Directory Services** as specified on page 33 of this document.

23. **Design and install the solution to conform to Security and Privacy requirements** as specified on page 34 of this document.

24. **Provide system management capability** as specified on page 35 of this document.

25. **Provide integration with Microsoft Lync** as specified on page 35 of this document.
E. MANDATORY REQUIREMENTS FOR BUILDING 25 (NEW SYSTEM)

<table>
<thead>
<tr>
<th>Description</th>
<th>VoIP System</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Trunks</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LS/GS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DID</td>
<td></td>
<td>1500</td>
</tr>
<tr>
<td>E&amp;M</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loop/Tie</td>
<td></td>
<td>400</td>
</tr>
<tr>
<td>Busy Hour Call Volume (concurrent calls)</td>
<td></td>
<td>2 (over fractional DS3's). Please suggest most contemporary networking solution(s) to meet this capacity requirement. Note that Building 25 MPOE, NER have constrained space.</td>
</tr>
<tr>
<td><strong>SIP Trunks to PSTN Provider</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>T1</td>
<td></td>
<td>16 (8 inbound + 8 outbound)(To be confirmed in Design Phase)</td>
</tr>
<tr>
<td><strong>PRI</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BRI</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Station Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IP Wall Phones</td>
<td></td>
<td>200</td>
</tr>
<tr>
<td>Basic IP Phones (2 lines)</td>
<td></td>
<td>300</td>
</tr>
<tr>
<td>1000BaseTX IP Phones (4 lines)</td>
<td></td>
<td>150</td>
</tr>
<tr>
<td>1000BaseTX Enhanced IP Phones</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>1000BaseTX Executive Video-Enabled IP Phones</td>
<td></td>
<td>13</td>
</tr>
<tr>
<td>IP Audio Conference Units</td>
<td></td>
<td>22</td>
</tr>
<tr>
<td>Audio Conference Mic Kits</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>Audio Conference Daisy Chain Units</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>Attendant Console IP Phones</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Wireless IP Phones (with key expansion module)</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>PC Based Phone</td>
<td></td>
<td>100 soft phone licenses</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Analog Services</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Trunks</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LS/GS (connect to PFT)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Station Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Analog Devices (faxes, multifunction printers/copiers)</td>
<td></td>
<td>133 TOTAL</td>
</tr>
</tbody>
</table>

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Analog ports per IDF mapping (per floor)  & 133/22 IDFs  
--- & ---  
First Floor: 3 IDFs & 8/IDF1, 1/IDF2, 6/IDF3 & 15/IDF1, 0/IDF2, 0/IDF3  
Second Floor: 3 IDFs & 8/IDF1, 0/IDF2  
Third Floor: 2 IDFs & 10/IDF1, 0/IDF2  
Fourth Floor: 2 IDFs & 7/IDF1, 0/IDF2  
Fifth Floor: 2 IDFs & 6/IDF1, 0/IDF2  
Sixth Floor: 2 IDFs & 16/IDF1  
Seventh Floor: 1 IDF & 22/IDF1, 22/IDF2  
Basement Two: 2 IDFs & 2/IDF1, 1/IDF2, 9/IDF3  
Basement One: 3 IDFs & 257 TOTAL  
Analog Devices (patient room phones) & 257 TOTAL  
Analog ports per IDF mapping (per floor) & 26/IDF1, 2/IDF2, 0/IDF3  
--- & ---  
Second Floor: 3 IDFs & 38/IDF1, 0/IDF2  
Third Floor: 2 IDFs & 52/IDF1, 0/IDF2  
Fourth Floor: 2 IDFs & 57/IDF1, 0/IDF2  
Fifth Floor: 2 IDFs & 28/IDF1  
Sixth Floor: 2 IDFs & 1/IDF1, 0/IDF2, 0/IDF3  
Seventh Floor: 1 IDF & 0  
Basement One: 3 IDFs & 34  
Wall Analog Phones & 464  
Emergency Analog Phones (connect to PFT) & 464  

<table>
<thead>
<tr>
<th>Description</th>
<th>Voicemail System</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice Mail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VMS Standard Mailboxes</td>
<td>464</td>
<td></td>
</tr>
<tr>
<td>Desktop Messaging Users</td>
<td>464</td>
<td></td>
</tr>
<tr>
<td>Number of Ports</td>
<td>50</td>
<td></td>
</tr>
</tbody>
</table>

Wireless handsets / Mobile Phones  & 500, and must be able to scale up in quantity
### F. REQUIRED SYSTEM FEATURES INCLUDING COMPLIANCE REQUIREMENTS

<table>
<thead>
<tr>
<th>Item</th>
<th>Feature</th>
<th>Description</th>
<th>Required</th>
<th>Optional</th>
<th>Not Required</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Intelligent Call Routing:</td>
<td>Control call path</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>Time-Of-Day Routing</td>
<td>Control call path according to a time schedule</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Off-Net Call Forwarding</td>
<td>Route calls to a location exterior to the Campus</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>LCR (Least Cost Routing)</td>
<td>Automatically determine the least expensive call route</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>Trunk-To-Trunk Transfer</td>
<td>Ability to automatically transfer between incoming lines without Operator intervention.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.5</td>
<td>Emergency Call Routing</td>
<td>Redirect all calls to alternate number or hunt group.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Auto Attendant Features

<table>
<thead>
<tr>
<th>Item</th>
<th>Feature</th>
<th>Description</th>
<th>Required</th>
<th>Optional</th>
<th>Not Required</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>Auto Attendant:</td>
<td>Automated Receptionist</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1</td>
<td>Announcements</td>
<td>Automated Information Provided to Caller</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Menu Options</td>
<td>Navigation Tree: &quot;Press 1 for...&quot;</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>Hunt Groups</td>
<td>Group of Users/Phones that are addressed in an order to answer call</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>Basic Automatic Call Distribution</td>
<td>Logic for Call Distribution to local campus and external on-net areas</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Administration and Management Features

<table>
<thead>
<tr>
<th>Item</th>
<th>Feature</th>
<th>Description</th>
<th>Required</th>
<th>Optional</th>
<th>Not Required</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.0</td>
<td>Support for Attendant Console</td>
<td>Ability to have a live operator field calls and redirect them</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.0</td>
<td>Remote Administration</td>
<td>Ability to access administrative</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Feature</td>
<td>Description</td>
<td>Relevant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>---------</td>
<td>-------------</td>
<td>----------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.0</td>
<td>GUI Management (Admins and Users of Voicemail)</td>
<td>Functions when off-net.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.0</td>
<td>E-911 Support</td>
<td>Provide physical location information to E-911 public safety answering point (PSAP)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.0</td>
<td>Emergency Notification of Attendant (Operator)</td>
<td>Automated notification of attendant and/or hunt group based on situation and/or policy (e.g., 911)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.0</td>
<td>Integrated Directory</td>
<td>Ability to view and access local and extra-Campus users/extensions, (DPH phonebook)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.0</td>
<td>Malicious Call Trace</td>
<td>Manual or automated call tracing capability based situation and/or policy</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.0</td>
<td>Control Restriction Groups (Incoming And Outgoing)</td>
<td>Call control (who can dial what type of number).</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.0</td>
<td>Call Recording</td>
<td>Manual or automated call recording capability based situation and/or policy</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.0</td>
<td>CDR (Call Detail Record) Reporting. Show utilization of all infrastructure (network, lines, phones)</td>
<td>Generate detailed reporting on phone calls based on selection criteria (time of day, duration, etc.)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Describe how your system can support cost accounting, usage accounting, third party call accounting systems</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.0</td>
<td>Music On Hold - Multiple Audio</td>
<td>Ability to provide music while on hold</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sources</td>
<td>and afford a selection of music styles.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.0 Tenant Partitioning</td>
<td>Ability to create the appearance of separate phone systems for each tenant group, while using a common hardware platform.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15.0 Analog device Support</td>
<td>Supports analog devices such as faxes, multifunction printers/copiers and analog patient phones</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Conferencing Calling Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.0 Enhanced Audio Conferencing:</td>
<td>Ability for a number of participants to share a call via a conference bridge</td>
</tr>
<tr>
<td>16.1 Ad Hoc</td>
<td>Ability to manually join up to 10 other participants to an existing call</td>
</tr>
<tr>
<td>16.2 Scheduled</td>
<td>Ability to share a conference bridge with up to a 100 participants</td>
</tr>
</tbody>
</table>

**Voicemail Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.0 Voicemail</td>
<td>Support record messages from callers</td>
</tr>
<tr>
<td>17.1 Interactive Voicemail Management</td>
<td>Management messages through the phone or on a screen</td>
</tr>
<tr>
<td>17.2 Audible MWI (Message Waiting Indicator)</td>
<td>An audible signal (tone, voice) alerts that a voicemail message is waiting</td>
</tr>
<tr>
<td>17.3 Visual MWI (Message Waiting Indicator)</td>
<td>A light indicates that a voicemail message is waiting</td>
</tr>
<tr>
<td>17.4 Remote Access to Voicemail</td>
<td>Ability to access voicemail functions when off-net.</td>
</tr>
</tbody>
</table>

**User/Executive Handset / Station Side Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18.0 Headsets</td>
<td>Accommodates compatible headset</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>19.0</td>
<td>Speakerphone</td>
</tr>
<tr>
<td>20.0</td>
<td>Softphone or Virtual Stations (Telecommute Feature)</td>
</tr>
<tr>
<td>21.0</td>
<td>Hold</td>
</tr>
<tr>
<td>22.0</td>
<td>Line Busy Indicator</td>
</tr>
<tr>
<td>23.0</td>
<td>Privacy Or Exclusion</td>
</tr>
<tr>
<td>24.0</td>
<td>Transfer</td>
</tr>
<tr>
<td>25.0</td>
<td>Announced Transfer</td>
</tr>
<tr>
<td>26.0</td>
<td>Blind Transfer</td>
</tr>
<tr>
<td>27.0</td>
<td>Call Park</td>
</tr>
<tr>
<td>28.0</td>
<td>Call Pick-Up</td>
</tr>
<tr>
<td>29.0</td>
<td>Call Forwarding</td>
</tr>
<tr>
<td>30.0</td>
<td>Visual Broadcast Messaging to Phones</td>
</tr>
<tr>
<td>Item</td>
<td>Operational Requirements</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>1.0</td>
<td>Provide all Basic Telephony Requirements as noted on Systems Features above</td>
</tr>
</tbody>
</table>

| 31.0  | Last Number Dialed (Redial) | A single button allows redialing the last number dialed. | X                       |
| 32.0  | Speed Dialing              | Ability to preprogram numbers to a single button. | X                       |
| 33.0  | Priority Calling          | Ability to prioritize one call over another when multiple calls are in contention. | X                       |
| 34.0  | Bridged Appearances       | The same number appears on and rings multiple phones (e.g., Admin Assistant sees and can answer Executive's phone line). | X                       |
| 35.0  | Intercoms:                | Broadcasting audio to the speaker on one or more handsets. | X                       |
| 35.1  | Dial Intercoms            | Key in a destination user, or group of users, and initiate an audio broadcast. | X                       |
| 35.2  | Automatic Intercoms       | Off hook handset automatically initiates an audio broadcast to a single user or group of users. | X                       |
| 35.3  | Whisper Page              | Allows an announcement to a person at another extension who is currently on a call; only the person being paged hears the announcement. | X                       |
2.0 Native Integration to existing VMI (Video Medical Interpreter) which is currently built on a Cisco VCS platform  X
3.0 Provide portable tablet-based solution for VMI (not rolling carts)  X
4.0 Provide video element of VMI  X
5.0 Provide audio element of VMI  X
6.0 Native Integration to Telemedicine which is currently built on a Cisco VCS platform  X
7.0 Natively integrated with Rauland-Borg Responder 5 Nurse Call  X  X
8.0 Integration to Clinical and Non-Clinical Applications via Third-Party Middleware (i.e., Extension Engage, Emergin)  X  X
9.0 Integration with Mobility and Presence via Third-Party Middleware  X
10.0 Solution must interconnect and be interoperable with existing PBX and voicemail system in Bldg 5  X
11.0 Integration to Mayor’s Emergency Telephone Service (METS) per requirements of DT  X  X
12.0 Able to intelligently alert/page individual phones and groups of phones to reduce overall noise in the environment  X  X
13.0 Integration with Patient Experience equipment  X
14.0 Secondary wireless connectivity in case of land links severed (backup RP system)  X  X
15.0 Push to talk interface to emergency radio systems (ability to remotely answer the EMS radios)  X
16.0 Interoperate with existing voicemail system  X  X

<table>
<thead>
<tr>
<th>Item</th>
<th>General Solution Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Platform must be able to transport voice using the IP protocol</td>
</tr>
<tr>
<td>2.0</td>
<td>System must be future proofed and upgradeable</td>
</tr>
<tr>
<td>3.0</td>
<td>System must be highly available and redundant.</td>
</tr>
<tr>
<td>4.0</td>
<td>Expandable - could be expanded to function as new voice head-end for SFGH campus</td>
</tr>
<tr>
<td>5.0</td>
<td>Solution needs to be designed to minimize power consumption upon initial deployment</td>
</tr>
<tr>
<td>6.0</td>
<td>Solution must be PHI and HIPAA compliant</td>
</tr>
<tr>
<td>7.0</td>
<td>Designed to handle required call volumes to PSTN and to SFGH campus</td>
</tr>
<tr>
<td>8.0</td>
<td>Connectable to BiAmp IP based overhead paging system (zone paging and all page)</td>
</tr>
<tr>
<td>9.0</td>
<td>Natively integrate with Cisco TelePresence VCS video-conferencing infrastructure</td>
</tr>
<tr>
<td>10.0</td>
<td>Solution must interoperate with existing Cisco UCM and Unity UM clusters within the DPH network</td>
</tr>
</tbody>
</table>

G. HIGH AVAILABILITY REQUIREMENTS: ELEMENTS DEPLOYED IN THE CURRENT SFGH INFRASTRUCTURE

- 7th floor Building 25; Command Center, Operations Center
• 7th floor Building 5 – Note that patients are staying there (psychiatric ward, jail ward) after Building 25 opens. Patient facilities other than these are moving from Building 5 into Building 25.
• Dependencies on Building 5 – High Availability connections to existing telephony

H. COMPLIANCE REQUIREMENTS:
• HIPAA
• FERPA
• State Title 24
• CA DPH licensing
• Accreditation Board standards e.g., JACHO
• 45 CFR 164.502 – Providing reasonable safeguards against incidental disclosure of private information.
• 45 CFR 164.524 +.528 – Providing fast reliable access to healthcare information for patients and researchers.
• NPRM 42 CFR 142.308 – Providing administrative and technical policies and procedures for information security, electronic signatures.
• 45 CFR 160.502(e), 160.514(e), 160.524(a) – Exchanging confidential information with third-party business partners in a secure manner.
• And all other covering entities
• California hospital requirement) = California Office of Statewide Health Planning and Development OSHPD
  o Vendor shall be called upon for demonstrating / facilitating the commissioning and test of phone system, paging per the OSHPD requirements and other regulatory agencies
  o Vendor shall participate with construction trades and others in order to commission the building
• Vendor shall be responsible for OSHPD requirements. The vendor shall submit OSHPD documents to government entities, with the support of the SF DPH facilities department. Vendor shall be responsible for filing fees associated with these submissions.

I. PLEASE INCLUDE A NARRATIVE WITH YOUR ESTIMATE INCLUDING:
• Scope of Work (SOW) with a detailed proposed solution design
• Identify the power consumption of the quoted equipment
• Dimensions of all equipment proposed
• After-installation support – cost and support plan
• Please identify management and maintenance costs per year
• Define any customer-provided equipment (CPE) required for the proposed solution, i.e., customer-supplied servers, workstations, 3rd party handsets, and disposable and associated accessories
• Expandability (new features which can be added)
• Scalability (maximum number of users which can be supported on the proposed system, and the processes and costs required to increase capacity beyond the initial deployment)
• Identify the cost to add an Administrative Phone, Executive Phone, Expansion Module, Conference Room Phone, etc.
• In the proposed Capacity Plan, show absorption of all SFGH personnel (8,000 phones and voicemail boxes) into the proposed system including pricing. This is for informational purposes only.
• Also provide methods and pricing for scaling to 10,000 phones and voicemail boxes including pricing. This is for informational purposes only.
• The vendor shall propose how to stage the onboarding and payment of features and capacity in a phased schedule
• Itemized features and associated licensing for the broadest feature set available at the time of negotiation including pricing / configuration options
• Identify any Move / Add / Change costs
• Identify how your proposal handles minimization of DID number changes.
• List of Features in proposed system with a short description of each feature.
• Identify any requirements/requests from this RFP that you cannot meet and offer an alternative solution.
• Discuss your capabilities relative to softphones and mobility that allow selected users to avoid having desk phones.
• Describe in detail what components of your proposed solution are analog and what components are IP-based.
• Describe your proposed solution’s capability to federate with other health agencies, as related to established advanced application features such as voice, video and web collaboration.
• Describe in detail how your proposed design will interface with our desktops, laptops, Smartphones and email system to provide a comprehensive computer telephone integration (CTI) solution.
• Describe the licensing and software applications to be installed on each of the devices.
• Describe in detail how your proposed design provides a failover to non-IP equipment if there is an interruption in the network affecting the VoIP phones, including what telephony features and capabilities are sustained or lost during the failover operation.
J. CURRENT SYSTEMS AND OVERALL CCSF INFRASTRUCTURE – WHICH MUST INTEROPERATE WITH THE NEW BUILDING 25 UC SOLUTION

Your proposal must include descriptions of your proposed integration points with these legacy systems. Insure that the design will allow for continued 5-digit dialing in the event of any single site (or multiple sites) experiencing a voice systems outage. Assume that IP connectivity will be available in a fully meshed design, where no single site failure will bring IP services down. Please document specific interface requirements and any potential additional equipment needed at each site to complete the proposed design, including what types of interfaces are needed to connect to existing systems.

Figure 1, SFGH/DPH Telephony Network -

The SFGH/DPH Avaya DCS network has connectivity to 10 health centers all with 5 digit dialing. Some of the small clinics have Merlin Magic key systems, which are standalone PBX Systems.

1. PBX SYSTEMS THROUGHOUT DEPARTMENT OF PUBLIC HEALTH

Each DPH site's PBX and OS version is listed:

<table>
<thead>
<tr>
<th>SITE / ADDRESS</th>
<th>MANUFACTURER/MODEL</th>
<th>OS VERSION</th>
<th># OF PHONES</th>
</tr>
</thead>
<tbody>
<tr>
<td>P-590 (9-13)</td>
<td>20 of 54</td>
<td>June 20, 2014</td>
<td></td>
</tr>
</tbody>
</table>

(continued on next page)
<table>
<thead>
<tr>
<th>SITE / ADDRESS</th>
<th>MANUFACTURER/MODEL</th>
<th>OS VERSION</th>
<th># OF PHONES</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco General Hospital (Building 5)</td>
<td>Avaya Definity G3/S8710 CM</td>
<td>v12 / 2.2</td>
<td>6,000</td>
</tr>
<tr>
<td>1001 Potrero Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chinatown Public Health Center</td>
<td>Avaya Definity G3 /CM</td>
<td>v11 / 1.3</td>
<td>250</td>
</tr>
<tr>
<td>2490 Mason Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Silver Avenue Family Health Center</td>
<td>Avaya Definity G3</td>
<td>v6.3</td>
<td>150</td>
</tr>
<tr>
<td>1525 Silver Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Castro-Mission Health Center</td>
<td>Avaya S8400/CM</td>
<td>4.0</td>
<td>200</td>
</tr>
<tr>
<td>3850-17th Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Curry Senior Center</td>
<td>Avaya Definity G3</td>
<td>v6.3</td>
<td>150</td>
</tr>
<tr>
<td>333 Turk Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Potrero Hill Health Center</td>
<td>Avaya Definity G3</td>
<td>v6.3</td>
<td>125</td>
</tr>
<tr>
<td>1050 Wisconsin Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DPH &amp; Tom Waddell Health Center</td>
<td>Avaya Definity G3si</td>
<td>v12.02.0</td>
<td>800</td>
</tr>
<tr>
<td>101 Grove Street &amp; 50 Ivy Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maxine Hall Health Center</td>
<td>Avaya S8400?</td>
<td>v15</td>
<td>250</td>
</tr>
<tr>
<td>1301 Pierce Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ocean Park Health Center</td>
<td>Avaya Definity G3</td>
<td>v6.3</td>
<td>200</td>
</tr>
<tr>
<td>1351-24th Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Southeast Health Center</td>
<td>Avaya Definity G3 /CM</td>
<td>v11 / 1.3</td>
<td>200</td>
</tr>
<tr>
<td>2401 Keith Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laguna Honda Hospital</td>
<td>Avaya S8730</td>
<td>v15</td>
<td>4,000 estimated</td>
</tr>
<tr>
<td>375 Laguna Honda Blvd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunset Mental Health Center</td>
<td>Avaya G450 Gateway/ S8300D</td>
<td>-</td>
<td>100</td>
</tr>
<tr>
<td>41st Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tom Waddell Health Center – DPH Housing and Urban Health Clinic</td>
<td>Avaya G450 Gateway/ S8300D</td>
<td>-</td>
<td>150</td>
</tr>
<tr>
<td>220 Golden Gate Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interpreter Services VMI</td>
<td>Cisco Unified Communications Manager</td>
<td>8.6</td>
<td>n/a</td>
</tr>
<tr>
<td>25th and Potrero Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of Technology</td>
<td>Cisco Unified Communications Manager</td>
<td>8.6</td>
<td>n/a</td>
</tr>
<tr>
<td>1 South Van Ness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recreation &amp; Parks</td>
<td>Cisco Unified Communications Manager</td>
<td>8.6</td>
<td>n/a</td>
</tr>
<tr>
<td>AIDS Clinics, 25 Van Ness</td>
<td>Cisco Unified Communications Manager</td>
<td>8.6</td>
<td>IP system</td>
</tr>
</tbody>
</table>

2. **Avaya Definity G3**

SFGH/DPH currently has several Avaya Definity G3 and G3si PBXs across its locations. These PBXs are traditional Time Division Multiplexing (TDM) voice switches. The Definity switches have the ability to handle multiple technologies (Version dependent) for voice access that include:

- Digital and analog trunks
- Digital and analog stations
- Internet Protocol (IP) trunks and stations
- Paging, announcements, music on hold
- Local Area Network (LAN) connectivity
- Call center capabilities
  - Call center functions are licensed for Building 5 (the current General Hospital)
o Potentially there could be call center capability needed in Building 25
o If a call center system is installed in Building 25, it must have inter-flow with the Building 5 call center applications.
o Laguna Honda Hospital operator calls: In the very near future, SFGH operators will be taking the LHH operator calls. The name coming to the operator console must show correctly not only for SFGH calls but for LHH calls as well. Operator console requirements are specified elsewhere in this document.
o Consider in your proposed solution the following scenario: In the future, SFGH and LHH operators may be taking calls simultaneously (i.e., both operator consoles in use with load balancing / next-available operator calculations being used to route in coming calls).

K. DEFINITY SUPPORT

Although this RFP is Building 25-centric we need bidders to be aware of existing conditions and CCSF expects that at the conclusion of this project implementation the following systems will continue to operate as they do today.

Table 1 and Table 2 list the end of sale (EoS) and end of manufacturer support (EoMS) dates for Avaya Definity G3 for either new systems or upgrades to Communication Manager 2.2.X, respectively.

Table 1, Avaya Definity G3 and G3si EoS and EoMS (New Systems)

<table>
<thead>
<tr>
<th>LAST SUPPORTED SOFTWARE RELEASE</th>
<th>COMMUNICATION MANAGER 2.2.X</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Sale (EoS)</td>
<td>June 15, 2005</td>
</tr>
<tr>
<td>End of Manufacturer Support</td>
<td>December 15, 2008</td>
</tr>
</tbody>
</table>

Table 2, Avaya Definity G3 EoS and EoMS (Upgrades)

<table>
<thead>
<tr>
<th>LAST SUPPORTED SOFTWARE RELEASE</th>
<th>COMMUNICATION MANAGER 2.2.X</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Sale (EoS)</td>
<td>December 15, 2005</td>
</tr>
<tr>
<td>End of Manufacturer Support</td>
<td>December 15, 2008</td>
</tr>
</tbody>
</table>

Table 3, Avaya Communication Manager Software EoS and EoMS

<table>
<thead>
<tr>
<th>COMMUNICATION MANAGER SW 2.X</th>
<th>EFFECTIVE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Sale</td>
<td>December 5, 2005</td>
</tr>
<tr>
<td>End of Manufacturer Support</td>
<td>October 12, 2007</td>
</tr>
<tr>
<td>End of Manufacturer Support</td>
<td>December 15, 2008</td>
</tr>
<tr>
<td>(2.2.x for DEFINITY Server S1)</td>
<td></td>
</tr>
</tbody>
</table>

Table 4, Avaya Definity G3 Versions Support
<table>
<thead>
<tr>
<th>Version/Release of Avaya Definity Software</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>G3V2: End of Sale</td>
<td>January 1994</td>
</tr>
<tr>
<td>G3V2: End of Manufacturer Support for Call Processing Software</td>
<td>June 7, 2004</td>
</tr>
<tr>
<td>G3V3: End of Sale</td>
<td>March 1995</td>
</tr>
<tr>
<td>G3V3: End of Manufacturer Support for Call Processing Software</td>
<td>June 7, 2004</td>
</tr>
<tr>
<td>G3V4: End of Sale</td>
<td>June 1997</td>
</tr>
<tr>
<td>G3V4: End of Manufacturer Support for Call Processing Software</td>
<td>June 7, 2004</td>
</tr>
<tr>
<td>ECS R5: End of Sale</td>
<td>November 1997</td>
</tr>
<tr>
<td>ECS R5: End of Manufacturer Support for Call Processing Software</td>
<td>March 7, 2005</td>
</tr>
<tr>
<td>ECS R6: End of Sale</td>
<td>February 1999</td>
</tr>
<tr>
<td>ECS R6: End of Manufacturer Support for Call Processing Software</td>
<td>March 7, 2005</td>
</tr>
<tr>
<td>ECS R7: End of Sale</td>
<td>June 2000</td>
</tr>
<tr>
<td>ECS R7: End of Manufacturer Support for Call Processing Software</td>
<td>March 7, 2005</td>
</tr>
<tr>
<td>ECS R8: End of Sale</td>
<td>March 2001</td>
</tr>
<tr>
<td>ECS R8: End of Manufacturer Support for Call Processing Software</td>
<td>March 7, 2005</td>
</tr>
<tr>
<td>ECS R9: End of Sale</td>
<td>March 2002</td>
</tr>
<tr>
<td>ECS R9: End of Manufacturer Support for Call Processing Software</td>
<td>March 7, 2005</td>
</tr>
<tr>
<td>ACP R10: End of Sale</td>
<td>July 2002</td>
</tr>
<tr>
<td>ACP R10: End of Manufacturer Support for Call Processing Software</td>
<td>March 7, 2005</td>
</tr>
</tbody>
</table>

Avaya Definity S8700 Media Server

SFGH/DPP currently uses the S8700 Media Server, Figure 1, in several hospital facilities. The S8700 Media Server is a 19" rack mounted, Intel Processor based server, running the Linux operating system. The S8700 with Communication Manager provides the foundation for a solution that meets a variety of telephony needs. The Media Server complex consists of duplicated Avaya Definity S8700 servers. One server is active and the other server is on standby. The 8700 series is capable of handling:

- 12,000 Stations (IP)
- 36,000 Total Stations
- 8,000 Trunks
- Up to 300,000 Busy Hour Call Completions (BHCC)
- Up to 250 media gateways (G700 & G350)
- Up to 250 locations
- Up to 64 G650 media gateways

![Figure 1, Avaya S8700](image)

Table 5 lists the end of sale and manufacturer support dates for Avaya S8710 series servers.

<table>
<thead>
<tr>
<th>Table 5, Avaya S8710 EoS and EoMS Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DESCRIPTION</strong></td>
</tr>
<tr>
<td>----------------------------------------</td>
</tr>
</tbody>
</table>
Avaya G450 Media Gateway

The Avaya G450 media gateway is positioned for medium to large branch offices along with standalone medium businesses. The gateway can be configured with S8XXX servers. It scales from 450 users as a branch gateway to 2400 as a campus gateway. It consists of a 3U high rack-mountable chassis with a field-removable Supervisor Main Board Module, Power Supplies, Fan Tray, DSP resources and memory, along with eight Media Module slots to support T1/E1, ISDN-BRI, WAN interfaces, digital or analog telephones, and analog trunks. The Avaya G450-MP20 media gateway configuration is no longer available as of February 1, 2010. New versions of the G450 are still available.

Cisco Unified Communications Manager

Cisco Unified Communications Manager (CUCM) provides enterprise communications and collaboration. CUCM offers session management, voice, video, messaging, mobility, web conferencing, and security. CUCM operates in a VMware virtualization environment on appliance-based Red Hat Linux operating system. Cisco’s Unified Communications Manager cluster scales to approximately 30,000 IP phones. The CUCM cluster supports up to 20 servers with eight call processing servers. Department of Technology’s CUCM installations are operating one of the current and active versions as shown in Table 6.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>RELEASE DATE</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unified Communications Manager</td>
<td>Nov. 15, 2010</td>
<td>Ac</td>
</tr>
<tr>
<td>8.5(1)</td>
<td></td>
<td>tive</td>
</tr>
<tr>
<td>Unified Communications Manager</td>
<td>June 23, 2011</td>
<td>Ac</td>
</tr>
<tr>
<td>8.6(1a)</td>
<td></td>
<td>tive</td>
</tr>
<tr>
<td>Unified Communications Manager</td>
<td>Sept. 15, 2011</td>
<td>Ac</td>
</tr>
<tr>
<td>8.6(2)</td>
<td></td>
<td>tive</td>
</tr>
<tr>
<td>Unified Communications Manager</td>
<td>July 18, 2012</td>
<td>Ac</td>
</tr>
<tr>
<td>9.0(1)</td>
<td></td>
<td>tive</td>
</tr>
<tr>
<td>Unified Communications Manager</td>
<td>Dec. 20, 2012</td>
<td>Ac</td>
</tr>
<tr>
<td>9.1(1)</td>
<td></td>
<td>tive</td>
</tr>
</tbody>
</table>

L. OTHER TELEPHONY APPLICATIONS, AND CAPACITY REQUIREMENTS

Call Volumes: During peak hours the current (Building 5) General Hospital phone system handles 40 erlangs. The current hospital phone system is designed with enough trunks to exceed double the amount of current peak hour traffic, in case of an emergency situation generating a much higher number of calls.
The telephony solution for Building 25 (the project subject of this RFP) must likewise be capable of reliably handling more than double the routine peak hour traffic, in the event of an emergency situation. Avaya Basic Call Management Reporting (BCMR) system along with wallboard is utilized at SFGH. Call accounting is provided by WinCall Call Accounting system. NICE audio and call recording is part of the telephony solution on the SFGH campus and is required to be interfaced to the new Building 25 solution - In addition two CDR outputs are required. Also the bidders must meet DT and DPH requirements for these outputs and interfaces. There still is heavy use of pagers by physicians. American Messaging is a CCSF contractor providing (via Cook paging) one of three or four paging systems and hundreds of pager users within the SFGH campus environment. There are text and voice pagers, but these devices only provide one-way communication. The aging of the products and solution in addition to multiple solutions and vendors, leads to a best-effort experience and less than optimal communication method. To supplement pagers, Cisco 7925 IP Wi-Fi phones have been piloted at SFGH. LHH owns 400-500 Spectralink VoIP Wi-Fi phones with 250-300 in use. These cover most of the staff. Both SFGH and LHH have West Call Nurse Call systems by Westcom, which is not integrated with the PBX. Overhead paging and Music on Hold (MoH) are utilized at both SFGH and LHH. The environment is dynamic with people moving around sites as various locations open and close. (Frequent Move, Adds, Changes are required in the telephony system).

M. ATTENDANT CONSOLE REQUIREMENTS

1. Attendant Console servers for SFGH will be located in the campus data center
2. Call-queuing engine with busy status indication
3. Integrated directory search capabilities with filtering options
4. Utilities for installation, configuration, and directory database synchronization
5. Rules-based presence for connection to multiple devices and weighting per device (for example, desk-based workers can weight their desk phone high and mobile phone low).
6. Emergency mode switch to redirect calls in an emergency and night mode service based on time and day.
7. Auto-direct based on time-of-day or emergency need
8. Current State
   a. The operators answer more than 3,300 calls per day, mostly Monday through Friday between 7 a.m. and 5 p.m., with about 600 calls during their busy hour.
   b. The existing SFGH (Building 5) and Laguna Honda Hospital (LHH) have Avaya operator consoles. Small call centers with logged in agents are currently used such as Nurse Advice, Healthy San Francisco, hospital operators, IS Help Desk. The total agent count is approximately 20 with a maximum of 15 per shift and multiple shifts per day. The majority of staffing is during the day shift. SFGH holds 125 licenses. (LHH has separate licensing).
   c. SFGH operators use the PC Console application to handle calls from their computers. They also use traditional consoles in case of a PC or power outage; operators are located in Building 10 with a backup location at the CHN building on 25th Street. DPH requires one application or console for them to answer calls; switching between hardware or software will be too difficult and time consuming during their peak hours of operation.
N. VOICE MAIL

Avaya Intuity Audix is the voicemail system at SFGH and LHH and this solution is planned to stay in place when Building 25 is opened – the Building 25 voicemail solution is expected to either utilize, or interface with, the existing Audix system. There are 4,100 mailboxes on the system. The SFGH and LHH systems are networked. Individual clinics and healthcare centers have their local voicemail system. The PBX and Audix are providing Auto Attendant functionality for hundreds of menu trees.

SFGH uses the AUDIX voice mail feature “Message Manager” – a GUI interface for seeing, sorting, listening/replying/forwarding voice mail messages. It handles faxes and TTY, too. SFGH has two hundred licenses mostly used by Facilities and Information Systems.

The chosen solution for Building 25 must support 300+ Auto Attendant prompts.

Table 7 lists several versions of Intuity Audix with their respective End of Sale and Manufacture Support dates.

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>GA (CURRENT)</th>
<th>END OF SALE NOTICE</th>
<th>END OF SALE DATE</th>
<th>END OF MFR. SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>IA770 Intuity Audix 4.0</td>
<td>-</td>
<td>-</td>
<td>Feb 2009</td>
<td>Feb 2010</td>
</tr>
<tr>
<td>IA770 Intuity Audix 3.1</td>
<td>-</td>
<td>-</td>
<td>Dec 2007</td>
<td>Dec 2008</td>
</tr>
<tr>
<td>IA770 Intuity Audix 3.0</td>
<td>-</td>
<td>-</td>
<td>Dec 2007</td>
<td>Dec 2008</td>
</tr>
<tr>
<td>IA770 Intuity Audix 2.0</td>
<td>-</td>
<td>-</td>
<td>Dec 2005</td>
<td>Dec 2006</td>
</tr>
<tr>
<td>IA770 Intuity Audix 1.3</td>
<td>-</td>
<td>-</td>
<td>Dec 2005</td>
<td>Jan 2006</td>
</tr>
<tr>
<td>IA770 Intuity Audix 1.2</td>
<td>-</td>
<td>-</td>
<td>Dec 2005</td>
<td>Jan 2006</td>
</tr>
<tr>
<td>Intuity Audix LX 2.0</td>
<td>-</td>
<td>Aug 2009</td>
<td>Jan 2010</td>
<td>Jan 2011</td>
</tr>
<tr>
<td>Intuity Audix LX 1.1</td>
<td>-</td>
<td>Aug 2007</td>
<td>Aug 2009</td>
<td></td>
</tr>
</tbody>
</table>

O. FAX

As with many healthcare organizations faxing is an integral part of the daily workflow. SFGH has many analog fax machines within the campus along with an eClinicalWorks (eCW) fax server. The eCW fax server has a Dialogic and/or Mainpine fax modem board. Call routing redundancy is configured that in the event that the fax server is unavailable, faxes are routed to an analog fax machine. Only one department is using the fax server. It has specialized usage such as faxing from within the Electronic Medical Records (EMR) system via contacts (myFax) to external pharmacies for outpatient prescriptions (e.g., to Walgreens). CCSF Department of Technology fax standard is to support traditional fax machines with Cisco ATA and analog gateways.

P. AUDIO CONFERENCING

SFGH has audio conferencing capabilities via Meeting Exchange, which supports up to 46 channels. An audio conferencing function supports a single conference bridge with 46 participants or any combination of conference and participants up to that limit for SFGH campus. DPH and LHH also use AT&T Conference Bridge services along with Avaya Audix Bridge. LHH has three audio conference rooms with video camera, monitor, and speakers, which recently became operational.
Regarding future audio conferencing solutions being implemented at SFGH, refer to the Lync section of this document.

Q. VIDEO/WEB CONFERENCING

SFGH/DPH Telecom does not support any specific video or web conferencing functionality. UCSF has a small pool of Cisco TelePresence Movi cameras and Jabber/Movi licenses. UCSF has set Cisco Movi/Jabber as the desktop video conferencing. UCSF is able to conduct internal conference and externally with San Francisco VA Medical Center. TelePresence C40 room-based video conferencing systems at with Cisco TelePresence 1000 and 2000 MXP video conference units.

Figure 2, Cisco TelePresence 1000 MXP and 2000 MXP Video Conference Units

Cisco’s hosted WebEx is currently licensed for approximately 200 concurrent Web conferencing users.

R. TELEMEDICINE / VIDEO MEDICAL INTERPRETER

Video Medical Interpreter (VMI) services at SFGH have migrated from always in-person experience to remote, producing a 300% increase in productivity. VMI helps build relationships between the patient and physician/provider. Cisco TelePresence 1000 MXPs are used at DPH, SFGH, and UCSF as VMI endpoints. There are approximately 120 units with a goal to expand to a few hundred units, to allow the ability to incorporate the functionality directly in the patient room instead of on rolling carts.

Interpreter staff offers services for up to 20 languages including the following:

- Spanish
- Cantonese
- Mandarin
- Russian
- Vietnamese
- Tagalog
- Cambodian

Of the languages offered 80% of the usage is for Spanish, Cantonese or Mandarin. At the SFGH/DPH facilities 30-40% of patients require interpreter services. The SFGH/DPH VMI call center operates out of
25th and Potrero location from 8:00am to 8:30pm with after-hours calls going directly to an external language service.

The VMI call center is based on Cisco Unified Communications Manager and Unified Contact Center Express 8.6. The agent/interpreter desktops are operating on either Windows XP or 7 with Cisco IP Communicator softphone client, web camera, and headsets.

Figure 3 is a snippet of the VMI, Telemedicine, and video conference infrastructure from SFGH viewpoint out of several CCSF medical facilities.

VMI services are presently being extended to other DPH health centers and to Laguna Honda Hospital. Refer to the following figure for the growth plans currently being implemented.
Figure 3, SFGH VMI & Telemedicine

VMI is part of Telemedicine with plans for a joint help desk. The joint help desk would have at least the following support levels:

- Level 0 – Onsite super user.
- Level 1 – Help desk to troubleshoot issue.
- Level 2 – Help desk with send on-site resource if necessary.

Currently management and maintenance of the VMI contact center are provided by a 3rd party system integrator. Plans are to cross train internal DPH IT resources.

The UCSF standard for video conferencing is Cisco TelePresence Video Conference Rooms, MCU, and desktop via Movi and Jabber. Telepresence management system is Cisco TelePresence Management Suite.

Another telemedicine application using video conferencing is Stryker Switchpoint Infinity 2, which is used at SFGH and UCSF. Stryker allows for video conferencing within the Operating Room environment.
S. EMAIL

SFGH and DPH currently uses Microsoft Office 365 and Lync in the cloud. DPH currently has approximately 8,635 email accounts registered in the CCSF SFGOV Active Directory.

T. INSTANT MESSAGING & PRESENCE

CCSF DT communicated that Cisco Jabber is in a limited deployment stage within Cisco Unified Communications Manager implementations.

DT / DPH have purchased Lync 2013.

U. CLINICAL APPLICATIONS

Table 8 lists clinical applications that are implemented within SFGH. The applications that are italicized may have integration relationships with telephony or unified communications. DPH is presently reviewing applications for UC impact — this is not a comprehensive list and it may expand or contract. These are examples.

Table 8, Clinical Applications by Vendor with Primary Owner

<table>
<thead>
<tr>
<th>SYSTEM/APPLICATION</th>
<th>PRIMARY DEPT. OWNER</th>
<th>VENDOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFID Tracking</td>
<td>House</td>
<td>AeroScout</td>
</tr>
<tr>
<td>AGFA ICIS</td>
<td>Radiology</td>
<td>AGFA</td>
</tr>
<tr>
<td>AGFA IMPAX</td>
<td>Radiology</td>
<td>AGFA</td>
</tr>
<tr>
<td>Anesthesia Admin</td>
<td>OR, Anesthesia, ICU</td>
<td>SIS - 2013</td>
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<tr>
<td>Baby Tracker Child Monitoring System – being tested</td>
<td>Nursery</td>
<td>HUGS</td>
</tr>
<tr>
<td>CaredNation</td>
<td>House</td>
<td>Local</td>
</tr>
<tr>
<td>CATH LAB PACS</td>
<td>Cath Lab</td>
<td>GE</td>
</tr>
<tr>
<td>CBord (Food Service)</td>
<td>Dietary</td>
<td>CBORD</td>
</tr>
<tr>
<td>OR Mgmt.</td>
<td>Periop</td>
<td>SIS</td>
</tr>
<tr>
<td>SYSTEM/APPLICATION</td>
<td>PRIMARY DEPT. OWNER</td>
<td>VENDOR</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>coPath</td>
<td>Pathology</td>
<td>Cerner</td>
</tr>
<tr>
<td>Dictation System</td>
<td>Medical Records</td>
<td>Dictaphone,</td>
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<td>eCW/CareLinkSF</td>
<td>Outpatient Ambulatory</td>
<td>Softmed</td>
</tr>
<tr>
<td>PulseCheck</td>
<td>Emergency Department</td>
<td>Picis</td>
</tr>
<tr>
<td>EDM Document Mgmt. (Scanning)</td>
<td>House</td>
<td>Siemens</td>
</tr>
<tr>
<td>EEG &amp; Related</td>
<td>Neurology, Neurosurgery</td>
<td>Nicollete</td>
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<tr>
<td>eReferral App</td>
<td>Outpatient Clinics</td>
<td>Local</td>
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<tr>
<td>Fetal Monitoring (bioMedical)</td>
<td>Birth Center</td>
<td>JHP</td>
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<tr>
<td>SALAR</td>
<td>House</td>
<td>Salar</td>
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<tr>
<td>ECHO PACS</td>
<td>Echo Cardiology</td>
<td>GE</td>
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<td>Gemweb - ABG, Bld</td>
<td>Lab</td>
<td>Unknown</td>
</tr>
<tr>
<td>RALS - Glucometers</td>
<td>Lab</td>
<td>Unknown</td>
</tr>
<tr>
<td>ICIP (becoming ICCA)</td>
<td>ICU</td>
<td>Philips</td>
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<tr>
<td>InPatient Medication/Pharmacy Mgmt.</td>
<td>Pharmacy</td>
<td>Siemens</td>
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<tr>
<td>Invision Patient Mgmt.</td>
<td>House, PFS</td>
<td>Siemens</td>
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<tr>
<td>Invision/LCR - Clinical</td>
<td>House, Nursing</td>
<td>Siemens</td>
</tr>
<tr>
<td>IR Dept. Mgmt. &amp; Charting</td>
<td>Radiology/IR</td>
<td>HI IQ?</td>
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<td>Lab Mgmt. System</td>
<td>Lab</td>
<td>Sunquest</td>
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<tr>
<td>Lab Collection Mgmt.</td>
<td>Lab</td>
<td>Sunquest</td>
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<tr>
<td>MAC Lab</td>
<td>Cath Lab</td>
<td>GE/Boston</td>
</tr>
<tr>
<td>MAK Med Administration Checking</td>
<td>House/Nursing/Pharmacy</td>
<td>Siemens</td>
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<tr>
<td>Medication Cabinets</td>
<td>Pharmacy</td>
<td>Omnicell</td>
</tr>
<tr>
<td>Mental Health</td>
<td>Psych</td>
<td>Avatar</td>
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<td>Forensic Charting</td>
<td>Jail Health</td>
<td>CHART</td>
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<tr>
<td>No current Sterile Processing Mgmt.</td>
<td>PerioOp</td>
<td>Phillips</td>
</tr>
<tr>
<td>Automation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracemaster EKG</td>
<td>Cardiology</td>
<td>Phillips</td>
</tr>
<tr>
<td>Portable Ultrasound - ED</td>
<td></td>
<td>SonoSite</td>
</tr>
<tr>
<td>SYSTEM/APPLICATION</td>
<td>PRIMARY DEPT. OWNER</td>
<td>VENDOR</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>----------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Portable Ultrasound - Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PowerScribe - Voice Recognition for Radiology</td>
<td></td>
<td>Nuance</td>
</tr>
<tr>
<td>Procedure and Physician Charting System</td>
<td>GI</td>
<td>Provation</td>
</tr>
<tr>
<td>Procedure and Physician Charting System</td>
<td>Pulmonary</td>
<td>Provation</td>
</tr>
<tr>
<td>Procedure and Physician Charting System</td>
<td>Cardiology</td>
<td>Provation</td>
</tr>
<tr>
<td>Procedure and Physician Charting System</td>
<td>Ortho</td>
<td>Provation</td>
</tr>
<tr>
<td>Pumps</td>
<td>BioMedical</td>
<td></td>
</tr>
<tr>
<td>Radiologue - Clinical Image Scheduling/Details</td>
<td>Radiology</td>
<td>Local</td>
</tr>
<tr>
<td>Retinal Imaging</td>
<td>Ophthalmology</td>
<td>OIS-Merge</td>
</tr>
<tr>
<td>RMS - Syngo</td>
<td>Radiology</td>
<td>Siemens</td>
</tr>
<tr>
<td>Supply Cabinets</td>
<td>Materials Mgt</td>
<td>Omnicell</td>
</tr>
<tr>
<td>Patient Physiologic Monitoring, Telemetry and Alerts</td>
<td>BioMedical</td>
<td>Extensions Healthcare, Phillips, GE, Others</td>
</tr>
<tr>
<td>Translator Devices</td>
<td>Translator Dept.</td>
<td>Cisco, Polycom</td>
</tr>
<tr>
<td>Video/VoIP</td>
<td></td>
<td></td>
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<tr>
<td>Ventilators</td>
<td>Respiratory, Critical Care, PeriOp</td>
<td>Draeger, Other</td>
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<tr>
<td>WatchChild Clinical Documentation (includes Fetal Monitoring Recording)</td>
<td>Labor &amp; Delivery</td>
<td>Hill-Rom</td>
</tr>
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<td>Medicine Patient Mgmt. &amp; Handoff</td>
<td>Medicine</td>
<td>Local/Filemaker</td>
</tr>
<tr>
<td>Surgery Patient Mgmt. &amp; Handoff</td>
<td>Surgery</td>
<td>Local/Filemaker</td>
</tr>
<tr>
<td>Critical Care Patient Mgmt. &amp; Handoff</td>
<td>Anesthesia</td>
<td>Local/Filemaker</td>
</tr>
<tr>
<td>Pediatrics Patient Mgmt. and Handoff</td>
<td>Pediatrics</td>
<td>Local/Filemaker</td>
</tr>
</tbody>
</table>
V. DESKTOP AND SERVER

Common with many organizations, SFGH’s desktop operating system is currently a mixture of Microsoft Windows XP, Vista and 7 with a goal of migrating completely to Windows 7. This migration is still in process at this time. Department of Public Health is also moving to thin clients, some Windows 8, some Apple Mac, and some tablet solutions. Department of Technology’s (DT) server virtualization standard is VMware View version 5. VMware vCenter Operations Manager deployment is in process while vCloud Director is on the roadmap. SFGH has a combination of 275 physical and virtualized servers with VMware vSphere being the standard. Similarly, UCSF is also migrating to a server virtualization environment while 80% of their 120 servers are virtualized.

In collaboration with the DT and in conjunction the approved strategic policy for server virtualization, the DPH will utilize the Cisco-VMware VM View solution for virtualized desktop management.

SFGH/DPH server hardware comprises several vendors and models i.e. HP, IBM, others. DPH is currently the Cisco UCS standard with NetApp as a storage partner.

UCSF server hardware platform entails Dell PowerEdge 710,900 and 610 with EqualLogic storage (iSCSI).

DT and SFGH/DPH server operating system installed base includes Microsoft Windows NT, 2000, 2003, 2008 and 2012 along with CentOS and RedHat Linux versions.

W. DIRECTORY SERVICES

Microsoft Active Directory provides user and administrator authentication and access control for both DPH and DT. Each operates a separate domain and tree. A trust relationship between the two trees is in the development stage. There are three domains within DPH. Consequently, Active Directory Federation Services (ADFS) and Single Sign-On (SSO) solutions such as Imprivata are being investigated. Per a Microsoft assessment there are 6,900 DPH business users. DPH’s Microsoft Active Directory (AD) lists 28,000 accounts, while the user population is 8,000 and UCSF accounts for 2-3,000 of the accounts in DPH. UCSF including UC medical center has 20-30K accounts. DPH is using single sign-on (SSO).

DT is currently evaluating Identity Management / SSO solutions, one of which may be implemented during this project and therefore could impact the architecture of the selected solution.

X. SECURITY AND PRIVACY

Security and privacy are important parts of the healthcare environment, such as protecting Protected Healthcare Information (PHI) based on a number of regulations including Health Insurance Portability and Accountability Act (HIPAA). Some items of consideration are not storing PHI information on endpoints/devices, unless encrypted and encryption on PHI while in transport. SFGH/DPH is in the process of researching a Mobile Device Management (MDM) solution such as AirWatch. SFGH/DPH Security Policy and Procedures are in the development stage. DPH is in...
discussion with DT about appropriate AD integration including scope of telephony in part of core services. Please include in your proposal any aspect of your solution which may be impacted by Active Directory decisions made by CCSF.

Paging solutions are in flux. In your proposal, describe the paging solution(s) appropriate to a Level I Trauma Center.

Y. SYSTEMS MANAGEMENT

Requirements include:

1. Provisioning (Solution must provide these tools. Describe how your solution implements these.)
   - Accelerated site deployments
   - Roles-based access with delegation
   - Single user interface for call control, messaging and presence
   - Policy based automation of rules, workflow and delegation
   - Bulk provisioning scripts
   - End user self-care
   - Tracking and auditing of all changes
   - Access to provisioning tools from on and off premises

2. Assurance
   - Single repository for inventory
   - Status view
   - Problem identification
   - Troubleshooting (including access to monitoring and troubleshooting tools from on and off premises)
   - Alarm correlation and event notification along with email and SNMP forwarding
   - End-to-end monitoring
   - Real-time diagnostics

3. Analytics
   - Automated reports
     1. Call volumes
     2. Agent-level reports in call centers (if call centers implemented in Building 25)
   - Capacity analysis

Z. INTEGRATION WITH MICROSOFT LYNC

DPH intends to use the Microsoft Lync client as the primary user interface for instant messaging and presence where appropriate within the workforce. The hospital intends to use actual handsets / voice terminals as the PRIMARY communication tool. The following functions are expected to be provided in the UC solution:

- Point to point and group chat
- Contact availability using presence
- Federation
- Extensible Messaging and Presence Protocol (XMPP)
- Google Talk, MSN/Windows Live, Yahoo, and AOL.
- Third-party presence integration – Cisco Unified Communications Manager
- Remote desktop sharing
- Custom status display
- Granular control of published contact information and directory
• Tabbed multiple conversations

AA. OPTIONAL REQUIREMENTS

1. Outlook voice access: Users can control InBoxes with Outlook Voice Access by using a telephone keypad or voice inputs. State whether your solution supports this.
2. Unified messaging card: Users can read preview of voice mail messages from their mobile phone. State whether your solution supports this.

BB. PROPOSER QUALIFICATION VALIDITY

Qualification approval will be valid for two (2) calendar years from the date of notice of qualification or until the forthcoming Design-Build contract is awarded. The CCSF DT reserves the right during those two calendar years to limit, suspend or rescind the pre-qualification status based on subsequently learned information and after giving notice of the proposed action to the Contractor and an opportunity for a hearing consistent with the hearing procedures described below for appealing a pre-qualification determination.

CC. NOT IN SCOPE FOR THIS RFP

1. The following technology solutions for the Building 25 construction project are not in the scope of this proposal, however the UC solutions implemented by the vendor must consider co-location with the following technologies and their implementation schedules and dependencies:
   a. Distributed Antenna System (DAS) – solution is being provisioned outside of this RFP
   b. Radio connectivity (e.g., rooftop radio room) – solution is being provisioned outside of this RFP
   c. Microwave connectivity as backup to fiber – solution is being provisioned outside of this RFP
   d. MPOE(s) and Network Equipment Room(s) – these have already been designed and must be considered in the UC design and implementation
## Appendix A

Erlang Loads of current DID and POP circuits (attachment)

<table>
<thead>
<tr>
<th>Group</th>
<th>Trunks</th>
<th>Type</th>
<th>Av. Pk. Usage (CCS)</th>
<th>Days</th>
<th>Model</th>
<th>GOS Objective</th>
<th>Load Offered (Erlangs)</th>
<th>Actual GOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>23</td>
<td>isdn</td>
<td>26</td>
<td>10</td>
<td>ErlangB</td>
<td>0.001</td>
<td>0.7222</td>
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<td>10</td>
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<td>0.001</td>
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<td>151</td>
<td>10</td>
<td>ErlangB</td>
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<td>4.1944</td>
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<td>48</td>
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<td>ErlangB</td>
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<td>1.3056</td>
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<tr>
<td>40</td>
<td>2</td>
<td>co</td>
<td>7</td>
<td>10</td>
<td>ErlangB</td>
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<td>0.1976</td>
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</tr>
<tr>
<td>42</td>
<td>2</td>
<td>wats</td>
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<td>0.0566</td>
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<td>ErlangB</td>
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<td>4.3333</td>
<td>0.00000000</td>
</tr>
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<td>ErlangB</td>
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III. Submission Requirements

A. Time and Place for Submission of Proposals

Proposals must be received by 2:00 p.m., on Tuesday, August 5, 2014. Postmarks will not be considered in judging the timeliness of submissions. Proposals may be delivered in person and left with the Department of Technology Receptionist or mailed to:

Jolie Gines  
DT RFP #2014-08 DPH Building 25 New General Hospital  
Unified Communications Systems  
City and County of San Francisco  
Department of Technology  
One South Van Ness Avenue, 2nd Floor  
San Francisco, CA 94103

Proposers shall submit six (6) copies of the proposal and two copies, separately bound, of required CMD Forms in a sealed envelope clearly marked DT RFP #2014-08 DPH Building 25 New General Hospital Unified Communications System to the above location. Proposals that are submitted by fax will not be accepted. Late submissions will not be considered.

B. Format

Please use three-hole recycled paper, print double-sided to the maximum extent practical, and bind the proposal with a binder clip, rubber band, or single staple, or submit it in a three-ring binder. Please do not bind your proposal with a spiral binding, glued binding, or anything similar. You may use tabs or other separators within the document.

For word processing documents, the department prefers that text be unjustified (i.e., with a ragged-right margin) and use a serif font (e.g., Times Roman, and not Arial), and that pages have margins of at least 1” on all sides (excluding headers and footers).

If your response is lengthy, please include a Table of Contents.

You must also submit an electronic version of the proposal to dtcontracts@sfgov.org

C. Content

Firms interested in responding to this RFP must submit the following information, in the order specified below:

1. Introduction and Executive Summary (up to 3 pages)

Submit a letter of introduction and executive summary of the proposal. The letter must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal. Submission of the letter will constitute a representation by your firm that your firm is willing and able to perform the commitments contained in the proposal.

2. Project Approach (up to 15 pages)

Describe the services and activities that your firm proposes to provide to the City. Include the following information:

a. Overall scope of work tasks; and
b. Schedule and ability to complete the project within the City’s required time frame; and

c. Assignment of work within your firm’s work team.

3. Firm Qualifications (up to 8 pages)
Provide information on your firm’s background and qualifications which addresses the following:

a. Name, address, and telephone number of a contact person; and

b. A brief description of your firm, as well as how any joint venture or association would be structured; and

c. A description of not more than four projects similar in size and scope prepared by your firm including client, reference and telephone numbers, staff members who worked on each project, budget, schedule and project summary. Descriptions should be limited to one page for each project. If joint consultants or subconsultants are proposed provide the above information for each.

4. **Team Qualifications (up to 10 pages)**

   a. Provide a list identifying: (1) each key person on the project team, (2) the project manager, (3) the role each will play in the project, and (4) a written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City’s prior approval.

   b. Provide a description of the experience and qualifications of the project team members, including brief resumes if necessary.

5. **References (up to 2 pages)**

   Provide references for the lead consulting firm, lead project manager, and all subconsultants, including the name, address and telephone number of at least three but no more than five recent clients (preferably other public agencies).

6. **Fee Proposal**

   The City intends to award this contract to the firm that it considers will provide the best overall program services. The City reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

   Please provide a fee proposal in a sealed envelope that includes the following:

   a. Total fee for each of the disciplines identified in the Scope of Work with a not-to-exceed figure; and

   b. Hourly rates for all team members. Hourly rates and itemized costs may be used to negotiate changes in the Scope of Work if necessary.
IV. Evaluation and Selection Criteria

A. Minimum Qualifications

To be qualified as the chosen vendor for the SF General Hospital Building 25 Unified Communications project, proposers must meet the following minimum qualifications:

Candidate must be experienced and established in operating a managed consulting and professional services portfolio to build (plan, design, planning, engineering, installation, integration, optimization, test and network turn-up) a unified communications solution.

Candidate must be in possession of all applicable and current licenses, certifications, etc.

Candidates must complete both questions in this section. Candidates must pass both questions in this section in order to be qualified to submit a bid for the Project.

Question 1:

Has your company successfully completed five (5) unified communication system integration projects, each with a minimum of five hundred (500) end users and a minimum contract value of $2 million, within the past ten (10) years?

☐ Yes ☐ No

Question 2:

Does your proposed Project Manager for this Project have at least ten (10) years of experience on unified communications projects of similar size and complexity as the SF General Hospital Building 25 Unified Communications project as described in this RFP?

☐ Yes ☐ No

List the relevant qualifying projects by submitting Project Data Sheets.

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

A. Selection Criteria

The proposals will be evaluated by a selection committee comprised of parties with expertise in Unified Communications Systems. The City intends to evaluate the proposals generally in accordance with the criteria itemized below. Up to three of the firms with the highest scoring proposals will be interviewed by the committee to make the final selection.

Following the evaluation of the written proposals, the three proposers receiving the highest scores will be invited to an oral interview. The interview will consist of standard questions asked of each of the three proposers.

The written scores will be utilized for short listing purposes and the department will combine both the written and oral interview scores of the short listed proposers as the final scores and selection of the proposer.
SCORE SHEET-PROPOSALS
New SF General Hospital Building 25
Unified Communications Systems
RFP # 2014-08

Name of Contractor: ________________________________

MINIMUM QUALIFICATIONS  Pass/Fail

1) Prime Contractor has 5 (five) to 10 (ten) years of current and continuous experience in providing voice network design and implementation of systems of similar size and complexity with the specific ability to meet the operational needs of a large Level One trauma center (refer to http://www.amtrauma.org/resources/trauma-categorization/index.aspx ).

2) Prime Contractor has current certifications for staff that will be working on the design and implementation of this project.

PROJECT APPROACH-REQUIREMENTS (60 Points)

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<tr>
<td>A. General</td>
<td>Ability to be tightly integrated into legacy systems at SFGH and DPH</td>
<td>15</td>
<td>Refer RFP pg 25 to 35</td>
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<td>B. Hardware</td>
<td>Provides high availability of 99.999% uptime; integrates to existing infrastructure; scales to the project's future capacity needs as described in the RFP.</td>
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<td>Refer RFP pg 3, 17, 36,</td>
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<td>C. Service</td>
<td>Ability of solution provider to provide lengthy support contract. This includes implementation and post-install support for up to 6 months. DPH requires warranty and long term support agreements (5-10 years) to cover hardware, software, licensing, tier 2, 3 and 4 support, MAC, after hours, and training of internal staff. Identify Ongoing support option for the solution to be installed and associated costs for Year 1, Years 2-5, Years 5-10.</td>
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<td>Refer RFP pg 3, 18</td>
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<td>D. Training</td>
<td>Training scope, depth, accommodation to DPH staff schedules and locations</td>
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<td>Refer RFP pg 3, 4, 8</td>
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<td>E. Advanced Communications</td>
<td>See Unified Communications below</td>
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<td>Features below will be added / subtracted to derive “Required System Features” score</td>
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<td>F. Required System Features</td>
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<td>Auto attendant ACD &amp; IVR</td>
<td>Answers callers with a recording and allows callers to route themselves to an extension or provide responses through touch tone input, in response to a voice prompt.</td>
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<td>Automated Directory - Incoming Callers</td>
<td>Allows callers to look up an employee’s extension by entering the first few letters of their name</td>
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<td>Call Conferencing (up to 6 parties)</td>
<td>Connecting three or more (up to six) callers into one phone conversation.</td>
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<td>Call Forwarding</td>
<td>Ability to temporarily forward all calls to another extension or to voice mail.</td>
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<tr>
<td>Call Forwarding – Off Network</td>
<td>Ability to temporarily forward all calls to a number outside the system.</td>
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<tr>
<td>Call Hold</td>
<td>The ability to temporarily leave a phone call without disconnecting it.</td>
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<tr>
<td>Caller ID</td>
<td>Display incoming caller ID, when available, on the phone display.</td>
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<td>Caller ID Blocked</td>
<td>Ability to block outgoing caller ID at the extension level.</td>
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<tr>
<td>Call Pick Up</td>
<td>Ability to pick up a ringing phone, in a defined list, from another location using a code.</td>
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<td>Call Routing</td>
<td>Ability to route calls based on a written script.</td>
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<tr>
<td>Call Transfer</td>
<td>The ability to move a call from one extension to another. Including moving calls out of the system to numbers on the PSTN.</td>
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<tr>
<td>Computer Telephone Integration (CTI)</td>
<td>Ability for the phone system to interact with a computer system—examples are a user clicking on a telephone number on the screen and the phone system automatically dials the number (reduces wrong numbers and saves time) or when a customer calls in, the phone number from the Caller-ID is passed to the computer and automatically displayed on the screen before the employee answers the phone.</td>
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<tr>
<td>Feature</td>
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<td>Directory - Personal</td>
<td>Allows users to create a personal directory of frequently called numbers.</td>
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<td>Directory - System</td>
<td>Allow system users to look up extensions by entering the first few letters of a name.</td>
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<td>Display Call History</td>
<td>Display menu in phone allowing for user to view missed calls, placed calls, etc.</td>
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<td>Extension Mobility</td>
<td>Extends office number to a cell phone providing one number reachability.</td>
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<tr>
<td>Group Page</td>
<td>Allow user to send a message via the speaker on the phone to an administered group of extensions.</td>
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<td>Holiday Table</td>
<td>Ability to create a Holiday Table and route calls based on that table.</td>
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<tr>
<td>Intercom - Automatic</td>
<td>Provide an immediate talk path between two extensions by lifting the receiver on the phone. Typically used with door phones.</td>
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<tr>
<td>Intercom - Dialed</td>
<td>Allowing for communication between administered groups of extensions using a predetermined code.</td>
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<tr>
<td>Music on Hold</td>
<td>Provide background music when someone is put on hold - would use a CCSF provided music source.</td>
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<tr>
<td>Paging</td>
<td>Allows a user to speak over a public address system to locate an employee or give announcements - controlled by user permissions.</td>
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<tr>
<td>Paging - All Phones</td>
<td>Allows a user to send an announcement via the speaker on all phones simultaneously - i.e. alerting staff of a building evacuation. Controlled by user permissions.</td>
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<td>Priority Calling</td>
<td>Special/distinctive call alerting between internal telephone users.</td>
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<td>Redial</td>
<td>Allows the last number called to be redialed with the touch of a button</td>
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<td>Shared Mailboxes</td>
<td>Ability to route multiple numbers to one mailbox.</td>
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<td>Shared Line Appearances</td>
<td>Ability to have one line on multiple phones at multiple sites (not just the prime site).</td>
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<tr>
<td>Speed Dial</td>
<td>Ability to store telephone numbers and access via a list or programmed button on the telephone.</td>
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<td>Soft Phones</td>
<td>Allow user to have a phone application installed on a computer and have access to the feature/functionality of the phone system from a remote location.</td>
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<td>Time of Day Routing</td>
<td>Ability to route calls based on time of day/day of week.</td>
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<td>Whisper (Barge in) Page</td>
<td>Whisper Page allows one user to interrupt or &quot;barge in&quot; on the call of another user and make an announcement that is only heard by the user.</td>
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<td>Unified Communications and Mobility</td>
<td>Ability to interface with Extensions, Emergin, or similar &quot;middleware&quot; products</td>
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<td>Unified Communications and Mobility</td>
<td>Ability to conveniently activate &quot;duty&quot; phones. Workforce needs to have easily assigned devices for each shift. The solution must address this.</td>
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<td>Unified Communications and Mobility</td>
<td>Mobile device feature management Experience of solution &amp; provider with implementing new technology feature sets, such as alarms and alerting, secure texting, healthcare applications and application deployment on mobile devices.</td>
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<tr>
<td>Unified Communications and Mobility</td>
<td>Ability to use soft phone clients on existing computing devices for voice &amp; video. Ability of the solution provider to drive and manage the change of voice/mobile technology within the organization.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Unified Communications and Mobility</td>
<td>Ability to address need for &quot;Presence&quot; and fixed mobile convergence.</td>
<td></td>
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</tr>
</tbody>
</table>

**STAFF (20 Points)**

a. Recent experience of staff assigned to the project and a description of the tasks to be performed by each staff person;
b. Professional qualifications and education;
c. Workload, staff availability and accessibility.
EXPERIENCE OF FIRM AND SUBCONSULTANTS (20 Points)

a. Expertise of the firm and subconsultants in the fields necessary to complete the tasks; and
b. Quality of recently completed projects, including adherence to schedules, deadlines and budgets; and

c. Experience with similar projects; and.

d. Results of reference checks.

SCORE SHEET-ORAL INTERVIEW

New SF General Hospital Building 25
Unified Communications Systems
RFP # 2014-08

Name of Contractor:______________________________

Oral Interview (100 Points)
For final bidders short-listed

Categories:

1. Approach: 25 pts
   - understands project needs
   - project staffing approach
   - approach appears to meet our needs
   - approach organized, logical
   - recognizes healthcare environment

2. Pricing: 20 pts
   - modularity of pricing specifically around possible disposables in patient rooms
   - right to use license (add on incremental licenses — state the price of those (no commitment to buy up front)
   - clarity of pricing structure and its fit with DPH comprehensive price matrix detail requirement

3. Bidder Capability and Experience: 25 pts
   - understands legacy and proposed technology
   - demonstrates success in similar size projects
   - demonstrates experience with legacy and proposed technology
   - familiar with hospital operations, mission-critical operations
   - specific skills sets of the proposed team (qualifications). We will only accept project staff with licensed qualifications
   - experience with emerging technologies in the healthcare space (unified communications, "intelligent mobile device", alerting, data exchange)

4. Training: 10 pts
   - End user
     - local support staff (DPH and DT tech staff up to 25 staff)

5. Solution Design: 20 pts
   - Scalability
     - appropriate to DPH needs
     - survivability and High Availability
     - interoperability with 3rd party phone and software systems
RFP for DPH Building 25
New General Hospital Unified Communications System
DT RFP #2014-08

Name of Evaluator: ________________________________
Comments: ____________________________________
V. Pre-proposal conference and Contract award

A. Pre-Proposal Conference

Proposers must attend a pre-proposal conference at 10 a.m., Tuesday, July 1, 2014, to be held at One south Van Ness Avenue, 2nd Floor. Any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI.B.

B. Contract Award

The Department of Technology will select a proposer with whom the Department of Technology shall commence contract negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the Department of Technology, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.
VI. Terms and Conditions for Receipt of Proposals

A. Errors and Omissions in RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the Department, in writing, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

B. Inquiries Regarding RFP

Inquiries regarding the RFP and all oral notifications of an intent to request written modification or clarification of the RFP, must be submitted by July 3, 2014 to:

dtcontracts@sfgov.org.

C. Objections to RFP Terms

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

D. Change Notices

The Department may modify the RFP, prior to the proposal due date, by issuing Bid Addendum(s), which will be posted on the website. The proposer shall be responsible for ensuring that its proposal reflects any and all Bid Addendum(s) issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the proposer consult the website frequently, including shortly before the proposal due date, to determine if the proposer has downloaded all Bid Addendum(s).

E. Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

F. Revision of Proposal

A proposer may revise a proposal on the proposer’s own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, the Department may require a proposer to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

G. Errors and Omissions in Proposal

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

H. Financial Responsibility
The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

I. Proposer’s Obligations under the Campaign Reform Ordinance

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the proposer is prohibited from making contributions to:

- the officer’s re-election campaign
- a candidate for that officer’s office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to $5,000 and a jail term of not more than six months, or both.

2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to $5,000.

3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to $5,000 for each violation.

For further information, proposers should contact the San Francisco Ethics Commission at (415) 581-2300.

J. Sunshine Ordinance

In accordance with S.F. Administrative Code Section 67.24(e), contractors’ bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person’s or organization’s net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

K. Public Access to Meetings and Records
If a proposer is a non-profit entity that receives a cumulative total per year of at least $250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the proposer must comply with Chapter 12L. The proposer must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to proposer’s meetings and records, and (2) a summary of all complaints concerning the proposer’s compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in proposer’s Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

L. Reservations of Rights by the City

The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means;
6. Determine that no project will be pursued.

M. No Waiver

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

N. Local Business Enterprise Goals and Outreach

The requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the “LBE Ordinance”) shall apply to this RFP.

1. LBE Subconsultant Participation Goals

The LBE subconsulting goal for this project is 10% of the total value of the goods and/or services to be procured.

Each firm responding to this solicitation shall demonstrate in its response that it has used good-faith outreach to select LBE subcontractors as set forth in S.F. Administrative Code §§14B.8 and 14B.9, and shall identify the particular LBE subcontractors solicited and selected to be used in performing the contract. For each LBE identified as a subcontractor, the response must specify the value of the participation as a percentage of the total value of the goods and/or services to be procured, the type of work to be performed, and such information as may reasonably be required to determine the responsiveness of the proposal. LBEs identified as subcontractors must be certified with the San Francisco Contract Monitoring Division at the time the proposal is submitted, and must be contacted by the proposer (prime contractor) prior to listing them as subcontractors in the proposal. Any proposal that does not meet the requirements of this paragraph will be non-responsive.

In addition to demonstrating that it will achieve the level of subconsulting participation required by the contract, a proposer shall also undertake and document in its submittal the good faith efforts required by
Chapter 14B.8(C) & (D) and CMD Attachment 2, Requirements for Architecture, Engineering and Professional Services Contracts.

Proposals which fail to comply with the material requirements of S.F. Administrative Code §§14B.8 and 14B.9, CMD Attachment 2 and this RFP will be deemed non-responsive and will be rejected. During the term of the contract, any failure to comply with the level of LBE subcontractor participation specified in the contract shall be deemed a material breach of contract. Subconsulting goals can only be met with CMD-certified LBEs located in San Francisco.

2. LBE Participation

The City strongly encourages proposals from qualified LBEs. Pursuant to Chapter 14B, the following rating discount will be in effect for the award of this project for any proposers who are certified by CMD as a LBE, or joint ventures where the joint venture partners are in the same discipline and have the specific levels of participation as identified below. Certification applications may be obtained by calling CMD at (415) 252-2500. The rating discount applies at each phase of the selection process. The application of the rating discount is as follows:

a. A 10% bid discount shall be applied to Small LBEs and Micro-LBEs bidding as primes; or

b. A 2% bid discount will be applied to an SBA-LBE, except that the 2% discount shall not be applied at any stage if it would adversely affect a Small LBE or Micro-LBE bidder.

If applying for a rating discount as a joint venture: The LBE must be an active partner in the joint venture and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the proposal, and must be responsible for a clearly defined portion of the work to be performed and share in the ownership, control, management responsibilities, risks, and profits of the joint venture. The portion of the LBE joint venture’s work shall be set forth in detail separately from the work to be performed by the non-LBE joint venture partner. The LBE joint venture’s portion of the contract must be assigned a commercially useful function.

3. CMD Forms to be Submitted with Proposal

a. All proposals submitted must include the following Contract Monitoring Division (CMD) Forms contained in the CMD Attachment 2: 1) CMD Contract Participation Form, 2) CMD “Good Faith Outreach” Requirements Form, 3) CMD Non-Discrimination Affidavit, 4) CMD Joint Venture Form (if applicable), and 5) CMD Employment Form. If these forms are not returned with the proposal, the proposal may be determined to be non-responsive and may be rejected.

b. Please submit only two copies of the above forms with your proposal. The forms should be placed in a separate, sealed envelope labeled CMD Forms.

If you have any questions concerning the CMD Forms, you may call Romulus Asenloo, the Contract Monitoring Division Contract Compliance Officer at 415 581 2321. You may also contact him via e-mail at romulus.asenloo@sfgov.org
VII. Contract Requirements


The successful proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached hereto as Appendix C. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

Proposers are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Contracts and Benefits, (§34 “Nondiscrimination; Penalties” in the Agreement); the Minimum Compensation Ordinance (§43 “Requiring Minimum Compensation for Covered Employee” in the Agreement); the Health Care Accountability Ordinance (§44 “Requiring Health Benefits for Covered Employees” in the Agreement); the First Source Hiring Program (§45 “First Source Hiring Program” in the Agreement); and applicable conflict of interest laws (§23 “Conflict of Interest” in the Agreement), as set forth in paragraphs B, C, D, E and F below.

B. Nondiscrimination in Contracts and Benefits

The successful proposer will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD’s website at www.sfCMD.org.

C. Minimum Compensation Ordinance (MCO)

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements. For the contractual requirements of the MCO, see §43 “Requiring Minimum Compensation for Covered Employee”.

For the amount of hourly gross compensation currently required under the MCO, see www.sfgov.org/olse/mco. Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract.

Additional information regarding the MCO is available on the web at www.sfgov.org/olse/mco.

D. Health Care Accountability Ordinance (HCAO)

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at www.sfgov.org/olse/hcao.

E. First Source Hiring Program (FSHP)

If the contract is for more than $50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.
Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at http://www.workforcedevelopmentsf.org/ and from the First Source Hiring Administrator, (415) 401-4960.

F. Conflicts of Interest

The successful proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful proposer that the City has selected the proposer.
VIII. Protest Procedures

A. Protest of Non-Responsiveness Determination

Within five working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

B. Protest of Contract Award

Within five working days of the City's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day after the City's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

C. Delivery of Protests

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

dtcontracts@sfgov.org
Appendix B

Standard Forms

The requirements described in this Appendix are separate from those described in Appendix A.

Before the City can award any contract to a contractor, that contractor must file three standard City forms (items 1-3 on the chart). Because many contractors have already completed these forms, and because some informational forms are rarely revised, the City has not included them in the RFP package. Instead, this Appendix describes the forms, where to find them on the Internet (see bottom of page 2), and where to file them. If a contractor cannot get the documents off the Internet, the contractor should call (415) 554-6248 or e-mail Purchasing (purchasing@sfgov.org) and Purchasing will fax, mail or e-mail them to the contractor.

If a contractor has already filled out items 1-3 (see note under item 3) on the chart, the contractor should not do so again unless the contractor’s answers have changed. To find out whether these forms have been submitted, the contractor should call Vendor File Support in the Controller’s Office at (415) 554-6702.

If a contractor would like to apply to be certified as a local business enterprise, it must submit item 4. To find out about item 4 and certification, the contractor should call Contract Monitoring Division at (415) 581 2310.

<table>
<thead>
<tr>
<th>Item</th>
<th>Form name and Internet location</th>
<th>Form</th>
<th>Description</th>
<th>Return the form to; For more info</th>
</tr>
</thead>
</table>
| 1.   | Request for Taxpayer Identification Number and Certification  
www.irs.gov/pub/irs-fil/fw9.pdf | W-9  | The City needs the contractor’s taxpayer ID number on this form. If a contractor has already done business with the City, this form is not necessary because the City already has the number. | Controller’s Office Vendor File Support  
City Hall, Room 484  
San Francisco, CA 94102  
(415) 554-6702 |
| 2.   | Business Tax Declaration  
http://sfgsa.org/index.aspx?page=4762 | P-25 | All contractors must sign this form to determine if they must register with the Tax Collector, even if not located in San Francisco. All businesses that qualify as “conducting business in San Francisco” must register with the Tax Collector | Controller’s Office Vendor File Support  
City Hall, Room 484  
San Francisco, CA 94102  
(415) 554-6702 |
| 3.   | S.F. Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Contracts and Benefits | CMD-12B-101 | Contractors tell the City if their personnel policies meet the City’s requirements for nondiscrimination against protected classes of people, and in the provision of benefits | Contract Monitoring Division  
30 Van Ness, #200  
San Francisco, CA 94102-6059  
(415) 581 2310 |
<table>
<thead>
<tr>
<th>Item</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a> In Vendor Profile Application</td>
<td></td>
<td>between employees with spouses and employees with domestic partners. Form submission is not complete if it does not include the additional documentation asked for on the form. Other forms may be required, depending on the answers on this form. Contract-by-Contract Compliance status vendors must fill out an additional form for each contract.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>CMD LBE Certification Application <a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a> In Vendor Profile Application</td>
<td>CMD LBE Certification Application</td>
<td>Local businesses complete this form to be certified by CMD as LBEs. Certified LBEs receive a rating bonus pursuant to Chapter 14B when bidding on City contracts. To receive the bid discount, you must be certified by CMD by the proposal due date.</td>
<td>Contract Monitoring Unit 30 Van Ness, #200 San Francisco, CA 94102-6059 (415) 581 2310</td>
</tr>
</tbody>
</table>

**Where the forms are on the Internet**

**Office of Contract Administration**

Homepage: www.sfgov.org/oca/
Purchasing forms: Click on “Required Vendor Forms” under the “Information for Vendors and Contractors” banner.

**Contract Monitoring Division**

City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ARTS COMMISSION

Dept. Code: ART

Type of Request: ☐ Initial ☑ Modification of an existing PSC (PSC # 4004-12/13)

Type of Approval: ☐ Expedited ☑ Regular (☐ Omit Posting)

Type of Service: WritersCorps artists-in-residence

Funding Source: DCYF, SFPL, NEA, grant funds

PSC Original Approved Amount: $330,000

PSC Original Approved Duration: 09/01/12 - 06/30/13 (43 weeks 1 day)

PSC Mod#1 Amount: $180,000

PSC Mod#1 Duration: 07/25/14 - 06/30/15 (2 years)

PSC Mod#2 Amount: $510,000

PSC Mod#2 Duration: 07/25/16 - 06/30/17 (2 years 3 days)

PSC Cumulative Amount Proposed: $510,000

1. Description of Work

A. Scope of Work:

Eight WritersCorps Artists-in-Residence will conduct creative writing classes with youth in need at up to 14 sites in San Francisco. Artists-in-Residence will serve youth who may be educationally disadvantaged, recently immigrated, homeless, incarcerated, or in crisis. Artists-in-Residence will teach and mentor targeted youth to increase their learning, writing and public speaking skills. Artists-in-Residence will plan and organize lesson plans, facilitate writing workshops; compile, design and edit publications of youth writing; and help to organize city-wide literary arts events for participating youth. Artists-in-Residence will work for ten months from September to June.

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

Funding from DCYF, San Francisco Public Library, National Endowment for the Arts, and California Arts Council has been allocated to the WritersCorps program to provide youth-in-need opportunities to acquire essential skills in writing, self expression and public speaking. The consequences of denial would be that essential literary arts programming, which has served over 17,800 youth-in-need in San Francisco since 1994, would be eliminated.

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

Yes

D. Will the contract(s) be renewed? Yes, depending on continued funding.

2. Union Notification: On 07/25/14, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

***********************************************************************************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4004-12/13

DHR Analysis/Recommendation: Commission Approval Required

DHR Approved for 09/15/2014

Civil Service Commission Action:

July 2013
3. **Description of Required Skills/Expertise**
   
   A. Specify required skills and/or expertise:
   Artists-In-Residence are required to have a minimum of two years teaching creative writing and/or language arts to youth from diverse cultural backgrounds; one year of community service; a masters-level degree (or equivalent experience) in multicultural contemporary literature; and they must provide evidence of literary accomplishment. Artists-In-Residence must demonstrate ability to organize events, to write reports, and to edit and proofread manuscripts for publication. Artists-In-Residence must able to represent
   
   B. Which, if any, civil service class(es) normally perform(s) this work?
   None,
   
   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
   No

4. **Why Classified Civil Service Cannot Perform**
   
   A. Explain why civil service classes are not applicable:
   Due to the teaching and artistic skills required, these positions are most appropriately filled by independent contractors.
   
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
   No. This contract requires highly specialized skills, for a period shorter than one year.

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

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

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON **07/25/14** BY:

Name: Kevin R. Quan                     Phone: 415-252-4604          Email: Kevin.r.quan@sfgov.org

Address: 25 Van Ness, Suite 345        San Francisco, CA, 94102

July 2013
Receipt of Union Notification(s)
Subject: 7 Day Notice Review Period Over - Ready for DHR Approval Modification 4004-12/13 - MODIFICATIONS

Date: Saturday, August 2, 2014 10:00:26 PM Pacific Daylight Time

From: Quan, Kevin (ART) (sent by DHR-PSCCoordinator, DHR (HRD) <dhr-psccoordinator@sfgov.org>)

To: Quan, Kevin (ART), leah.berlanga@seiu1021.org, gail@sffdlcslocal798.org, cityworker@sfcwu.org, david.mkersten@gmail.com, djohson@opcmialocal300.org, hodlocal@pacbell.net, ablood@cirseiu.org, pkarinen@ncrcr.org, tony@dc16.us, stevek@bac3-ca.org, xiumin.li@seiu1021.org, Poon, SinYee (HSA), smcgarry@ncrrc.org, rmitchell@twusf.org, grojo@local39.org, jduritz@uapd.com, staff@sfmea.com, mike@dc16.us, khughes@ibew6.org, L21PSCReview@ifpte21.org, sfmsa@gmail.com, mshelley@dc16.us, david.canham@seiu1021.org, joe.tanner@seiu1021.net, Larry.Bradshaw@seiu1021.org, L21PSCReview@ifpte21.org, LiUNA.local261@gmail.com, local200twu@sbcglobal.net, speedy4864@aol.com, camaguey@sfmea.com, ecdemvoter@aol.com, tiya.thlang@seiu1021.org, Hung, Melissa (ART), Isen, Richard (TIS), DHR-PSCCoordinator, DHR (HRD)

PSC No: 4004-12/13 - MODIFICATIONS

Requesting Department: ARTS COMMISSION -- ART

Type of Request: Modification

Type of Service: WritersCorps artists-in-residence

PSC Amount: $180,000

PSC Duration: 07/25/2014 – 06/30/2015

The 7 day review period for expedited PSC modifications has now ended. Any further questions about the services should be directed to the Department directly.

http://apps.sfgov.org/dhdrupal/node/3731
Additional Attachment(s)
PERSONAL SERVICES CONTRACT SUMMARY

DATE: 05/21/12
DEPARTMENT NAME: Arts Commission  DEPARTMENT NUMBER: 28

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

TYPE OF REQUEST:  X INITIAL REQUEST  MODIFICATION (PSC# _____)

TYPE OF SERVICE: WritersCorps Artists-in-Residence

FUNDING SOURCE:  Department of Children, Youth and their Families; San Francisco Public Library;
National Endowment for the Arts; California Arts Council.
PSC AMOUNT: $230,000  PSC DURATION: 9/1/12-6/30/13

1. DESCRIPTION OF WORK
A. Concise description of proposed work: Eight WritersCorps Artists-in-Residence will conduct creative writing-
classes with youth in need at up to 14 sites in San Francisco. Artists-in-Residence will serve youth who may be
educationally disadvantaged, recently immigrated, homeless, incarcerated, or in crisis. Artists-in-Residence will teach and
mentor target youth to increase their learning, writing and public speaking skills. Artists-in-Residence will plan and
organize lesson plans, facilitate writing workshops; compile, design and edit publications of youth writing; and help to
organize city-wide literary arts events for participating youth. Artists-in-Residence will work for ten months from
September to June.
B. Explain why this service is necessary and the consequences of denial: Funding from DCYF, San Francisco
Public Library, National Endowment for the Arts, and California Arts Council has been allocated to the WritersCorps
program to provide youth-in-need opportunities to acquire essential skills in writing, self expression and public speaking.
The consequences of denial would be that essential literary arts programming, which has served over 17,800 youth-in-
need in San Francisco since 1994, would be eliminated.
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): From 1994
to 2011, WritersCorps Artists-in-Residence (previously titled “WritersCorps Teachers”) have been performing community
service for the Arts Commission, funded in part by AmeriCorps, the National Endowment for the Arts, the Arts
Commission, the Department of Children, Youth and their Families, the Youth Arts Fund, and private foundations. In
1998 the S.F Board of Supervisors and the Community Arts and Education program of the San Francisco Arts
Commission adopted the WritersCorps program to serve the city’s youth-in-need by contracting qualified Artists-in-
Residence to teach and mentor youth-in-need. Previous approval number for this service: PSC# No 4020-11/12
D. Will the contract(s) be renewed: Yes, depending on continued funding.

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

Local 21
Local 1021

Union Name  Union Name
Signature of person mailing / taking form  Signature of person mailing / taking form
Date  Date  

RFP sent to ____________________________________________________________
on ____________________________________________________________

Union Name  Date  Signature

**********************************************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4024-12/13
STAFF ANALYSIS/RECOMMENDATION: Received 5/21/12

CIVIL SERVICE COMMISSION ACTION:
PSC FORM: 1 (9/96)
3. **DESCRIPTION OF REQUIRED SKILLS/EXPERTISE**
   
   A. Specify required skills and/or expertise: Artists-in-Residence are required to have a minimum of two years teaching creative writing and/or language arts to youth from diverse cultural backgrounds; one year of community service; a masters-level degree (or equivalent experience) in multicultural contemporary literature; and they must provide evidence of literary accomplishment. Artists-in-Residence must demonstrate ability to organize events, to write reports, and to edit and proofread manuscripts for publication. Artists-in-Residence must be able to represent the City in public forums.

   B. Which, if any, civil service class normally performs this work? There are no classifications that possess this level and type of expertise.

   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: Due to the teaching and artistic skills required, these positions are most appropriately filled by independent contractors.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain. No. This contract requires highly specialized skills, for a period shorter than one year.

5. **ADDITIONAL INFORMATION (if "yes", attach explanation)**
   
   A. Will the contractor directly supervise City and County employees? Yes No X

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

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

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

   E. Has a board or commission determined that contracting is the most effective way to provide this service? X

   F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? X

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

[Signature]

Rebekah Krell
Print or Type Name

25 Van Ness Ave, Suite 345
San Francisco, CA 94102

252-466-5
Telephone Number

Address
Attached please find the Personal Services Contract Summary for WritersCorps Artists-in-Residence.

Melissa Hung | Program Manager
WritersCorps | San Francisco Arts Commission
25 Van Ness Ave, Ste 345 | San Francisco CA 94102
415.252.4655 | 415.252.2695 (f)

Web | Newsletter | Twitter | Facebook | YouTube | Flickr
July 16, 2012 - Regular Meeting

MINUTES

Regular Meeting

July 16, 2012

2:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place
CALL TO ORDER

2:03 p.m.

ROLL CALL

President Kate Favetti  Present
Vice President Scott R. Heldfond  Present
Commissioner Mary Y. Jung  Present
Commissioner E. Dennis Normandy  Not Present (Notified absence)

President Kate Favetti presided.

REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA

None.

APPROVAL OF MINUTES

Regular Meeting of July 2, 2012
Action: Adopted. (Vote of 3 to 0)

HUMAN RESOURCES DIRECTOR'S REPORT (Item No. 5)

Micki Callahan, Human Resources Director reminded the Commission that the new Human Resources/ Payroll System will be going live at the end of August. The first pay check under the new payroll system will be September 11, 2012. All departments have been notified not to make any appointments during the middle of August in order to prevent inputting obsolete data at the start up.

EXECUTIVE OFFICER'S REPORT (Item No. 6)

No report.

0270-12-8 Review of request for approval of proposed personal services contracts. (Item No. 7)

<table>
<thead>
<tr>
<th>PSC#</th>
<th>Department</th>
<th>Amount</th>
<th>Type of Service</th>
<th>Type of Approval</th>
<th>Duration</th>
</tr>
</thead>
</table>

3 of 17 112
<table>
<thead>
<tr>
<th>4004-12/13</th>
<th>Art Commission</th>
<th>$330,000</th>
<th>Regular</th>
<th>06/30/13</th>
</tr>
</thead>
</table>

Eight Writer Corps Artists-in-Residence will conduct creative writing classes with youth in need at up to 14 sites in San Francisco. Artists-In-Residence will serve youth who may be educationally disadvantaged, recently immigrated, homeless, incarcerated, or in crisis. Artists-in-Residence will teach and mentor targeted youth to increase their learning, writing and public speaking skills. Artists-in-Residence will plan and organize lesson plans, facilitate writing workshops; compile, design and edit publications of youth writing; and help to organize city-wide literary arts events for participating youth. Artists-in-Residence will work for ten months from September to
<table>
<thead>
<tr>
<th>4005-12/13 Emergency Management</th>
<th>$585,000</th>
<th>June.</th>
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<tbody>
<tr>
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<tr>
<td>This project will: 1) assess the state of medical surge planning and patient tracking efforts in the Bay Area UASI (BAUASI) region and provide technical assistance to counties; and 2) develop a final report including a gap analysis regarding regional medical surge planning, a feasibility assessment related to patient tracking, and a road map for next steps.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular</td>
<td>01/01/14</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
<td>Amount</td>
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<tr>
<td>4006-12/13</td>
<td>Fire Department</td>
<td>$258,719</td>
</tr>
</tbody>
</table>

The Fire Department currently owns a Fire Trainer T-1000 Training Simulator, which is used at the Division of Training for conducting live fire simulations to recruits and uniformed members. Based on the manufacturer's preventive maintenance tasks outlined in the product's service manual, the contract will be for quarterly inspections, cleaning, checking/verifying, calibrating/adjusting and/or flushing of the product's various pilot lights, burners, valves, sensors, fans, blowers, wires, filters, batteries and cabinet housing. Additionally, if any of the product's elements listed above were to break down and need repair or replacement, the contract includes corrective maintenance at a pre-set hourly rate.
| for labor plus the cost of parts. |  |  |  |
| Municipal Transportation Agency | $5,000,000 | The consultant will provide specialized engineering and technical support during the rehabilitation of the existing Neo-plan fleet and the upcoming procurement for the diesel-hybrid coaches and the electric trolley-coaches. Their task will include detailed and structural analysis of the new coaches; quality control and resident inspection at the production facilities; reviewing test plans, quality control and inspection procedures; ensuring all required test, measurement are satisfactorily performed and documented prior to coach delivery; provide independent price and cost analysis per Federal Transit Administration (FTA) guideline; provide independent audits for pre-award and post-delivery of |

| Regular | 12/31/12 |
FTA's Buy America requirements.
| 4008-12/13 | City Planning | $75,000 | Regular | 12/31/13 |

The SF Public Utilities Commission applied for and received a grant from the US Environmental Protection Agency in September 2010 to develop the Civic Center Sustainable District Plan that will evaluate opportunities for sustainable management of water, wastewater, storm water and energy resources within the District and develop projects and strategies that will result in measurable reductions in water, wastewater and power demands over time. $75,000 was budgeted for the Planning Department to develop background documentation and a cultural landscape survey of the Civic Center Historic District. The existing designation materials do not fully document the important landscape features.
that, together with the buildings, comprise the character of the District. The documentation is intended to update and consolidate all background information regarding the District into one information source and identify all character-defining features that contribute to the significance. The consultant will provide a matrix outlining survey findings, and prepare a single document based on a review of all previous documentation and primary research.
| 4009-12/13 | Public Utilities Commission | Contractor to provide staff, equipment and services to complete environmental monitoring, surveys, and studies; perform field work including sample collection, and resource protection and management tasks; perform and develop tools for data collection, storage, and analysis; and lead research and assessments necessary to prepare reports, designs, figures and maps, studies, technical memorandum, specifications, permit amendments and revisions and other documents to support the SFPUC permit compliance and watershed management activities. | $14,000,000 | Regular | 08/31/26 |
Consultants will perform highly specialized mechanical and electrical engineering tasks that include surge analysis, constructability analysis, condition assessment reports, field investigations, third-party Quality Assurance/Quality Control (QA/QC) peer reviews, value engineering, power system reliability studies, construction support, peer review validation, and other consultation work. Projects and facilities may include sewage and water treatment plants; pump stations; compressed natural gas (CNG) filling systems; heating, ventilation, and air conditioning (HVAC) systems; emergency generator systems; and emergency services during power outages or rolling blackouts. The
<table>
<thead>
<tr>
<th>4185-06/07</th>
<th>Department of Public Works (DPW) intends to award up to three (3) as-needed contracts each not to exceed $1,500,000.</th>
</tr>
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<tr>
<td></td>
<td>The San Francisco Health Plan (&quot;SFHP&quot;) administers healthcare coverage to eligible temporary exempt as-needed City employees who are members of SEIU Local 1021, formerly Local 790, 535, UHW. This modification allows the City to exercise the 2-year contract extension to continue to provide healthcare services that include preventive care, hospitalization, vision services, emergency care, prescription drugs, etc.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Increase Amount $4,500,000 New Amount $9,000,000</td>
</tr>
</tbody>
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T.J. Lansang, Municipal Transportation Agency spoke on PSC #4007-12/13.

**Speakers:**

Greg Lyman and Kofo Domingo, Public Utilities Commission spoke on PSC #4009-12/13.
Brent Lewis, Department of Human Resources spoke on PSC #4185-06/07.

(1) Adopted the report; Approved the request for PSC #4009-12/13 as amended to reflect that staff will be trained. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0)

(2) Adopted the report; Approved the request for PSC #4185-06/07 as amended to extend duration to June 30, 2016. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0)

(3) Adopted the report; Approved the request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0)

0049-12-6

Appeal by Ted Zarzecki of the Municipal Transportation Agency's findings on his discrimination complaint, EEO File #10482. (Item No. 8)

Speakers: None.

Action: Postponed to the meeting of August 6, 2012 at the request of the Municipal Transportation Agency. (Vote of 3 to 0)

0271-12-2

Request to Grant Status to PCS Employee Jocelyn Gordon from Class 4203 Senior Assessment Clerk to Class 4214 Assessor-Recorder Office Specialist. (Item No. 9)

Speakers: Melanie Morales, Office of Assessor-Recorder

Action: Adopted the report. Granted status to PCS Employee Jocelyn Gordon from Class 4203 Senior Assessment Clerk to Class 4214 Assessor-Recorder Office Specialist. (Vote of 3 to 0)
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY (“PSC FORM 1”)

Department: MUNICIPAL TRANSPORTATION AGENCY
Dept. Code: MTA

Type of Request: □ Initial ✓ Modification of an existing PSC (PSC # 38452 - 13/14)

Type of Approval: □ Expedited ✓ Regular □ Omit Posting

Type of Service: Soil Laboratory Analytical Testing and Soil Disposal

Funding Source: Federal, State and Local Funds

PSC Original Approved Amount: $100,000
PSC Mod#1 Amount: $400,000
PSC Mod#2 Amount: 
PSC Cumulative Amount Proposed: $500,000

PSC Original Approved Duration: 05/22/14 - 03/31/18 (3 years 44 w
PSC Mod#1 Duration: no duration added
PSC Mod#2 Duration: 
PSC Cumulative Duration Proposed: 3 years 44 weeks

1. Description of Work
   A. Scope of Work:
The scope remains as in the earlier contract in addition to the following reasons. Due to the discovery of fuel leaks from three (3) abandoned underground fuel storage tanks adjacent to the project site, more volumes of the excavated soil is expected to be contaminated with hydrocarbon fuels. It is estimated that 30% of the excavation volumes will be contaminated. The modification reflects the estimated increase in the cost for testing and handling the additional soils.

   See attached document(s).

   B. Explain why this service is necessary and the consequence of denial:
   This service is necessary to ensure on-schedule completion of the Central Subway three underground stations currently in progress. The soils will be disposed of in accordance with all applicable laws if found to exceed the reuse criteria. The consequence of denial of this service would result in a delay and possible stoppage in excavation and construction of the three underground stations.

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

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

2. Union Notification: On 08/08/14, the Department notified the following employee organizations of this PSC/RFP request: SEIU 1021 Miscellaneous; Professional & Tech Engrs, Local 21; Bldg Mt & Constr Teamsters, L 853;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 38452 - 13/14

DHR Analysis/Recommendation: Commission Approval Required
DHR Approved for 09/15/2014

Civil Service Commission Action:

July 2013
3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise:
      The contractor must provide comprehensive soil testing and removal services in compliance with Regional Water Quality Control Board and Bay Area Air Quality Management District. The environmental testing laboratory shall possess California Department of Public Health Environmental Laboratory Accreditation (ELAP). Construction-scale, HS-20 truck drivers shall possess a 40-hour Hazwoper certificate.

   B. Which, if any, civil service class(es) normally perform(s) this work?
      2402, 2416, 7355.

   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      International Stem Cell Corporation (ISCO) sampling equipment, spectrometer, chromatograph, HS-20 trucks, excavator, and backhoe.

4. **Why Classified Civil Service Cannot Perform**
   A. Explain why civil service classes are not applicable:
      There are no civil service classes that perform this scale of soil laboratory analysis and transporting construction debris of this capacity.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No. It is not practical to adopt new civil service classes for as-needed construction soil laboratory and disposal services.

5. **Additional Information (if “yes”, attach explanation)**
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td>A. Will the contractor directly supervise City and County employee?</td>
<td>☑</td>
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<tr>
<td>B. Will the contractor train City and County employee?</td>
<td>☑</td>
</tr>
<tr>
<td>None.</td>
<td></td>
</tr>
<tr>
<td>C. Are there legal mandates requiring the use of contractual services?</td>
<td>☑</td>
</tr>
<tr>
<td>D. Are there federal or state grant requirements regarding the use of contractual services?</td>
<td>☑</td>
</tr>
<tr>
<td>No.</td>
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<tr>
<td>E. Has a board or commission determined that contracting is the most effective way to provide this service?</td>
<td>☑</td>
</tr>
<tr>
<td>No.</td>
<td></td>
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<tr>
<td>F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?</td>
<td>☑</td>
</tr>
<tr>
<td>No.</td>
<td></td>
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</tbody>
</table>

☐ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 08/08/14 BY:

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

Address: 1 South Van Ness Avenue, #219 San Francisco, CA 94103

July 2013
Receipt of Union Notification(s)
PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a modification request for a Personal Services Contract (PSC) for $400,000 for services for the period August 8, 2014 – March 31, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

http://apps.sfgov.org/dhdrupal/node/3797

Email sent to the following addresses: L21PSCReview@ifpte21.org Larry.Bradshaw@seiu1021.org joe.tanner@seiu1021.net david.canham@seiu1021.org
Additional Attachment(s)
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY

DATE: August 8, 2014

DEPARTMENT NAME: San Francisco Municipal Transportation Agency

DEPARTMENT NUMBER: 68

TYPE OF APPROVAL: ( ) EXPEDITED ( ) CONTINUING ( ) ANNUAL

( X ) REGULAR (OMIT POSTING) ( X ) MODIFICATION (PSC# 38452-13/14)

TYPE OF SERVICE: Soil Laboratory Analytical Testing and Soil Disposal

FUNDING SOURCE: Federal, State & Local Funds

PSC ORIG AMOUNT: $100,000.00
PSC MOD #1 AMOUNT: $400,000.00
PSC TOTAL AMOUNT: $500,000.00

PSC DURATION:
- May 22, 2014 – March 31, 2018
- August 8, 2014 – March 31, 2018
- May 22, 2014 – March 31, 2018

1. DESCRIPTION OF WORK
   A. Concise description of proposed work:
   The contractor will provide soil analytical testing and disposal of soil services for the Central Subway projects. A preliminary environmental site assessment revealed screening levels of contamination above what is considered residential reusable soil. City and State codes require construction debris material to be reused to the maximum extent feasible in an efficient and cost-effective manner. Additional laboratory testing will provide a more representative characterization of the excavated materials to allow maximum reuse. Additionally, no opportunity exists to store the excavated materials for further on-site testing due to the densely occupied residential or commercial neighborhoods. The contractor must provide a staging area for the excavated materials, analytical testing, and disposal services. (See attached.)

   B. Explain why this service is necessary and the consequences of denial:
   This service is necessary to ensure on-schedule completion of the Central Subway three underground stations currently in progress. The soils will be disposed of in accordance with all applicable laws if found to exceed the reuse criteria. The consequence of denial of this service would result in a delay and possible stoppage in excavation and construction of the three underground stations.

   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 had been previously provided through construction contracts.

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

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

   [Signatures and dates]

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

   FOR DEPARTMENT OF HUMAN RESOURCES USE

   [Signature]

   [STAFF ANALYSIS/RECOMMENDATION]

   [CIVIL SERVICE COMMISSION ACTION]

   PSC# 38452-13/14

   PSC FORM 1 (9/96)
3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE
A. Specify required skills and/or expertise:
The contractor must provide comprehensive soil testing and removal services in compliance with Regional Water Quality Control Board and Bay Area Air Quality Management District. The environmental testing laboratory shall possess California Department of Public Health Environmental Laboratory Accreditation (ELAP). Construction-scale, HS-20 truck drivers shall possess a 40-hour HAZWOPER certificate.

B. Which, if any, civil service class normally performs this work?
Civil Service Class 2402 Laboratory Technician I; Class 2416 Laboratory Technician II; and Class 7355 Truck Driver provide similar type of work, but not in this specialized field.

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
International Stem Cell Corporation (ISCO) sampling equipment, spectrometer, chromatograph, HS-20 trucks, excavator, and backhoe.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM
A. Explain why civil service classes are not applicable:
There are no civil service classes that perform this scale of soil laboratory analysis and transporting construction debris of this capacity.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No. It is not practical to adopt new civil service classes for as-needed construction soil laboratory and disposal services.

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

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

Signature of Departmental Personal Services Contract Coordinator

Parveen Roparai
Print or Type Name
415-701-5377
Telephone Number

San Francisco Municipal Transportation Agency, Human Resources
1 South Van Ness Avenue, 6th Floor, San Francisco, CA 94103
Address
Modification for PSC #38452-13/14 (Attachment)

Item 1.A. Continued.

Due to the discovery of fuel leaks from three (3) abandoned underground fuel storage tanks adjacent to the project site, more volumes of the excavated soil is expected to be contaminated with hydrocarbon fuels. It is estimated that 30% of the excavation volumes will be contaminated. The modification reflects the estimated increase in the cost for testing and handling the additional soils.
Hamada, Cynthia

From: DHR-PSCCoordinator, DHR (HRD) <dhr-psccoordinator@sfgov.org>
Sent: Friday, May 30, 2014 9:23 AM
To: Hamada, Cynthia
Cc: DHR-PSCCoordinator, DHR; Lewis, Brent; Boparai, Parveen
Subject: Expedited PSC Approval Notice; Soil Laboratory Analytical Testing & Soil Disposal (MTA)
Attachments: 38452-1314_MTA_05302014.pdf

Expedited PSC Approval Notice

Type of Service: Soil Laboratory Analytical Testing & Soil Disposal
PSC#: 38452-13/14
PSC Amount: $100,000.00
PSC Duration: 05/22/2014 -- 03/31/2018

Approved Document Appended.

Sincerely,

Leorah Dang / Citywide Personal Services Contracts / CCSF, Dept. of Human Resources, One South Van Ness Ave. 4th Floor, San Francisco, CA 94103 / Phone (415) 557-4842
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

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

Type of Request: ☐ Initial ☐ Modification of an existing PSC (PSC #

Type of Approval: ☐ Expedited ☐ Regular (☐ Omit Posting)

Type of Service: Soil Laboratory Analytical Testing and Soil Disposal

Funding Source: Federal, State and Local Funds PSC Duration: 3 years 44 weeks
PSC Amount: $100,000 PSC Est. Start Date: 05/22/2014 PSC Est. End Date: 03/31/2018

1. Description of Work
A. Scope of Work:
The contractor will provide soil analytical testing and disposal of soil services for the Central Subway projects. A preliminary environmental site assessment revealed screening levels of contamination above what is considered residential reusable soil. City and State codes require construction debris material to be reused to the maximum extent feasible in an efficient and cost-effective manner. Additional laboratory testing will provide a more representative characterization of the excavated materials to allow maximum reuse. Additionally, no opportunity exists to store the excavated materials for further on-site testing due to the densely occupied residential or commercial neighborhoods. The contractor must provide a staging area for the excavated materials, analytical testing, and disposal services.

B. Explain why this service is necessary and the consequence of denial:
This service is necessary to ensure on schedule completion of the Central Subway three underground stations currently in progress. The soils will be disposed of in accordance with all applicable laws if found to exceed the reuse criteria. The consequence of denial of this service would result in a delay and possible stoppage in excavation and construction of the three underground stations.

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 had been previously provided through construction contracts.

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

2. Union Notification: On 06/12/2014, the Department notified the following employee organizations of this PSC/RFP request: SEIU 1021 Miscellaneous, Professional & Tech Engrs, Local 21,Bldg Mtl & Constr Teamsters, L 653,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 38452-13/14
DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 05/30/2014

July 2013
3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise:
   The contractor must provide comprehensive soil testing and removal services in compliance with Regional Water Quality Control Board and Bay Area Air Quality Management District. The environmental testing laboratory shall possess California Department of Public Health Environmental Laboratory Accreditation (ELAP).
   Construction-scale, HS-20 truck drivers shall possess a 40-hour Hazwoper certificate.
   B. Which, if any, civil service class(es) normally perform(s) this work? 2402, 2416, 7385.
   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain: International Stem Cell Corporation (ISCO) sampling equipment, spectrometer, chromatograph, HS-20 trucks, excavator, and backhoe.

4. **Why Classified Civil Service Cannot Perform**
   A. Explain why civil service classes are not applicable:
   There are no civil service classes that perform this scale of soil laboratory analysis and transporting construction debris of this capacity.
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
   No. It is not practical to adopt new civil service classes for as-needed construction soil laboratory and disposal services.

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

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

☑️ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 05/12/2014 BY:

Name: Cynthia Hamada  Phone: 415.701.5381  Email: cynthia.hamada@sfmts.com
Address: 1 South Van Ness Avenue, #219 San Francisco, CA 94103

July 2013
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

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

Type of Request: ☑ Modification of an existing PSC (PSC # 4102 10/11)

Type of Approval: ☑ Regular  
☐ Omit Posting

Type of Service: Civil/Structural Engineering Services on an As-Needed Basis

Funding Source: Departmental Work Orders

PSC Original Approved Amount: $8,000,000
PSC Mod#1 Amount: $2,000,000
PSC Mod#2 Amount: $2,000,000
PSC Mod#3 Amount: $15,000,000
PSC Mod#4 Amount: ________________________________
PSC Cumulative Amount Proposed: $27,000,000

PSC Original Approved Duration: 07/01/11 - 12/31/16 (5 years 26 weeks)
PSC Mod#1 Duration: 12/31/16- 09/09/17 (1 week 2 days)
PSC Mod#2 Duration: no duration added
PSC Mod#3 Duration: 01/09/15- 03/31/20 (3 years 11 weeks)
PSC Mod#4 Duration: ________________________________
PSC Cumulative Duration Proposed: 8 years 39 weeks

1. Description of Work

A. Scope of Work:
Consultants will perform highly specialized (1) civil engineering tasks that include roadway, curb ramp, and sewer site improvement design, pier and marina renovation related work, traffic and speed data collection; (2) hydrologic engineering tasks that include preparation of sewer system strategic planning, flood control improvements modeling, new developments review, watershed wide system studies, overflow and cumulative impact studies, water quality modeling; and (3) structural engineering tasks that include non-linear analysis, condition assessment reports, field investigations, peer reviews, value engineering, and consultation for various types of structures within Seismic Zone 4. The Department of Public Works (DPW) intends to award four (4) as-needed contracts not to exceed $2,000,000 and a maximum term of 5 years each. The additional time in the PSC Duration is to allow for any delays in processing and awarding the contracts.

B. Explain why this service is necessary and the consequence of denial:
Services are needed to assist DPW on difficult or unique projects that require specialized expertise beyond the capabilities of existing staff and to meet scheduling demands when the workload exceeds department resources. Denial of this service could result in failure to meet client department requirements and project delays that would increase construction costs.

C. Has this service been provided in the past? If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.
Yes, the original PSC was approved on 5/2/2011

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

2. Union Notification: On 08/14/14, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4102 10/11
DHR Analysis/Recommendation: Commission Approval Required
DHR Approved for 09/15/2014

Civil Service Commission Action:

July 2013
3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise:
      Requires licensed civil and structural engineers with expertise and familiarity with public works projects; expertise in current engineering and construction practices, such as plan, specification, and cost estimate preparation, field investigation, constructability analysis, peer reviews, reports and studies, and the ability to provide professional services to the City on short notice, such as during mitigation of earthquake emergencies and prevention of impending structural collapses.
   B. Which, if any, civil service class(es) normally perform(s) this work? Yes. 5203, 5207, 5241, 5211, 5218, 5219,
   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      Yes. The Contractor will provide appropriate land survey, diving, and testing equipment for specific tasks, physical modeling software, and traffic counting equipment.

4. Why Classified Civil Service Cannot Perform
   A. Explain why civil service classes are not applicable:
      Some Civil Service classes are not able to do the more specialized work on difficult or unique projects that require expertise beyond the capabilities of existing staff. However, City staff will be utilized when feasible. Consultants will only be contacted to meet abrupt scheduling demands, when the workload exceeds department resources, when specialized expertise is not available through City staff or during the occurrence of emergency events.
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No, Civil Service Classes already exist. The as-needed services are required to augment City staff during peak workload periods, for those projects that require specialized expertise and knowledge, and emergency situations such as those that occur during an earthquake.

5. Additional Information (if “yes”, attach explanation)
   A. Will the contractor directly supervise City and County employee? ☐ YES ☑ NO
   B. Will the contractor train City and County employee? ☐ YES ☑ NO
   C. Are there legal mandates requiring the use of contractual services? ☐ YES ☑ NO
   D. Are there federal or state grant requirements regarding the use of contractual services? ☐ YES ☑ NO
   E. Has a board or commission determined that contracting is the most effective way to provide this service? ☐ YES ☑ NO
   F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? Add’l work performed by Consultants currently under contract. ☑ YES ☐ NO

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON _08/14/14_ BY:

Name: Sung Kim Phone: 415-554-6417 Email: sung.kim@sfdpw.org
Address: 1155 Market Street, 4th Floor San Francisco, CA 94103

July 2013
Receipt of Union Notification(s)
From: dhr-psccoordinator@sfgov.org on behalf of sung.kim@sfdpw.org
Sent: Thursday, August 14, 2014 9:54 AM
To: Kim, Sung; L21PSCReview@ifpte21.org; Carlos, Carina; DHR-PSCCoordinator, DHR; richard.isen@sfgov.org
Subject: Receipt of Modification Request to PSC # 4102 10/11 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a modification request for a Personal Services Contract (PSC) for $15,000,000 for services for the period January 9, 2015 - March 31, 2020. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

http://apps.sfgov.org/dhrdrupal/node/1740
Email sent to the following addresses: L21PSCReview@ifpte21.org
Additional Attachment(s)
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

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

Type of Request: □ Initial  □ Modification of an existing PSC (PSC # 4102 10/11)

Type of Approval: □ Expedited  □ Regular  (□ Omit Posting)

Type of Service: Civil/Structural Engineering Services on an As-Needed Basis

Funding Source: Departmental Work Orders

PSC Original Approved Amount: $8,000,000  PSC Original Approved Duration: 07/01/11 - 12/31/16 (5 years 26 w
PSC Mod#1 Amount: $2,000,000  PSC Mod#1 Duration: 12/31/16-01/09/17 (1 week 2 days)
PSC Mod#2 Amount: $2,000,000  PSC Mod#2 Duration: no duration added
PSC Cumulative Amount Proposed: $12,000,000  PSC Cumulative Duration Proposed: 5 years 27 weeks

1. Description of Work

A. Scope of Work:
Consultants will perform highly specialized (1) civil engineering tasks that include roadway, curb ramp, and sewer site improvement design, pier and marina renovation related work, traffic and speed data collection; (2) hydrologic engineering tasks that include preparation of sewer system strategic planning, flood control improvements modeling, new developments review, watershed wide system studies, overflow and cumulative impact studies, water quality modeling; and (3) structural engineering tasks that include non-linear analysis, condition assessment reports, field investigations, peer reviews, value engineering, and consultation for various types of structures within Seismic Zone 4. The Department of Public Works (DPW) intends to award four (4) as-needed contracts not to exceed $2,000,000 and a maximum term of 5 years each. The additional time in the PSC Duration is to allow for any delays in processing and awarding the contracts.

B. Explain why this service is necessary and the consequence of denial:
Services are needed to assist DPW on difficult or unique projects that require specialized expertise beyond the capabilities of existing staff and to meet scheduling demands when the workload exceeds department resources. Denial of this service could result in failure to meet client department requirements and project delays that would increase construction costs.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.
Yes, the original PSC was approved on 5/2/2011.

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

2. Union Notification: On 03/24/14, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4102 10/11

DHR Analysis/Recommendation: Civil Service Commission Action: Commission Approval Not Required
Approved by DHR on 04/01/2014

July 2013
3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise:
      Requires licensed civil and structural engineers with expertise and familiarity with public works projects; expertise in current engineering and construction practices, such as plan, specification, and cost estimate preparation, field investigation, constructability analysis, peer reviews, reports and studies, and the ability to provide professional services to the City on short notice, such as during mitigation of earthquake emergencies and prevention of impending structural collapses.
   B. Which, if any, civil service class(es) normally perform(s) this work?
      5203, 5207, 5241, 5211, 5218, 5219,
   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      Yes. The Contractor will provide appropriate land survey, diving, and testing equipment for specific tasks, physical modeling software, and traffic counting equipment.

4. **Why Classified Civil Service Cannot Perform**
   A. Explain why civil service classes are not applicable:
      Some Civil Service classes are not able to do the more specialized work on difficult or unique projects that require expertise beyond the capabilities of existing staff. However, City staff will be utilized when feasible. Consultants will only be contacted to meet abrupt scheduling demands, when the workload exceeds department resources, when specialized expertise is not available through City staff or during the occurrence of emergency events.
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No, Civil Service Classes already exist. The as-needed services are required to augment City staff during peak workload periods, for those projects that require specialized expertise and knowledge, and emergency situations such as those that occur during an earthquake.

5. **Additional Information (if "yes", attach explanation)**
   YES NO
   A. Will the contractor directly supervise City and County employee? ☐ ☑
   B. Will the contractor train City and County employee? ☐ ☑
   C. Are there legal mandates requiring the use of contractual services? ☐ ☑
   D. Are there federal or state grant requirements regarding the use of contractual services? ☐ ☑
   E. Has a board or commission determined that contracting is the most effective way to provide this service? ☐ ☑
   F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? Add'l work performed by Consultants currently under contract. ☑ ☐

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 03/24/14 BY:

Name: Sung Kim  Phone: 415-554-6417  Email: sung.kim@sfdpw.org
Address: 1155 Market Street, 4th Floor  San Francisco, CA 94103

July 2013
Carlos, Carina

From: dhr-psccordinator@sfgov.org on behalf of sung.kim@sfdpw.org
Sent: Monday, March 24, 2014 1:18 PM
To: Kim, Sung; L21PSCReview@fpt21.org; Carlos, Carina; DHR-PSCCoordinator, DHR; richard.isan@sfgov.org
Subject: Receipt of a REGULAR Modification Request to PSC # 4102-10/11 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a modification request for a Personal Services Contract (PSC) for $2,000,000 for services for the period December 31, 2016 - January 9, 2017. For Regular/Annual/Continual Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

http://apps.sfgov.org/dhrdrupal/node/1740
Email sent to the following addresses: L21PSCReview@fpt21.org
MEMORANDUM

August 1, 2013

TO: Citywide Personal Services Contract Coordinator
   Department of Human Resources

FROM: Stacey Camillo, PSC Coordinator
      Department of Public Works (90)

SUBJECT: Civil Service Commission PSC Modification up to 50% of Approved Amount or Time

The Public Works Department is proposing to modify an approved Personal Services Contract Summary (PSC) and is requesting your consideration for an administrative review of the PSC Modification because the proposed modification is less than 50% of the Civil Service Commission’s approved PSC amount and/or duration.

Following is the information about the PSC modification:

PSC No. 4102-10/11 Approved on: 5/2/2011

Description: As-Needed Civil/Structural Engineering Services

<table>
<thead>
<tr>
<th>Original Approved Amount</th>
<th>$8,000,000</th>
<th>Original Approved Duration</th>
<th>7/1/2011 – 12/31/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modification #1 Amount</td>
<td>$2,000,000</td>
<td>Modification #1 Duration</td>
<td>12/31/2016 – 1/9/2017</td>
</tr>
<tr>
<td>Total Modified Amount</td>
<td>$10,000,000</td>
<td>Total Modified Duration</td>
<td>7/1/2011 – 1/9/2017</td>
</tr>
</tbody>
</table>

Reason for the modification:

Due to the high demand for Civil and Structural Engineering services from projects funded by the Roadway Repair Bond Program, two of the four master contracts are close to their $2M contract limits. The additional contract amounts will ensure that the necessary professional services are available to meet project schedule and required expertise.

Attachment: Copy of Approved PSC Summary

Thank you for your consideration in issuing an administrative decision on this PSC Modification. Please call me at (415) 554-6230 if there are any questions.

Co: Severino Caranto, PCS - Contract Manager
    Tammy Wong, GSA Human Resources

FOR DEPARTMENT OF HUMAN RESOURCES USE

DHR ACTION: [ ] Approved

Approval Date: 8/7/2013

By: [ ]
    Micki Callahan, Human Resources Director

San Francisco Department of Public Works
Making San Francisco a beautiful, livable, vibrant, and sustainable city.
PERSONAL SERVICES CONTRACT SUMMARY

DATE: February 28, 2011

DEPARTMENT NAME: PUBLIC WORKS

DEPARTMENT NUMBER: 90

TYPE OF APPROVAL: ☑ REGULAR (omit posting ________ )

TYPE OF REQUEST: ☑ INITIAL REQUEST ☑ MODIFICATION (PSC# ________ )

TYPE OF SERVICE: Civil/Structural Engineering Services on an As-Needed Basis

PENDING SOURCE: Departmental Work Orders

PSC AMOUNT: $0,000,000.00 (4 at $2,000,000 each)

PSC DURATION: July 1, 2011 to December 31, 2016

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Consultants will perform highly specialized (1) civil engineering tasks that include roadway, curb ramp, and sewer site improvement design, plan and design related work, traffic and speed data collection; (2) hydrologic engineering tasks that include preparation of sewer system strategic planning, flood control improvements modeling, new developments review, watershed wide system studies, overflow and cumulative impact studies, water quality modeling; and (3) structural engineering tasks that include non-linear analysis, condition assessment reports, field investigations and review, design engineering, and consultation for various types of structures within Seismic Zone 4. The Department of Public Works (DPW) intends to award four (4) as-needed contracts not to exceed $2,000,000 and a maximum term of 5 years each. The additional time in the PSC Duration is to allow for any delays in processing and awarding the contracts.

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

Services are needed to assist DPW on difficult or unique projects that require specialized expertise beyond the capabilities of existing staff and to meet scheduling demands when the workload exceeds department resources. Denial of this service could result in failure to meet client department requirements and project delays that would increase construction costs.

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):

Services were provided through a total of 8 contracts for As-Needed Civil, Hydrologic, and Structural Engineering Services under PSC# 4094-0809 (approved 1/6/2006), 4169-0607 (approved 6/6/2007), and 4151-0607 (approved 6/7/2007), respectively, at $1,000,000 each contract.

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

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

Local 21

Union Name ______________________ Signature of person mailing/faxing form ____________ Date ______

Union Name ______________________ Signature of person mailing/faxing form ____________ Date ______

RPP sent to ______________________, on ______________________ when available ______________________

Union Name ______________________ Date ____________ Signature ______________________

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# ______________________

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

Please purchase PDF Split-Merge on www.verypdf.com to remove this watermark. PSC FORM 1 (9/96)
City and County of San Francisco

Department of Human Resources

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE
   A. Specify required skills and/or expertise:
      Requires licensed civil and structural engineers with expertise and familiarity with public works projects; expertise in current engineering and construction practices, such as plan, specification, and cost estimate preparation, field investigation, constructability analysis, peer reviews, reports and studies, and the ability to provide professional services to the City on short notice, such as during mitigation of earthquake emergencies and prevention of impending structural collapses.
   B. Which, if any, civil service class normally performs this work?
      Civil Service Classifications: 5203 (Assistant Engineer), 5207 (Associate Engineer), 5241 (Engineer), 5211 (Senior Engineer), 5219 (Structural Engineer), 5219 (Senior Structural Engineer)
   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      Yes. The Contractor will provide appropriate land survey, diving, and testing equipment for specific tasks, physical modeling software, and traffic counting equipment.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM
   A. Explain why civil service classes are not applicable:
      Some Civil Service classes are not able to do the more specialized work on difficult or unique projects that require expertise beyond the capabilities of existing staff. However, City staff will be utilized when feasible. Consultants will only be contacted to meet abrupt scheduling demands, when the workload exceeds department resources, when specialized expertise is not available through City staff, or when the occurrence of emergency events.
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No, Civil Service Classes already exist. The as-needed services are required to augment City staff during peak workload periods, for those projects that require specialized expertise and knowledge, and emergency situations such as those that occur during an earthquake.

5. ADDITIONAL INFORMATION (if "yes," attach explanation)
   A. Will the contractor directly supervise City and County employees?
      Yes [X] No
   B. Will the contractor train City and County employees?
      Yes [X]
      - 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 [X]
   D. Are there federal or state grant requirements regarding the use of contractual services?
      Yes [X]
   E. Has a board or commission determined that contracting is the most effective way to provide this service?
      Yes [X]
   F. Will the proposed work be completed by a contractor that has a current personal services contract with your department?
      Yes [X]

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

Signature of Departmental Personnel Services Contract Coordinator

Gordon Choy
Print or Type Name

(415) 554-6230
Telephone Number

875 Stevenson Street, Room 420
San Francisco, CA 94103
Address

PSC FORM 1 (996)

Please purchase PDF Split-Merge on www.verypdf.com to remove this watermark.
May 5, 2011

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4101-10/11 THROUGH 4103-10/11 AND 4090-09/10.

At its meeting of May 2, 2011 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 adopt the report; approve request for approval of personal service contracts. Notify 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

[Signature]
ANITA SANCHEZ
Executive Officer

Attachment

c: Micki Callahan, Human Resources Director
   Carina Carlos, Department of Public Works
   Gordon Choy, Department of Public Works
   Marie de Vera, Department of Human Resources
   Kan Hmun, Arts Commission
   Naomi Kelly, Office of Contract Administration
   Ben Rosenfield, Controller
   Maria Ryan, Department of Human Resources
   Commission File
   Chron
**PROPOSED PERSONAL SERVICES CONTRACTS - Regular**

<table>
<thead>
<tr>
<th>PSC No</th>
<th>Dept No</th>
<th>Dept Name</th>
<th>Approval Type</th>
<th>Contract Amount</th>
<th>Description of Work</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>4101-10/11</td>
<td>28</td>
<td>Art Commission</td>
<td>Regular</td>
<td>$240,000</td>
<td>Three nonprofit organizations with arts programming will be selected through a competitive public application process by community-based selection panels to administer short-term, one-time only, temporary projects in three of the Central Subway corridor neighborhoods to mitigate the impact of construction on the neighborhoods and promote the Central Subway in the neighborhoods.</td>
<td>5/2/2011 - 12/31/2016</td>
</tr>
<tr>
<td>4102-10/11</td>
<td>90</td>
<td>Public Works</td>
<td>Regular</td>
<td>$8,000,000</td>
<td>Contractors will perform highly specialized (1) civil engineering tasks that include roadway, curb ramp, and sewer site improvement design, plan, and maintenance inspection related work, traffic and speed data collection; (2) hydrologic engineering tasks that include preparation of sewer system strategic planning, flood control improvements modeling, stormwater design studies, overflow control and cumulative impact studies, assessment report, field investigation, peer review, value engineering, and consultation for various types of structures within Seismic Zone 4. The Department of Public Works (DPW) intends to award four (4) re-negotiated contracts not to exceed $2,000,000 and a maximum of 2 years each. The additional time in the PSC duration is to allow for any delays in processing and awarding the contracts.</td>
<td>7/1/2011 - 12/31/2016</td>
</tr>
<tr>
<td>4103-10/11</td>
<td>90</td>
<td>Public Works</td>
<td>Regular</td>
<td>$11,000,000</td>
<td>The proposed work includes seismic strengthening, life safety upgrades and associated code required improvements, facility preservation and modernization of the War Memorial Veterans Building, a historic landmark. Seismic strengthening includes addition of concrete shear walls, design changes, joint detailing, and internal metal framing. Safety improvements include disabled access improvements, replacement of 50-year-old mechanical equipment, electrical system upgrades, roof and elevator renovations, and tenant improvements.</td>
<td>6/15/2011 - 6/30/2016</td>
</tr>
</tbody>
</table>

Total Amount - Regular: $19,240,000