



Edwin M. Lee  
Mayor

Micki Callahan  
Human Resources Director

Date: October 21, 2016

To: The Honorable Civil Service Commission

Through: Micki Callahan *Micki*  
Human Resources Director

From: Cynthia Avakian, AIR  
Pamela Levin, HSS  
Taraneh Moayed, PUC  
Jolie Gines, TIS  
Shamica Jackson/Stacey Lo, PUC  
Cynthia Hamada, MTA

Subject: **Personal Services Contracts Approval Request**

This report contains seven (7) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on November 5, 2014.

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

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

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

Total of this Report	YTD Expedited Approvals FY2016-2017	Total for FY2016-2017
\$17,660,000	\$513,747,637	\$1,449,332,595

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**POSTING FOR**

November 07, 2016

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

2016-11-07

**APPLY**

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
41706 - 16/17	AIRPORT COMMISSION	\$150,000.00	<p>San Francisco International Airport (SFO) will be conducting a competitive solicitation to select a Contractor(s) to perform laboratory analyses at their off-site facilities. Samples will be collected by SFO City and County of San Francisco (CCSF) industrial hygienists as mandated to comply with federal, state and local regulations. Typical analyses to be performed are for asbestos, lead, and particulate samples to identify and quantify the results in reports provided to SFO.</p> <p>Collecting the samples will not be a part of the work conducted by the Contractor.</p>	October 1, 2016	September 30, 2021	REGULAR
43708 - 16/17	AIRPORT COMMISSION	\$2,500,000.00	<p>San Francisco International Airport (SFO) is seeking a qualified consultant for support on the Noise Insulation Program particularly on tasks such as: review of County records and updated noise impact boundaries to identify properties that may qualify for noise insulation improvements, coordination of aircraft noise easement acquisitions and recording, coordination of noise insulation design and construction work, handling inquiries from property owners regarding eligibility for noise insulation improvements funded by the Federal Aviation Administration (FAA) and the Airport, and preparation of outlay reports for FAA grant reimbursements.</p>	January 1, 2017	December 31, 2022	REGULAR
40584 - 16/17	HEALTH SERVICE SYSTEM	\$110,000.00	<p>HSS has a secure file room which contains 44 cabinets, with 349 shelves, which hold approximately 100,000 file folders. Each file folder has approximately 16 pages of varied sized documents, including but not limited to, register tape, standard paper, postcards, envelopes, carbon-paper, and Post-it notes; the majority of the file folders have barriers (staples, clips, etc.). The varied sized documents in the file folders contain a mix of duplex and single-sided content. HSS estimates that there are approximately 1.6 million total pages to be scanned and indexed. HSS understands the risk of not having an electronic archive for these sensitive materials, as they can be lost due to catastrophic events (fire), misplacement, theft, or other manners which would render the materials unavailable. The purpose of this project is to provide digital imaging services, including but not limited to collection, transportation, preparation, scanning indexing, quality control validation, re-assembly, of specified HIPAA protected files/documents for the City &amp; County of San Francisco Health Service System (HSS) to ensure the protection and safeguarding of existing HIPAA protected files/documents.</p>	October 3, 2016	October 2, 2017	REGULAR
40975 - 16/17	PUBLIC UTILITIES COMMISSION	\$4,000,000.00	<p>The San Francisco Public Utilities Commission's ("SFPUC") water and wastewater billing system manages the billing operations for 180,000 water and wastewater customers. SFPUC currently uses Oracle Utilities CC&amp;B software version 2.4 SP2 for its water and wastewater billing system, but expects to migrate to version 2.5 SP2 in Spring 2017. In accordance with the City Charter, SFPUC must retain an independent rate consultant at least every five years to conduct an analysis of its rates. It is expected that the next such study, which will be completed in 2018, will propose, among other things, the bifurcation of the existing wastewater rate into a domestic/industrial sewage charge (using the same methodology as the</p>	June 1, 2017	May 31, 2023	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			<p>existing wastewater rate) and a newly developed stormwater runoff charge ("SRC") based on a property's characteristics. The findings related to this newly developed SRC will be made available in October 2016, at which time they will be presented to the Commission for final approval and implementation.</p> <p>The purpose of this Request for Proposals ("RFP") is to identify and select a qualified Proposer to design, code, test, and implement the SRC recommendations within the SFPUC's water and wastewater billing system. Using the recommendations developed by the SRC proposal, the Proposer will make detailed and highly complex modifications to SFPUC's water and wastewater billing system so that the system can manage all SRC-related activities, including, but not limited to, calculating customer bills, processing of bill credit applications, handling appeals, and managing account turnover.</p> <p>The anticipated total amount and duration of the Agreement are as follows:</p> <ul style="list-style-type: none"> <li>• Contract Amount: The estimated fee for this project is anticipated to be under \$4,000,000; however, proposals outside of this range will be considered.</li> <li>• Contract Duration and Start Date: It is anticipated that this contract will require three years to complete. If a Proposer offers software maintenance support for a period of three years upon completion of the technical services requested in this request for proposal, the contract may be for a period of up to six years.</li> </ul>			
41081 - 16/17	GENERAL SERVICES AGENCY - TECHNOLOGY	\$10,000,000.00	<p>"Zero Cost Migration" service will be performed by California Department of Technology (CDT) to migrate City mainframe applications that currently run on City equipment, over to California Department of Technology owned and operated mainframe equipment. After completion of the migration, California Department of Technology staff will own and operate the IBM Mainframe Platform, but City employees and contractors will continue to support the applications which run on top of that platform</p>	November 15, 2016	November 1, 2020	REGULAR
46743 - 16/17	PUBLIC UTILITIES COMMISSION	\$400,000.00	<p>2020 San Francisco Public Utilities Commission (SFPUC) Strategic Plan Implementation: The selected proposers will provide implementation support for the 2020 SFPUC Strategic Plan. The selected proposer will be an essential part of an internal/external partnership that will drive the effective implementation of the 2020 SFPUC Strategic Plan.</p> <p>The Strategic Plan has 6 goal areas: Reliable Service and Assets, Organizational Excellence, Effective Workforce, Financial Sustainability, Stakeholder and Community Interest and Environmental Stewardship. Each goal area is led by two Goal Champions (members of the Executive team), and staffed by a Goal Coordinator (project managers for each goal area). Action Items also have designated Action Item Owners who are responsible for delivering specific Action Items.</p> <p>Effective Strategic Plans are living, breathing documents that are implemented, tracked, evaluated and improved through iterative processes. The selected proposer will work closely with the Strategic Plan Manager (AGM of External Affairs), External Affairs Analyst, Goal Champions, Goal Coordinators, and Action Item owners as well as SFPUC communications staff to ensure that there is a robust, thoughtful, and structured implementation program that informs and engages employees as well as outside stakeholders.</p> <p>Implementation support will include project management, meeting facilitation, evaluation, individual coaching, communications planning, content development, stakeholder engagement and regular plan updates.</p>	January 1, 2017	December 31, 2019	REGULAR

**TOTAL AMOUNT \$17,160,000**



## Posting For November 07, 2016

### Proposed Modifications to Personal Services Contracts

Commission Hearing Date

2016-11-07

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
38945 - 14/15 - MODIFICATIONS	November 7, 2016	MUNICIPAL TRANSPORTATION AGENCY -- MTA	\$500,000	\$600,000	<p>The contractor will provide short-term support to the San Francisco Municipal Transportation Agency's (SFMTA) Bicycle Parking Program during a greater than expected growth in the interest in bicycle parking in order to reduce response time to customers that directly results in bicycle parking rack installations. The program currently installs approximately 500 bicycle parking racks per year. The contractor will provide: public outreach and notification; field surveys; identify parking rack locations (siting); bicycle parking rack request processing and verification; data entry and database management; and, monthly written reports.</p> <p><b>Scope Change:</b> The contractor will provide services to and communicate effectively with the city's diverse population.</p>	01/01/2017	12/31/2022	REGULAR

**TOTAL AMOUNT \$500,000**

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION – AIR

Dept. Code: AIR

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

Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)

Type of Service: Laboratory Analysis Services

Funding Source: Airport Operating Funds

PSC Amount: \$150,000

PSC Est. Start Date: 10/01/2016

PSC Est. End Date 09/30/2021

**1. Description of Work**

**A. Scope of Work/Services to be Contracted Out:**

San Francisco International Airport (SFO) will be conducting a competitive solicitation to select a Contractor(s) to perform laboratory analyses at their off-site facilities. Samples will be collected by SFO City and County of San Francisco (CCSF) industrial hygienists as mandated to comply with federal, state and local regulations. Typical analyses to be performed are for asbestos, lead, and particulate samples to identify and quantify the results in reports provided to SFO.

Collecting the samples will not be a part of the work conducted by the Contractor.

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

This service is necessary because it allows the identification and quantification of certain hazardous materials in building materials to help Airport staff determine the next course of action if hazardous materials are present and to comply with federal, state, and local regulations and protect employees health and safety. Not having this service would mean possibly exposing employees to hazards.

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

This services has been provided in the past via blanket purchase orders.

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

Yes, if there continues to be a need for the services.

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

These services will continue to be necessary to identify and quantify certain hazardous materials in building materials at SFO in order to comply with federal, state and local regulations and protect employee health and safety.

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

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

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

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

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

B. Explain the qualifying circumstances:

The volume of samples is only about 5 to 20 per month. The City does not possess the adequate facilities (clean rooms and laboratory rooms) or equipment to run these tests and also having an independent lab (third party) provides no conflict of interest for testing.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Required skills include current certifications from: American Industrial Hygiene Association (AIHA), and National Institute of Standards and Technology (NIST), and the State of California to conduct various laboratory analyses.

B. Which, if any, civil service class(es) normally perform(s) this work? 2402, Laboratory Technician I; 2403, Forensic Laboratory Technician; 2416, Laboratory Technician II; 2489, Lab Svcs Mgr; 6137, Assistant Industrial Hygienist; 6138, Industrial Hygienist; 6139, Senior Industrial Hygienist;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the contractor will provide their laboratory facilities and equipment (e.g. microscopes) to test the samples taken by CCSF hygienist.

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

None at this time.

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

A. Explain why civil service classes are not applicable.

The City does not possess the equipment, adequate facilities (clean rooms, lab rooms) nor the necessary accreditation to provide these laboratory analysis services.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. It would not be practical to adopt a new civil service class to perform this work as the setup of laboratories, clean-rooms, equipment and accreditation is expensive to purchase and the volume of services is not high enough to justify the expense for the facilities, equipment and necessary accreditation.

6. Additional Information

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
The contractor may offer some optional training classes on an occasional basis for industrial hygienists. There are three Industrial Hygienists at the Airport. Training is usually one day or less.

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

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

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

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

7. **Union Notification:** On 07/21/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21; SEIU 1021 Miscellaneous; Teamsters, Local 856 Health Workers

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

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

Address: PO Box 8097 San Francisco, CA 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41706 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/07/2016

# Receipt of Union Notification(s)

**From:** Ricardo Valle (AIR)  
**To:** "teamsters@ibt856.org"; "pfinn@ibt856.org"; "jlanthier@ibt856.org"; "dlawson@ibt856.org"  
**Cc:** Cynthia Avakian (AIR); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** FW: Receipt of Notice for new PCS over \$100K PSC # 41706 - 16/17  
**Date:** Friday, July 22, 2016 9:16:00 AM

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I noticed that the Union Notification did not include "team856" so I'm forwarding it now.

Thank you

Ricardo E. Valle  
City & County of San Francisco  
San Francisco International Airport  
Contracts Administration Unit  
Office: (650)821-2023  
Email: ricardo.e.valle@flysfso.com

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

From: dhr-psccordinator@sfgov.org [mailto:dhr-psccordinator@sfgov.org] On Behalf Of  
cynthia.avakian@flysfso.com  
Sent: Thursday, July 21, 2016 6:47 PM  
To: Cynthia Avakian (AIR) <Cynthia.Avakian@flysfso.com>; Lopez-Barrios, Ricardo (PDR)  
<ricardo.lopez@sfgov.org>; Basconcillo, Katherine (PUC) <kbasconcillo@sflower.org>;  
pcamarillo\_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org;  
ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin  
Yee (HSA) (DSS) <sin.yee.poon@sfgov.org>; david.canham@seiu1021.org; jtanner940@aol.com;  
L21PSCReview@ifpte21.org; Ricardo Valle (AIR) <ricardo.e.valle@flysfso.com>; DHR-PSCCoordinator, DHR  
(HRD) <dhr-psccordinator@sfgov.org>  
Subject: Receipt of Notice for new PCS over \$100K PSC # 41706 - 16/17

RECEIPT for Union Notification for PSC 41706 - 16/17 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 41706 - 16/17 for \$150,000 for Initial Request services for the period 10/01/2016 -- 09/30/2021. Notification of 30 days (60 days for SBIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/7795> For union notification, please see the

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

**From:** [Ken Thorbourne](#)  
**To:** [Cynthia Avakian \(AIR\)](#)  
**Cc:** [Ricardo Valle \(AIR\)](#); [DHR-PSCCoordinator, DHR \(HRD\)](#)  
**Subject:** RE: Local 21 PSC inquiry - AIR 41706-16/17  
**Date:** Monday, August 01, 2016 2:44:15 PM

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Hi Cynthia,  
This looks fine. Thanks for your help.  
Ken

**From:** Cynthia Avakian (AIR) [mailto:Cynthia.Avakian@flysfo.com]  
**Sent:** Tuesday, July 26, 2016 3:25 PM  
**To:** Ken Thorbourne <kthorbourne@ifpte21.org>  
**Cc:** Ricardo Valle (AIR) <ricardo.e.valle@flysfo.com>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>  
**Subject:** RE: Local 21 PSC inquiry - AIR 41706-16/17

Ken,

Thank you for your email. At the time you reviewed PSC 41706-16/17 in the PSC Database, SFO had not finalized the document. Please review the posted document and let us know if you still have questions.

Thanks,

Cynthia Avakian  
Director, Contracts  
San Francisco International Airport  
P. O. Box 8097, San Francisco, CA 94128  
E-mail: [cynthia.avakian@flysfo.com](mailto:cynthia.avakian@flysfo.com)  
Phone: (650) 821-2014

**From:** Ken Thorbourne [mailto:kthorbourne@ifpte21.org]  
**Sent:** Wednesday, July 20, 2016 3:38 PM  
**To:** Cynthia Avakian (AIR) <[Cynthia.Avakian@flysfo.com](mailto:Cynthia.Avakian@flysfo.com)>  
**Subject:** Local 21 PSC inquiry - AIR 41706-16/17

From: Ken Thorbourne  
To: Cynthia Avakian  
Subject: AIRPORT COMMISSION PSC 41706-16/17  
Attachment: AIR PSC 41706-16/17

Hello Ms. Avakian,

IFPTE Local 21, which represents CCSF industrial hygienists 6137 and 6138, has reviewed the summary of the PSC 41706-16/17 concerning sampling and analyzing potentially hazardous

materials at the airport including lead and asbestos.

The proposed contract for "Laboratory Analysis Services" is worth \$150,000 and would span five years, from Sept. 1, 2016 to Aug. 3, 2021.

Based on the summary, we have several questions regarding the scope of the proposed contract and the justification for contracting this work out. A key issue for us is whether or not the Airport Commission is proposing that work normally done by Local 21 members (collecting samples of potentially hazardous materials) will be, per this contract, performed by an outside vendor.

We also have questions about the ongoing nature of this work. Even though, the summary seems to indicate the work would most likely continue beyond five years, there doesn't seem to be any long-term plan to train permanent Civil Service employees to perform this function.

To help us better understand what the commission is proposing, we would appreciate answers to the following questions:

1. Per this contract, who would collect the potentially hazardous samples – CCSF industrial hygienists or the outside contractor? Is collection of samples built into this PSC?
2. If CCSF industrial hygienists will be tasked with collecting samples per this PSC, please provide the specific job classifications that will be tasked with this work and the certifications needed to perform this work.
3. In explaining why this PSC is necessary, the summary states in part "... because it allows the identification and quantification of certain hazardous materials and to comply with federal, state, and local regulations and protect employees health and safety."  
Is this analytical identification and quantification or ID/quantification in the field (e.g., suspect materials in a building in question)? Please clarify.
4. Why is such a PSC necessary when CCSF has 12b compliant vendors that already provide these types of hazardous material analytical services: e.g., Forensic Analytical Laboratories
  - a. Who is the newly proposed vendor for this \$150K contract?
  - b. Are they 12b approved?
5. The summary indicates that it is not practical to hire permanent Civil Service employees to do this work because of the cost of the equipment and the limited amount of work involved (5-20 samples per month). How much would it cost to create the capacity to do this work in-house? Is it your expectation this work will continue beyond the five years of this contract?

We would appreciate a response by Aug. 1. If we still have questions after we receive your response we may request a meeting with airport officials for further clarification. Thank you for your time and attention to this matter.

Ken Thorbourne  
IFPTE Local 21, AFL-CIO  
Representative/Organizer  
[kthorbourne@ifpte21.org](mailto:kthorbourne@ifpte21.org)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

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

Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)

Type of Service: Consulting Services related to Airport's Noise Insulation Program

Funding Source: Airport Operating Funds and FAA

PSC Amount: \$2,500,000

PSC Est. Start Date: 01/01/2017

PSC Est. End Date: 12/31/2022

**1. Description of Work**

**A. Scope of Work/Services to be Contracted Out:**

San Francisco International Airport (SFO) is seeking a qualified consultant for support on the Noise Insulation Program particularly on tasks such as: review of County records and updated noise impact boundaries to identify properties that may qualify for noise insulation improvements, coordination of aircraft noise easement acquisitions and recording, coordination of noise insulation design and construction work, handling inquiries from property owners regarding eligibility for noise insulation improvements funded by the Federal Aviation Administration (FAA) and the Airport, and preparation of outlay reports for FAA grant reimbursements.

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

This service is necessary to ensure that the Airport continues to meet all requirements set forth under the California Code of Regulations, Title 21, Chapter 2.5, Sub-chapter 6, Section 5012 on Noise Standards.

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

This service has been provided under PSC 4068-08/09

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

Yes, as there continues to be a need for such services at the Airport.

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

The original term of the contract will be for three years with two (1) year options.

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

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

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

**B. Explain the qualifying circumstances:**

In the past, administration and management of noise insulation work and easement acquisition have been the responsibility of the County of San Mateo and the various cities in the noise-impacted areas. However, in recent and future phases of the Airport's Noise insulation Program, the cities and County of San Mateo are relinquishing their role, and SFO has recently and will keep coordinating these activities. These activities are intermittent by nature and for these circumstances they are required on an as-needed basis.

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

**A. Specify required skills and/or expertise:** Successful experience in administration and management of aircraft noise insulation programs in communities near commercial airports in the United States, particularly in

California, including coordination of design and construction of noise insulation improvements, experience on acquisition of aircraft noise easements, and solid understanding of the State of California Noise Standards for Airports.

B. Which, if any, civil service class(es) normally perform(s) this work? 5264, Airport Noise Abatement Spec; 5271, Sr Airport Noise Abatement Spe; 0932, Manager IV;

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

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

No efforts have been made given the specialized nature of the work.

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

A. Explain why civil service classes are not applicable.

Current civil service classes are not applicable because none have the specialized services required for this work. The work needs professionals with experience in administration and management of aircraft noise insulation programs, particularly related to commercial airports in California on an as-needed basis.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, this project requires work on an "as-needed basis" as requests are made from homeowners in the impacted areas.

**6. Additional Information**

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

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

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

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

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

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

**7. Union Notification:** On 07/22/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Municipal Executive Association; SEIU 1021 Miscellaneous

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

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

Address: PO Box 8097 San Francisco, CA 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43708 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/07/2016

# Receipt of Union Notification(s)

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [cynthia.avakian@sfsfo.com](mailto:cynthia.avakian@sfsfo.com)  
**To:** Cynthia Avakian (AIR); Lopez-Barrios, Ricardo (PDR); Basconilio, Katherine P.E.;  
[pcamarillo\\_seiu@sbcglobal.net](mailto:pcamarillo_seiu@sbcglobal.net); [Wendy.Frigillana@seiu1021.org](mailto:Wendy.Frigillana@seiu1021.org); [pscreview@seiu1021.org](mailto:pscreview@seiu1021.org);  
[ted.zarzecki@seiu1021.net](mailto:ted.zarzecki@seiu1021.net); [davidmkersten@gmail.com](mailto:davidmkersten@gmail.com); [ahlood@cirseiu.org](mailto:ahlood@cirseiu.org); [pscc@seiu1021.org](mailto:pscc@seiu1021.org); [Poan\\_Sin\\_Yee\\_\(HSA\)\\_DSS@seiu1021.org](mailto:Poan_Sin_Yee_(HSA)_DSS@seiu1021.org); [itanner940@aol.com](mailto:itanner940@aol.com); [camac\\_eva@simea.com](mailto:camac_eva@simea.com); [staff@simea.com](mailto:staff@simea.com); Ricardo Valle (AIR); DHR-PSCCoordinator; DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 43708 - 16/17  
**Date:** Friday, July 22, 2016 5:53:24 PM

---

RÉCEIPT for Union Notification for PSC 43708 - 16/17 more than \$100k

The AIRPORT COMMISSION – AIR has submitted a request for a Personal Services Contract (PSC) 43708 - 16/17 for \$2,500,000 for Initial Request services for the period 01/01/2017 – 12/31/2022. 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/7746> 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)

THOMSON REUTERS

## WESTLAW California Code of Regulations

[Home Table of Contents](#)**§ 5012. Airport Noise Standard.**

21 CA ADC § 5012

BARCLAYS OFFICIAL CALIFORNIA CODE OF REGULATIONS

Barclays Official California Code of Regulations Currentness

Title 21. Public Works

Division 2.5. Division of Aeronautics (Department of Transportation)

Chapter 6. Noise Standards

Article 1. General

21 CCR § 5012

**§ 5012. Airport Noise Standard.**

The standard for the acceptable level of aircraft noise for persons living in the vicinity of airports is hereby established to be a community noise equivalent level of 65 decibels. This standard forms the basis for the following limitation.

No airport proprietor of a noise problem airport shall operate an airport with a noise impact area based on the standard of 65 dB CNEL unless the operator has applied for or received a variance as prescribed in Article 5 of this subchapter.

Note: Authority cited: Section 21669, Public Utilities Code. Reference: Sections 21669-21669.4, Public Utilities Code.

**HISTORY**

1. Repealer of former Section 5012, and renumbering and amendment of former Section 5062 to Section 5012 filed 2-20-90; operative 3-22-90 (Register 90, No. 10). For prior history, see Register 79, No. 21.

This database is current through 9/23/16 Register 2016, No. 39

21 COR § 5012, 21 CA ADC § 5012

**END OF DOCUMENT**

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CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

May 10, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

E. DENNIS NORMANDY  
PRESIDENT

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED  
PERSONAL SERVICES CONTRACT NUMBERS 4116-11/12  
THROUGH 4121-11/12; 4111-10/11; 4017-10/11; 4068-08/09; 4086-  
10/11; 4046-11/12; 4097-08/09; AND 4102-09/10.

KATE FAVETTI  
VICE PRESIDENT

SCOTT R. HELDFOND  
COMMISSIONER

At its meeting of May 7, 2012 the Civil Service Commission had for its consideration the above matter.

MARY Y. JUNG  
COMMISSIONER

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

ANITA SANCHEZ  
EXECUTIVE OFFICER

The Commission adopted the report; Approved the request for proposed personal services contracts and notified the Office of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION

*ANITA SANCHEZ* FOR  
ANITA SANCHEZ  
Executive Officer

Attachment

- c: Sheila Arcelona, District Attorney's Office
- Cynthia Avakian, Airport Commission
- Parveen Boparai, Municipal Transportation Agency
- Rachel Buerkle, Department of the Environment
- Micki Callahan, Human Resources Director
- Alaric Degrafinried, Public Utilities Commission
- Marie de Vera, Department of Human Resources
- Jaci Fong, Office of Contract Administration
- Lavena Holmes, Port
- Shamica Jackson, Public Utilities Commission
- LaWan Jones, Public Utilities Commission
- Rebekah Krell, Art Commission
- Ben Rosenfield, Controller
- Maria Ryan, Department of Human Resources
- Commission File
- Chron

POSTING FOR  
5/7/2012

PROPOSED PERSONAL SERVICES CONTRACTS  
MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION

PSC No	Dept No	Dept Description	Approval Type	Modified Amount	Cumulative Total	Description of Work	Start Date	End Date
4111-10/11	04	District Attorney	Regular	\$72,500	\$145,000	This contract will provide services to women and transgender individuals who have experienced sexual exploitation and violence and professional services coordinating monthly FOPP classes as a diversion model for men arrested for their first prostitution offense. The proposed contract would include speakers, logistics, training and support of FOPP speakers. This program also acts as a diversion model for women, providing them an opportunity to receive counselling and education as an alternative to incarceration. This modification is to extend the grant period and add funding for continuation of the same services.	7/1/2011	6/30/2013
4017-10/11	22	Environment	Regular	\$105,000	\$180,000	The GreenFinanceSF program still has funds available to continue the program. In order to continue the program, the Department needs to extend the services of the contractor who administers the website, processes applications and payments, and provides required program reporting. Not to continue to provide these services would mean that the program would have to be cancelled. GreenFinanceSF is a City sponsored Clean Energy Loan Program ("PACE" program) which will property owners (residential and commercial) to install electric and thermal solar systems and make energy efficiency improvements to their buildings and pay for the cost of such improvements over 20 years through a special tax on their property tax bills.	7/1/2010	12/31/2018
4068-08/09	27	Airport Commission	Regular	\$750,000	\$2,150,000	The contractor will administer (and finance) the program. The administrative services include program design services; program implementation services, including: web portal with online application interface, project data tracking; program marketing and communications (web, print, in person, training materials); program administration services including: application processing, request, and payment; program reporting, program documentation, and customer services; special tax administrative services (special tax apportionment method, data collection, boundary map preparation and recordation, contributions to disclosure documents, annual special tax levy calculation and enrollment, annual CED administration report preparation, delinquent special tax reporting, repayments of special tax liens).	12/22/2008	12/31/2016
						SFO needs support of consultant on the Noise Insulation Program, particularly on tasks such as: review of County records & updated noise impact boundaries to identify properties that may qualify for noise insulation improvements; coordination of aircraft noise assessment acquisition & recording; coordination of noise insulation design & construction work; handling of inquiries from property owners regarding eligibility for noise insulation improvements funded by the FAA and the Airport; and, preparation of outlay reports for grant reimbursements. The budget for the 2-yr period was increased to \$950,000 since FAA awarded additional grants, allowing Airport to increase the scope of work and provide acoustic treatment to a larger number of properties than originally planned.		

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

Department: HEALTH SERVICE SYSTEM – HSSDept. Code: HSSType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Digital Imaging ServicesFunding Source: General FundPSC Amount: \$110,000PSC Est. Start Date: 10/03/2016 PSC Est. End Date 10/02/2017**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

HSS has a secure file room which contains 44 cabinets, with 349 shelves, which hold approximately 100,000 file folders. Each file folder has approximately 16 pages of varied sized documents, including but not limited to, register tape, standard paper, postcards, envelopes, carbon-paper, and Post-it notes; the majority of the file folders have barriers (staples, clips, etc.). The varied sized documents in the file folders contain a mix of duplex and single-sided content. HSS estimates that there are approximately 1.6 million total pages to be scanned and indexed. HSS understands the risk of not having an electronic archive for these sensitive materials, as they can be lost due to catastrophic events (fire), misplacement, theft, or other manners which would render the materials unavailable. The purpose of this project is to provide digital imaging services, including but not limited to collection, transportation, preparation, scanning indexing, quality control validation, re-assembly, of specified HIPAA protected files/documents for the City & County of San Francisco Health Service System (HSS) to ensure the protection and safeguarding of existing HIPAA protected files/documents.

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

The timely scanning of sensitive materials reduces the risk of document loss. This service is necessary, as currently, although the file room is locked during the evening, there continues to be the risk of losing sensitive materials due to catastrophic events (fire), misplacement, theft, and other manners which would render the materials unavailable. In some cases, there may not be another opportunity to gather additional copies, especially in the case where HSS has the original version of the documents. The consequences for denial of this request is continuing exposure to the risk of document loss, coupled with the inability to replace lost documents

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

This is a new service.

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

This contract will not be renewed, as this is a limited duration project.

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

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

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

B. Explain the qualifying circumstances:

1. Vendor is needed to provide this service for the short-term project providing digital imaging services, a large amount of paper documents need to be imaged and indexed into the new document management system. Additionally, the departments equipment will not accommodate the odd sizes and types of paper in older files. 2. The City lacks the staff to complete the short-term project. The department would have to recruit, hire and train temporary workers who would then be released from employment after the project is completed.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: The vendor provides timely turn-around of digitized documents using a high-volume scanner, quality control and review of scanned images, indexing documents per requirements, provides automated and manual quality control of indexing, and manages the re-assembly of documents for archiving or destruction.

B. Which, if any, civil service class(es) normally perform(s) this work? 1750, Microphoto/Imaging Technician; 1752, Sr. Microphoto/Imaging Tech.;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The project will be completed at the vendor's facilities and will be done using several production-level scanners to image standard and non-standard-size documents, as well as with software to improve and enhance image quality and to index each imaged document to departmental specifications.

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

The department has reviewed proposals and scopes of work completed by other City departments that have completed similar projects. Additionally, the Department has contacted OCA, to attempt to gain these services through a City-Wide Agreement. The Department was notified that these services are not commodities, and would need to be sent out by the department in a bid/RFP.

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

A. Explain why civil service classes are not applicable.

This is a short-term project and the City does not have the staff and supervisors to manage and organize this intensive effort in the allotted timeframe for the project. The office would have to recruit, hire and train temporary workers in under six (6) weeks. These workers would then be released from employment after the project is completed in early January.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would not be practical and would not be feasible given the short-term nature of the project.

6. Additional Information

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

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

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

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

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

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

7. **Union Notification:** On 08/08/2016, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU 1021 Miscellaneous; SEIU Local 1021

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

Name: Pamela Levin Phone: 415-554-0649 Email: pamela.levin@sfgov.org

Address: 1145 Market Street, 3rd Floor San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 40584 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/07/2016

# Receipt of Union Notification(s)

**Choi, Suzanne (HRD)**

**From:** dhr-psccordinator@sfgov.org on behalf of pamela.levin@sfgov.org  
**Sent:** Monday, August 08, 2016 9:32 AM  
**To:** Levin, Pamela (HSS); Sandeep.lal@seiu1021.org; Lopez-Barrrios, Ricardo (PDR); Basconcillo, Katherine (PUC); pcamarillo\_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.net; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS); david.canham@seiu1021.org; jtanner940@aol.com; Kudenov, William; DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 40584 - 16/17

RECEIPT for Union Notification for PSC 40584 - 16/17 more than \$100k

The HEALTH SERVICE SYSTEM -- HSS has submitted a request for a Personal Services Contract (PSC) 40584 - 16/17 for \$110,000 for Initial Request services for the period 10/03/2016 -- 10/02/2017. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrrdupal/node/7929> For union notification, please see the

**NO:** 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)

**Health Service System**

**PSC 40584-16/17**

**Digital Imaging Services**

Question 6 B: Describe training including number of hours. Indicate occupational type of employees. If no training, please explain:

- There will be no training, as these efforts will be completed at the vendor's facilities, and the business process used will be different from that of the department as the equipment is different.

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  Annual  Continuing  (Omit Posting)

Type of Service: Software Development Services for SFPUC's Water and Wastewater Billing System

Funding Source: Sewer System Improvement Program

PSC Duration: 6 years

PSC Amount: \$4,000,000

**1. Description of Work**

**A. Scope of Work/Services to be Contracted Out:**

The San Francisco Public Utilities Commission's ("SFPUC") water and wastewater billing system manages the billing operations for 180,000 water and wastewater customers. SFPUC currently uses Oracle Utilities CC&B software version 2.4 SP2 for its water and wastewater billing system, but expects to migrate to version 2.5 SP2 in Spring 2017. In accordance with the City Charter, SFPUC must retain an independent rate consultant at least every five years to conduct an analysis of its rates. It is expected that the next such study, which will be completed in 2018, will propose, among other things, the bifurcation of the existing wastewater rate into a domestic/industrial sewage charge (using the same methodology as the existing wastewater rate) and a newly developed stormwater runoff charge ("SRC") based on a property's characteristics. The findings related to this newly developed SRC will be made available in October 2016, at which time they will be presented to the Commission for final approval and implementation.

The purpose of this Request for Proposals ("RFP") is to identify and select a qualified Proposer to design, code, test, and implement the SRC recommendations within the SFPUC's water and wastewater billing system. Using the recommendations developed by the SRC proposal, the Proposer will make detailed and highly complex modifications to SFPUC's water and wastewater billing system so that the system can manage all SRC-related activities, including, but not limited to, calculating customer bills, processing of bill credit applications, handling appeals, and managing account turnover.

The anticipated total amount and duration of the Agreement are as follows:

- **Contract Amount:** The estimated fee for this project is anticipated to be under \$4,000,000; however, proposals outside of this range will be considered.

- **Contract Duration and Start Date:** It is anticipated that this contract will require three years to complete. If a Proposer offers software maintenance support for a period of three years upon completion of the technical services requested in this request for proposal, the contract may be for a period of up to six years.

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

As stated above, it is expected that the next rate study of the San Francisco Public Utilities Commission's ("SFPUC") water and wastewater rates will propose the bifurcation of the existing wastewater rate into a domestic/industrial sewage charge and a newly developed stormwater runoff charge ("SRC"). In order to implement this significant change in its rate structure, SFPUC must retain a qualified vendor to design, code, test, and implement the SRC recommendations within the SFPUC's water and wastewater billing system. If SFPUC is not permitted to retain a technical specialist to implement these changes into its water and wastewater billing system, it will not be able to make the many detailed and highly complex modifications required for the SFPUC's water and wastewater billing system to accommodate SRC-related activities, including, but not limited to, calculating customer bills, processing of bill credit applications, handling appeals, and managing account turnover.

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

Although the San Francisco Public Utilities Commission ("SFPUC") has a dedicated, in-house team of approximately 5 employees that support the daily, evening and weekend operations of its water and wastewater billing system, it must rely on technical consultants with significant billing system expertise for the implementation of significant modifications and configurations of its billing system. Such services are currently performed by Xtech (vendor ID 64607) and its highly specialized subcontractors pursuant to POUC12000042 issued under the City and County of San Francisco's Technology Marketplace Contract TC95254. Because POUC12000042 was issued under a City and County of San Francisco's Technology Marketplace Contract, Civil Service Commission review was not required. However, Local 21 review was required and, as such, obtained on 8/5/2011. POUC12000042 was issued to deploy each recent version of Oracle Customer Care & Billing version into SFPUC's water and wastewater billing system, support staff in enhancing the system based on SFPUC's business and billing needs, and address production and system problems related to software upgrades and enhancements.

D. Will the contract(s) be renewed?

It is anticipated that this contract will require approximately three years to complete. If the Proposer offers software maintenance support upon completion of the services and we accept such support, the contract may be for a period of up to six years. Either way, we do not anticipate renewing the contract.

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

It is anticipated that the professional services to be rendered under this contract will require up to three years to complete. However, the department has asked proposers to provide, at their option, pricing for up to three years of annual software support upon completion of the services requested in this request for proposal. If the proposer offers pricing for up to three years of annual software support upon completion of the services requested in this request for proposal and if the department elects to procure said software support, the contract may be period of up to six years.

2. Reason(s) for the Request

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

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

B. Explain the qualifying circumstances:

Although the San Francisco Public Utilities Commission ("SFPUC") has a dedicated, in-house team of approximately 5 employees that support the daily, evening and weekend operations of its water and wastewater billing system, it must rely on technical consultants with significant billing system expertise for the implementation of significant modifications and configurations of its billing system.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: A. Five years of experience maintaining and enhancing water and wastewater billing systems that utilize Oracle Utilities Customer Care & Billing (CC&B) versions 2.2 and later for a minimum of two entities of similar size and complexity as the San Francisco Public Utilities Commission ("SFPUC"); B. Five years of experience incorporating water, wastewater, and stormwater rates into a water and wastewater billing system that utilize Oracle Utilities CC&B versions 2.2 and later; C. Five years of testing experience, preferably with testing tools that ensure bill accuracy for a water and wastewater billing system that utilize Oracle Utilities CC&B versions 2.2 and later; D. Five years of experience performing data conversion for a water and wastewater billing system that utilize Oracle Utilities CC&B versions 2.2 and later; and E. Five years of experience interfacing Oracle Utilities CC&B versions 2.2 and later with external systems.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1070, IS Project Director;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:  
No

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

The water and wastewater billing system is unique to the San Francisco Public Utilities Commission (

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

- A. Explain why civil service classes are not applicable.  
Although the San Francisco Public Utilities Commission ("SFPUC") has a dedicated, in-house team of approximately 5 employees that support the daily, evening and weekend operations of its water and wastewater billing system, it must rely on technical consultants with significant billing system expertise -beyond any possessed by or required for any civil service class - for the implementation of significant modifications and configurations of its billing system.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. First, the services are needed on for a limited, project duration and they are needed now. Second, no other City agency uses this technology so any such class would be limited to working at the SFPUC. Finally, the skills required to perform these services can only be achieved by persons with significant prior experience of similar magnitude with entities of similar size and nature as the SFPUC. Persons with such skills are rare, in high demand and will demand hourly rates of \$200-250/hr or more. For these reasons, fulfilling this otherwise short-term requirement by adopting a new Civil Service class would be ineffective, cost prohibitive and result in unmanageable delays.

6. Additional Information

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

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

The Consultant will transfer knowledge to staff through documentation and training. Full system documentation must be delivered, including, but not limited to, new business and technical processes, configuration/rates maintenance, user interface changes, system integration components, and a technical/code walk-through. Deliverables will include: • Training material, operational procedures document and training for staff. • Additional in-person meetings or conference calls as-needed to ensure timely project completion.

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

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

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

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

7. **Union Notification:** On 09/01/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, Local 21

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

Name: Taraneh Moayed Phone: 415-551-4377 Email: tmoayed@sfgwater.org

Address: 525 Golden Gate Avenue, 5th Floor San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 40975 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/07/2016

# Receipt of Union Notification(s)

**From:** [dhr-psscordinator@sfgov.org](mailto:dhr-psscordinator@sfgov.org) on behalf of [moayed@swater.org](mailto:moayed@swater.org)  
**To:** [Moayed.Taraneh@L21PSCReview@sfgov.org](mailto:Moayed.Taraneh@L21PSCReview@sfgov.org); [Moayed.Taraneh@DHR-PSCCoordinator.DHR](mailto:Moayed.Taraneh@DHR-PSCCoordinator.DHR)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 40975 - 16/17  
**Date:** Thursday, September 01, 2016 8:41:23 AM

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RECEIPT for Union Notification for PSC 40975 - 16/17 more than \$100k

The PUBLIC UTILITIES COMMISSION – PUC has submitted a request for a Personal Services Contract (PSC) 40975 - 16/17 for \$4,000,000 for Initial Request services for the period 06/01/2017 – 05/31/2023. 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/8004> 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)**

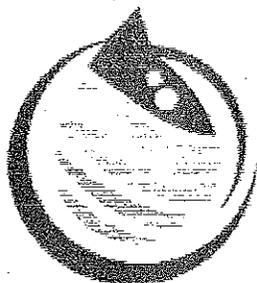
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# Request for Proposals:

**RFP Name:** Introduction of Stormwater  
Runoff Charges into SFPUC's  
CC&B System

**Agreement No:** PRO.0048

**RFP Date:** October 3, 2016



San Francisco  
**Water Power Sewer**

Services of the San Francisco Public Utilities Commission

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# 1 Definitions and Acronyms

"**Agreement**" refers to the agreement or contract negotiated between the Consultant and the City pursuant to this RFP.

"**Consultant**" refers to the Proposer awarded a contract for services under this RFP.

"**Proposer**" refers to any entity submitting a proposal to this RFP.

Abbreviations and acronyms that may be used throughout this RFP include:

AGM .....	Assistant General Manager
CC&B .....	Customer Care & Billing
CMD.....	Contract Monitoring Division
EOPR.....	Effective Overhead and Profit Rate
FSHP .....	First Source Hiring Program
IRS .....	Internal Revenue Service
ITS .....	IT Services
JV .....	Joint Venture
LBE.....	Local Business Enterprise
MCO .....	Minimum Compensation Ordinance
NTP.....	Notice to Proceed
RFP .....	Request for Proposals
SDMS.....	Stormwater Data Management System
SFPUC.....	San Francisco Public Utilities Commission
SMO.....	Stormwater Management Ordinance
SRC .....	Stormwater Runoff Charge
SSIP .....	Sewer System Improvement Program
UWA .....	Urban Watershed Assessment
WSIP .....	Water System Improvement Program

## 2 RFP Summary

### 2.1 Introduction

The San Francisco Public Utilities Commission (SFPUC) is a department of the City and County of San Francisco (City). SFPUC provides retail drinking water and sewer services to San Francisco, wholesale water to three Bay Area Counties, and hydroelectric power to municipal and residential customers in San Francisco.

SFPUC's water and wastewater billing system manages the billing operations for 180,000 water and wastewater customers. SFPUC currently uses Oracle Utilities CC&B software version 2.4 SP2 for its water and wastewater billing system, but expects to migrate to version 2.5 SP2 in Spring 2017. Oracle Utilities CC&B enables SFPUC to handle every aspect of the customer lifecycle – from service connection, meter reading, rating, billing, payments processing, collections, to field work.

In accordance with the City Charter, SFPUC must retain an independent rate consultant at least every five years to conduct an analysis of its rates. It is expected that the next such study, which will be completed in 2018, will propose, among other things, the bifurcation of the existing wastewater rate into a domestic/industrial sewage charge (using the same methodology as the existing wastewater rate) and a newly developed stormwater runoff charge ("SRC") based on a property's characteristics. The findings related to this newly developed SRC will be made available in October 2016, at which time they will be presented to the Commission for final approval and implementation.

The purpose of this Request for Proposals ("RFP") is to identify and select a qualified Proposer to design, code, and implement the SRC recommendations within the SFPUC's water and wastewater billing system. Using the recommendations developed by the SRC proposal, the Proposer will make detailed modifications to SFPUC's water and wastewater billing system so that the system can manage all SRC-related activities, including, but not limited to, calculating customer bills, processing of bill credit applications, handling appeals, and managing account turnover.

The anticipated total amount and duration of the Agreement are as follows:

- **Contract Amount:** The estimated fee for this project is anticipated to be under \$4,000,000; however, proposals outside of this range will be considered. This amount is inclusive of all reimbursable costs and tasks. The SFPUC reserves the right to commence, close, reduce or extend Proposer services at any time in response to changing needs. The SFPUC shall have the sole discretion to extend the Agreement term

for up to a total of two years (or 24 months) and may increase the contract amount consistent with City requirements.

- **Contract Duration and Start Date:** It is anticipated that this contract will require three years to complete. Actual contract term may vary, depending upon service and project needs at the City's sole, absolute discretion. Proposers selected must be available to commence work on or before May 1, 2017. If Proposer offers software maintenance support upon completion of the services requested in this RFP, the contract may be for a period of up to six years.

By participating in this competitive process, Proposer agrees that any agreement resulting from this process may be utilized by other public entities to procure the commodities and/or services on the same terms.

## **2.2 Tentative RFP Schedule**

## **2.3 Pre-Submittal Conference and Proposer Requests for Information**

# **3 RFP Background**

## **3.1 The San Francisco Public Utilities Commission**

The SFPUC is a City department that provides retail drinking water and sewer services to San Francisco, wholesale water to three other Bay Area Counties, and hydroelectric power to municipal and residential customers in San Francisco. The SFPUC supplies drinking water to 2.6 million customers in the four Bay Area counties of Alameda, Santa Clara, San Mateo and San Francisco. The mission of the SFPUC is to:

- i. Serve San Francisco and its Bay Area customers with reliable, high quality, and affordable water, while maximizing benefits from power operations and responsibly managing the resources entrusted to its care;
- ii. Protect public health, public safety and the environment by providing reliable and efficient collection, treatment and disposal of San Francisco's wastewater;
- iii. Conduct its business affairs in a manner that promotes efficiency, minimizes waste, and ensures rate payers confidence; and
- iv. Promote diversity and the health, safety, and professional development of its employees.

The SFPUC is comprised of three separate enterprises: Water, Wastewater and Power. The Water Enterprise is responsible for managing the transmission, treatment, storage and

distribution of potable water to San Francisco's wholesale and retail customers. The Wastewater Enterprise is responsible for managing the collection, treatment and disposal of San Francisco's wastewater. Finally, the Power Enterprise is responsible for managing retail power sales, transmission and power scheduling, energy efficiency programs, street lighting services, utilities planning for redevelopment projects, and various other energy services.

This RFP pertains solely to SFPUC's billing system for its Water and Wastewater customers, and not its Power customers.

## **3.2 The SFPUC Water and Wastewater Billing System**

SFPUC's water and wastewater billing system manages the billing operations for 180,000 water and wastewater customers. The system, which issues an average of 9,000 bills each day, is available 24 hours a day, seven days a week. It integrates with many internal and external systems, including, but not limited to, Bank of America, Kubra, FIS, Aclara Star, Clevest MFF, IVR, MyAccount, and Cass. The system runs on Oracle linux operating system, using an Oracle 12c database. Reports are generated using Cognos and custom Java programs.

### **3.2.1 Oracle Utilities CC&B**

SFPUC currently uses Oracle Utilities CC&B software version 2.4 SP2 for its water and wastewater billing system, but expects to migrate to version 2.5 SP2 in Spring 2017. Oracle Utilities CC&B enables SFPUC to handle every aspect of the customer lifecycle – from service connection, meter reading, rating, billing, payments processing, collections, to field work. The flexible architecture of Oracle Utilities CC&B software enables SFPUC to define custom objects, data entities, user interfaces, business rules, and processes.

### **3.2.2 Configuration of Oracle Utilities CC&B Software**

Oracle Utilities CC&B software offers users the ability to configure its base-line software to the user's specific business needs by selecting from existing options within its program. The main categories which SFPUC has configured in this manner are: general, financial transactions, customer, field order, credit and collections, meter and items, premise & service point, bill & meter read cycles, SA types, case management, workflow and notifications, security, overdue processing, batch schedule, zones and IVR integration. Additional configurations continue being made, as necessary.

### **3.2.3 Customization of Oracle Utilities CC&B Software Process Flows**

Oracle Utilities CC&B offers users the ability to redirect business processes within its programs using the Oracle-approved methodologies that neither alter the program's source codes, nor

affect its eligibility for upgrades under Oracle's support agreement. While SFPUC utilizes many of Oracle Utilities CC&B built-in business process flows, it has also customized other process flows to meet its business needs, including: retro start stop, estimated reads, write-offs, collections and severances, liens, meter read estimations, meter read high-low processing, payment distribution, control central, and implementation of mandatory rationing. Additional process flow customizations continue being made, as necessary.

### **3.2.4 Water and Waste Water Billing System Interfaces**

In addition to configuring and customizing Oracle Utilities CC&B in the manner discussed above, SFPUC has also implemented the following interfaces that enable data integration and/or interchange between its water and wastewater billing system and other external systems: payments upload, bill prints and letters, address validation, field orders, Maximo integration, statements, autopay, land records, liens processing, collection agency referral, ConserveTrack integration, CrossTrack integration, and IVR integration. Additional interfaces continue being added, as necessary.

## **3.3 SRC Rate Study Recommendations**

Proposition E, approved by the San Francisco voters in 2002, amended the City Charter to require the SFPUC to retain an independent rate consultant at least every five years to conduct rate and cost of service studies for each utility. The last such study was completed in 2014 and set water and wastewater rates for a four-year period beginning July 1, 2014 through June 30, 2018 (See Appendix A). The next such study will be completed in 2018 and will set rates for a four-year period beginning July 1, 2018 through June 30, 2022.

Of significance, the next rate study will propose the bifurcation of the existing wastewater rate into a domestic/industrial sewage charge (using the same methodology as the existing wastewater rate) and a newly developed SRC based on property characteristics. In addition, the SRC proposal will:

- i. Develop bill adjustment or credit programs for customers who install stormwater management infrastructure (a.k.a. "low-impact design" or "green infrastructure") and thereby reduce their contribution to the SFPUC's stormwater collection and treatment costs;
- ii. Develop a methodology for adjusting the bills of these customers according to the hydrological and cost benefits they provide to the stormwater system;
- iii. Determine how other programs related to stormwater at the SFPUC, such as the Stormwater Management Ordinance (SMO) for new construction, grant and loan

programs under the Urban Watershed Assessment (UWA) in the SSIP, and the green schoolyards program, will be impacted by the new SRC;

- iv. Investigate programs of varying complexity depending on the size of a parcel or customer class (such as a simplified program for small parcels or residential customers);
- v. Determine a potential maximum amount by which a customer can reduce their SRC;
- vi. Assess the possibility of a customer receiving a positive bill credit for managing large-scale regional stormwater runoff; and
- vii. Calculate necessary SRC adjustments for large undeveloped parcels with unique drainage characteristics.

It is expected that the findings related to this newly developed SRC will be made available in October 2016, at which time they will be presented to the Commission for final approval and implementation.

## **4 Scope of Services**

### **4.1 Project Overview**

The purpose of this RFP is to identify and select a qualified Proposer to design, code, and implement the SRC recommendations within the SFPUC's water and wastewater billing system. Using the recommendations developed by the SRC proposal, the Proposer will make detailed modifications to SFPUC's water and wastewater billing system so that the system can manage all SRC-related activities, including, but not limited to: calculating customer bills, processing of bill credit applications, handling appeals, and managing account turnover.

### **4.2 Project Schedule**

It is anticipated that this contract will require three years from the issuance of Notice to Proceed ("NTP") to complete. Actual contract term may vary, depending upon service and project needs at the City's sole, absolute discretion. Proposers selected must be available to commence work on or before May 1, 2017. The selected Proposer will produce clear project status updates on a weekly basis, which shall detail tasks, their respective percent completion, and any projected impediments to their timely completion.

### **4.3 Task Orders**

Services rendered pursuant to any Agreement stemming from this RFP shall require issuance and acceptance of specific written requests ("Task Orders") by City and Consultant, respectively. For each task identified below, City shall first require from Consultant a written

and detailed cost estimate, project schedule, statement of work (including milestones, deliverables, acceptance testing schedule, etc.), and any other information related to said task, as applicable. Based on Consultant's response, the City shall issue to the Consultant a Task Order which shall authorize Consultant to commence services related to that Task Order. Each Task Order must be approved, in writing, by both the City and Consultant prior to the commencement of any work. All Task Orders and/or modifications thereto shall become part of the Agreement, after written execution by the Parties.

## **4.4 Description of Tasks**

The following is a description of the tasks identified to complete the required assignment. Consultant shall expand upon this description of work and/or add tasks to fully identify work and work products. All deliverables shall be accompanied by electronic source data (e.g. Excel spreadsheets), in order for SFPUC to be able to modify models as new or updated data becomes available.

### **4.4.1 Task 1: Business and Functional Requirements Analysis**

Consultant will engage in an in-depth business and functional requirements analysis related to modifying SFPUC's water and wastewater billing system to incorporate the newly developed SRC. Specifically, the functional specifications document ("Functional Specifications Document") will contain details of how SFPUC's current water and wastewater billing system will be impacted by the new rate structure and the bifurcation of the existing wastewater rate from metered water flows in SFPUC's water and wastewater billing system. It will also identify each area of system configuration and interface functionality that will be affected, including, but not limited to, accounts, service agreements, rates, field activities, premises, service points, bills, letters, customer contacts, collections, severance, write-off, payments, adjustments, billable charges, cases for potential appeals, and exception handling.

The Functional Specifications Document will provide for initial stormwater data initialization (integrated with existing premise data) and validation, and integration with various City premise management systems, including, but not limited to, those of the City's Office of the Assessor, San Francisco Department of Public Works, and San Francisco Department of Technology's Aerial Photography, as well as a future Stormwater Data Management System ("SDMS").

In developing the Functional Specifications Document, the Consultant will conduct multiple meetings to get clarifications/decisions on any outstanding issues not provided for in the new rate structure.

The Functional Specifications Document must be approved by the designated authority at SFPUC before it is used for the official solution design.

*Deliverables:*

- Functional Specifications Document;
- Weekly progress reports detailing tasks, their respective percent completion, and any projected impediments to on-schedule completion;
- Scheduled weekly conference calls to discuss progress reports; and
- Additional in-person meetings or conference calls as-needed to ensure timely project completion.

#### **4.4.2 Task 2: Solution Design Analysis**

The Consultant will create a software design document (“Software Design Document”) that will provide detailed technical specifications on how the functional specifications will be implemented in SFPUC’s water and wastewater billing system without adversely affecting existing operations.

The Software Design Document shall utilize the standard Oracle-recommended practices for CC&B configuration and customization components to implement the functional specifications. The Consultant will use Java/COBOL language, web services, and/or built-in advanced configuration tools for the solution design.

Different components, including, but not limited to, batch control, algorithm type, rates schedule and its associated components, characteristics, business objects, services, service programs, shall be a part of the Software Design Document.

The Software Design Document shall indicate if any of the existing water and wastewater billing system components and operations reports must be modified for the purposes of implementing the functional specifications.

The Software Design Document must also provide detailed specifications on integration with other systems as necessary, including data synchronization, data validation, interface failure/recovery processing, and other exception processing with data flow into the CC&B system.

The Consultant shall conduct several meetings with the City's project team members before finalizing the Software Design Document, which must be approved by SFPUC prior to solution development.

*Deliverables:*

- Software Design Document;
- Weekly progress reports detailing tasks, their respective percent completion, and any projected impediments to on-schedule completion;
- Scheduled weekly conference calls to discuss progress reports; and
- Additional in-person meetings or conference calls as-needed to ensure timely project completion.

### **4.4.3 Task 3: Solution Development**

The Consultant will develop system components, as provided in the Software Design Document, which will include, among other things, initial integrated premise stormwater data upload and ongoing stormwater-related integration components with external systems. The Consultant will use standard Oracle Utilities CC&B recommended programming using Java or advanced configuration scripting for developing new components for the project, including embedded portals and new or adapted user pages for SFPUC staff to perform stormwater related functions as needed to fulfill the requirements.<sup>1</sup>

The Consultant shall create and execute detailed unit tests with clear test scenarios for all components developed and/or modified. The Consultant shall ensure that all components pass the unit tests and document the results before User Acceptance Testing is conducted.

The Consultant shall validate new bulk data conversion into the existing Oracle Utilities CC&B database, ensuring that financial and other data integrity is preserved and that new data meets validation requirements. Consultant shall generate auditor-ready financial data integrity reports following data initialization and for ongoing billing interfaces to external systems.

*Deliverables:*

- Programs and scripts written in Java, COBOL, and CC&B scripting;
- Unit test plans, execution steps and results;

---

<sup>1</sup> Although the Proposer cannot use COBOL to develop any new components, it must have the knowledge and ability to use COBOL for modifying existing CC&B components that were previously developed using COBOL.

- Data conversion scripts and converted data;
- Weekly progress reports detailing tasks, their respective percent completion, and any projected impediments to on-schedule completion;
- Scheduled weekly conference calls to discuss progress reports; and
- Additional in-person meetings or conference calls as-needed to ensure timely project completion.
- Additional in-person meetings or conference calls as-needed to ensure timely project completion.

#### **4.4.4 Task 4: System Integration Testing**

Upon the successful completion of developed solution to the SFPUC water and wastewater billing system, the Consultant will conduct integration testing ("System Integration Testing") to ensure that all newly developed components function seamlessly and without any adverse effect on any existing system capabilities and processes.

System Integration Testing shall be documented and must show that the new billing system is fully operable. Based on the results derived from the System Integration Testing, the Consultant shall make corrections and revisions where necessary, and perform re-tests, as necessary.

##### *Deliverables:*

- Test plans, execution results and analysis, corrective steps and fixes, as required;
- Weekly progress reports detailing tasks, respective percent completion of tasks, and any projected impediments to on-schedule completion;
- Scheduled weekly conference calls to discuss progress reports; and
- Additional in-person meetings or conference calls as-needed to ensure timely project completion.

#### **4.4.5 Task 5: User Acceptance Testing**

Upon completing the System Integration Testing, the Consultant and SFPUC will conduct user testing ("User Acceptance Testing"). The Consultant will guide SFPUC testers in developing test scenarios, defining expected results, executing the tests and documenting the results.

##### *Deliverables:*

- Test plans, execution results and analysis, corrective steps and fixes, if required;
- Weekly progress reports detailing tasks, respective percent completion of tasks, and any projected impediments to on-schedule completion;
- Scheduled weekly conference calls to discuss progress reports; and

#### **4.4.6 Task 6: Solution Deployment**

Upon the completion of System Integration Testing, the Consultant shall deploy all components developed pursuant to this RFP into SFPUC's existing water and wastewater billing system. The Consultant will create a detailed plan ("Production Deployment Project Plan") that will provide details of steps for actual deployment in the production environment. The Consultant will lead in the deployment, monitor the accuracy of the deployment, and troubleshoot if the need arises during at least two mock go live rehearsals.

##### *Deliverables:*

- Production Deployment Project Plan, go-live validation steps and results;
- Weekly progress reports detailing tasks, respective percent completion of tasks, and any projected impediments to on-schedule completion;
- Scheduled weekly conference calls to discuss progress reports; and
- Additional in-person meetings or conference calls as-needed to ensure timely project completion.

#### **4.4.7 Task 7: Knowledge Transfer & Training**

The Consultant will transfer knowledge to SFPUC staff through documentation and training. Full system documentation must be delivered, including, but not limited to, new business and technical processes, configuration/rates maintenance, user interface changes, system integration components, and a technical/code walk-through.

##### *Deliverables:*

- Training material, operational procedures document and training for SFPUC staff, including ITS and Customer Services staff.
- Additional in-person meetings or conference calls as-needed to ensure timely project completion.

#### **4.4.8 Task 8: Post Implementation Support**

Post deployment, the Consultant will monitor and maintain the SFPUC water and wastewater billing system for three full billing cycles to ensure smooth functioning. The work will include all necessary tasks, including monitoring, design work, software development, unit and integration testing and deployment of fixes in production. Service levels with specific maximum business hour response times to issues based on their severity will be required.

After three billing cycles, SFPUC may elect to enter into a maintenance agreement with Consultant on an annual basis for a period of up to three years. Consultant should provide for and price this option in their Proposals.

*Deliverables:*

- Full-time technical staff and functional experts for three full billing cycles;
- Technical documentation for fixes for three full billing cycles; and
- Annual maintenance agreement for a period of up to three years (optional).

## 5 Minimum Mandatory Qualifications

The minimum qualifications set forth below are required for a Proposer to be eligible to submit a proposal in response to the RFP. Proposals must clearly demonstrate compliance with the specified minimum qualifications. Proposals that do not clearly demonstrate compliance with the minimum qualifications will be rejected by the City without further consideration. SFPUC reserves the right to request clarification from Proposers who fail to meet any minimum qualification requirements prior to rejecting a Proposal for failure to demonstrate compliance.

Any Joint Venture ("JV") responding to this RFP must clearly identify the lead Proposer ("Lead JV Partner") and non-leading partner ("Non-Leading JV Partner"). A firm cannot be a Prime Proposer on more than one (1) proposing team. In addition, if a designated Prime Proposer intends to be listed as a subconsultant on another competing proposal, the Prime Proposer must fully disclose such intent to the affected parties 30 days prior to the due date for Proposal submittal. Failure to comply with these restrictions may result in the rejection of one or more affected Proposals. A Prime Proposer or JV Partner cannot participate in more than one interview. A subconsultant or individual on more than one (1) proposing team cannot participate in the interview.

### 5.1 Prime Proposer or Lead JV Partner Qualifications

To qualify as a *Prime Proposer or Lead JV Partner* for this RFP, a Proposer or Lead JV Partner must possess the following minimum qualifications:

- A. The Proposer or Lead JV Partner has been in business for a minimum of 10 years providing IT consulting services to utilities similar in size and complexity as the SFPUC.

### 5.2 Non-Leading JV Partner Qualifications

To qualify as a *Non-Leading JV Partner* for this RFP, a Proposer must possess the following qualifications:

- A. The Proposer or Non-Leading JV Partner has been in business for a minimum of 5 years providing IT consulting services to utilities similar in size and complexity as the SFPUC.

### 5.3 Project Team Minimum Qualifications

In addition to meeting the qualifications listed under Sections 5.1 and 5.2 (if applicable), the Proposer, JV and/or subconsultants must demonstrate the following minimum qualifications either individually or as a team:

- A. Five years of experience maintaining and enhancing water and wastewater billing systems that utilize Oracle Utilities CC&B versions 2.2 and later for a minimum of two entities of similar size and complexity as SFPUC;
- B. Five years of experience incorporating water, wastewater, and stormwater rates into a water and wastewater billing system that utilize Oracle Utilities CC&B versions 2.2 and later;
- C. Five years of testing experience, preferably with testing tools that ensure bill accuracy for a water and wastewater billing system that utilize Oracle Utilities CC&B versions 2.2 and later;
- D. Five years of experience performing data conversion for a water and wastewater billing system that utilize Oracle Utilities CC&B versions 2.2 and later; and
- E. Five years of experience interfacing Oracle Utilities CC&B versions 2.2 and later with external systems.

## 6 Proposal Requirements and Format

### 6.1 Proposal Submission

Please submit four complete copies of your proposal by regular mail or in person to the address provided below:

Taraneh Moayed  
Principal Administrative Analyst  
SFPUC IT Services  
525 Golden Gate Avenue, 5<sup>th</sup> Flr  
San Francisco, CA 94102  
Tel: 415-551-4377

**Proposal submitted electronically will NOT be accepted and will be deemed non-responsive.**

## **6.2 Cover Page, Commitments and Release of Liability**

All proposals require a signed cover letter that clearly provides the contact information for all Proposers, JVs and/or subconsultants participating in this RFP. If responding as a JV, clearly identify the Lead JV Partner and the Non-Leading JV Partner.

Please copy and paste the commitments listed below in your cover letter:

- A. Proposer's contact person is authorized to make the below commitments on behalf of his or her company;
- B. Proposer has reviewed the Conflict of Interest Section of this RFP, and agrees to comply with all conflict of interest rules and restrictions;
- C. Proposer has the ability and qualifications to conduct the work described in this RFP;
- D. Proposer has read and agrees to the Software Development Agreement (P-542) (Appendix B);
- E. Proposer agrees to fully comply with all applicable laws, including San Francisco laws.

As part of the submittal package, Proposers must also sign and return the Release of Liability attached here to as Appendix C.

## **6.3 Executive Summary (5 Points)**

Proposer must provide an executive summary that describes each item below:

- A. The strengths of the bidding team;
- B. Your understanding of the services requested by this RFP; and
- C. Your general approach for carrying out the services requested by this RFP.

## **6.4 Team Structure and Work Approach (15 Points)**

Proposer must describe the overall project approach, including but not limited to the following:

- A. Describe and provide a diagram of your team organization and reporting relationships both internally (within consulting team) and externally (including City);
- B. Clearly identify each team member's availability through the term of this Agreement. Explain how you will resolve the absence of any team member during the term of this project;
- C. Describe your general processes for coordinating and managing work activities to ensure the quality and accuracy of your deliverables. Include your general processes for resolution and/or notification of technical conflicts and variances in deliverables;

- D. Describe your general processes for coordinating and managing work activities to ensure meeting project schedules, including milestones and deliverable due dates. Include your general processes for resolution and/or notification of schedule variances;
- E. Describe your general processes for controlling, tracking and reporting costs. Include your general processes for resolution and/or notification of cost variances; and
- F. Describe your approach for ensuring your team meets its LBE goals, and JV goal if applicable.

### **6.5 Scope of Work (15 Points)**

Each proposal must include a detailed scope of work that includes, at a minimum, each Task identified in Section 4.4 of this RFP. Proposers are encouraged to expand on and submit additional details regarding their performance of each Task.

### **6.6 Project Team Profiles and Resumes (15 Points)**

For each Proposer, Lead JV Partner, Non-Leading JV Partner (if applicable), and subconsultant assigned to this project, submit detailed profiles and/or resumes to demonstrate that the project team meets all of the qualification requirements outlined in Sections 5.1, 5.2 (if applicable) and 5.3 of this RFP.

### **6.7 References and Past Projects (15 Points)**

References and past projects will be considered as part of the evaluation of written proposals. The City will utilize the references provided to verify Proposers' and their employees' and Subconsultants' qualifications and ability to successfully perform the services requested under this RFP.

The Prime Proposer, Lead JV Partner and Non-Leading JV Partner (if applicable), must each describe at least one prior project demonstrating their ability to provide IT consulting services to utilities similar in size and complexity as the SFPUC. A project can be referenced more than once by the Prime Proposer, Lead JV Partner and Non-Leading JV Partner (if applicable), so long as the party referencing the project participated in it. For each project, please provide the full name, address, email and telephone number of at least one reference from that project. All contact information must be current as of proposal submittal date.

In addition, the Proposer, JV and/or subconsultants must describe at least one project that demonstrates their ability to meet the qualifications listed under Section 5.3. For each project, please provide the full name, address, email and telephone number of at least one reference from that project. All contact information must be current as of proposal submittal date.

The City will not be responsible for non-responsive references or references with incorrect contact information. A reference will be found non-responsive if the information cannot be verified by a reference within seven (7) calendar days of first contact attempt by City staff. The City may, at its discretion, make contact with individuals, entities or firms provided in all or some of the references and will apply the same reference checking criteria to all proposers.

### 6.8 Cost (15 points)

For each Task identified in Section 4.4, Proposer must clearly identify each resource type assigned to that Task, their hourly rate and their estimated participation level relative to other resource types assigned to that Task. Proposals will be evaluated for their cost based on the methodology described below.

#### Step 1: Determine Weighted Average Hourly Rate for Each Task

Based on the resource type assigned to each Task, their hourly rate and their estimated participation level relative to other resource types assigned to that Task, SFPUC will calculate the weighted average hourly rate for a given Task. The following example illustrates this process:

Task Number: 1			
Resource Type	Hrly Rate	Estimated Participation Level	Weighted Avg Hrly Rate by Resource Type
Project Manager	\$220	10%	\$22
Functional Architect	\$220	5%	\$11
Technical Architect	\$220	5%	\$11
Infrastructure Specialist	\$220	20%	\$44
Developer	\$180	30%	\$54
Test Lead	\$130	15%	\$20
Tester	\$120	15%	\$18
<b>Total:</b>		100%	
<b>Weighted Average Hrly Rate:</b>			<b>\$180</b>

#### Step 2: Determine Average Hourly Rate for All Tasks

Once the weighted average hourly rate for each task has been calculated in accordance with Step 1 above, SFPUC will determine the average hourly rate across all Tasks by averaging the weighted average hourly rate for each Task. The following example and format illustrates this process:

Task	Weighted Avg Hrly Rate by Task
1	\$180
2	\$190
3	\$205
4	\$175
5	\$205
6	\$190
7	\$120
8	\$180
<b>Average Hrly Rate Across Tasks</b>	<b>\$181</b>

**Step 3: Assign Score based on Average Hourly Rate for all Tasks.**

Proposer's average hourly rate for all Tasks, as determined in Step 2, will be assigned a maximum of 10 points using the following matrix:

Points Possible	Weighted Average Hrly Rate Range	
	Low	High
10	\$120	\$129
9	\$130	\$139
8	\$140	\$149
7	\$150	\$159
6	\$160	\$169
5	\$170	\$179
4	\$180	\$189
3	\$190	\$199
2	\$200	\$209
1	\$210	\$219
0	>\$220	

### **6.9 City Terms and Conditions (20 points)**

Proposals will be evaluated based on the Proposer's acceptance, rejection and/or modification of the City's proposed terms and conditions as outlined in Appendix B, SFPUC's Software Development Agreement (P-542)). Proposers should clearly identify each section of the Agreement they will seek to strike or materially alter, identifying the general nature of any changes they wish to introduce and why.

# 7 Evaluation and Selection Criteria

## 7.1 Initial Screening

SFPUC and CMD staff will review each Proposal for initial determinations on responsiveness and acceptability in an Initial Screening process. Elements reviewed during the Initial Screening include, without limitation: Proposal completeness, compliance with format requirements, compliance with minimum qualification requirements, verifiable references, compliance with LBE requirements, and responsiveness to the material terms and conditions of the Agreement (Appendix B, SFPUC's Agreement Terms and Conditions (P-542)).

Proposals are not scored during the Initial Screening process. Initial Screening is simply a pass/fail determination as to whether a Proposal meets the threshold requirements described above. A Proposal that fails to meet these requirements will not be eligible for consideration in the Evaluation Process described in Section 6.2 below. The City reserves the right to request clarification from Proposers prior to rejecting a Proposal for failure to meet the Initial Screening requirements. Clarifications are limited exchanges between the City and a Proposer for the purpose of clarifying certain aspects of the Proposal, and will not provide a Proposer the opportunity to revise or modify its Proposal. Proposals that meet the Initial Screening requirements shall proceed to the Evaluation Process.

## 7.2 Evaluation Process

The evaluation process will consist of the below phases with the following allocation of points:

<b>Evaluation Section</b>	<b>Maximum Points</b>
Written Proposal	100
Oral Interviews	50
<b>Total</b>	<b>150</b>

The Selection Panel will be comprised of individuals who are knowledgeable on the subject matter, and may include staff from the SFPUC, other City agencies, and/or other utilities or organizations. City staff closely involved with the preparation of this RFP and the development of the scope of services will not be allowed to be part of the Selection Panel.

Proposers must obtain a minimum score of 50 points which is equivalent to fifty percent (50%) on their written proposal (first phase of the evaluation process) to be considered for a panel interview (second phase of the evaluation process).

### 7.2.1 Written Proposal Evaluation

The selection panel will evaluate and score written proposals using the following point scale:

Written Proposal Section	Maximum Points
Executive Summary	5
Team Structure and Work Approach	15
Scope of Work	15
Project Team Profiles and Resumes	15
References and Past Projects	15
Cost	15
City Terms and Conditions	20
<b>Total</b>	<b>100</b>

The CMD Contract Compliance Officer will assess proposal compliance with LBE requirements and assign a rating bonus to the written proposal score, if applicable.

The written proposal scores or CMD-adjusted written proposal scores (if applicable) will then be tabulated and Proposers will be ranked starting with the Proposer receiving the highest score, then continuing with the Proposer receiving the second highest score, and so on.

### 7.2.2 Oral Interview Evaluation

The Selection Panel will hold oral interviews with each Proposer whose written proposal scored a minimum of 50 points. The Department will send a letter to all each Proposer regarding the format of the interview, the scoring criteria to be used during the interview and the composition of the Proposer team to participate in the interview. The Department reserves the right to limit participation in the panel interviews to Proposers' key/lead team members and to exclude, for example, sub-consultants on multiple teams.

The interview evaluation process may include (and be scored based on) a presentation by the Proposer and/or interview questions from the Selection Panel. Those questions may include and be related to Proposers' and key/lead team members' qualifications, their work approach, project task descriptions, team organization, and any questions which seek to clarify proposal components. Proposers may also be scored on follow up questions if clarification of Proposer's responses is necessary. The same set of interview questions will be used for all Proposers.

The Selection Panel will proceed to evaluate each Proposer based on each Proposer's presentation and responses.

The CMD Contract Compliance Officer will assess proposal compliance with LBE requirements and assign a rating bonus to the oral interview score, if applicable.

The oral interview scores or CMD-adjusted oral interview scores (if applicable) will then be tabulated. Oral interviews will be worth a maximum total of 50 points.

## **8 Award of an Agreement**

**8.1 Agreement Preparation**

**8.2 Standard Agreement Language**

**8.3 Agreement Administration**

## **9 Terms and Conditions**

**9.1 Errors and Omissions in RFP**

**9.2 Objections to RFP Terms**

**9.3 Interpretations, Addenda and Change Notices**

**9.4 Term of Proposal**

**9.5 Revision of Proposal**

**9.6 Errors and Omissions in Proposal**

**9.7 Financial Responsibility**

**9.8 Proposer's Obligations Under the Campaign Reform Ordinance**

**9.9 Sunshine Ordinance**

**9.10 Public Access to Meetings and Records**

**9.11 Reservations of Rights by the City**

**9.12 No Waiver**

## **10 Contract Monitoring Division (CMD) Requirements**

## **10.1 Local Business Enterprise Goals and Outreach – Chapter 14B Requirements**

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.

## **10.2 LBE Subconsultant Participation Goals**

The LBE subconsulting goal for this project is waived.

## **10.3 LBE Prime/JV Participation**

**10.3.1 Micro LBE and Small-LBE Bid Discount/Rating Bonus**

**10.3.2 SBA-LBE Bid Discount/Rating Bonus**

**10.3.3 Required CMD Forms**

## **10.4 Chapters 12B and 12C Requirements (Equal Benefits)**

# **11 Additional City Requirements**

**11.1 Insurance Requirements**

**11.2 Standard Agreement**

**11.3 Chapter 12(B) and 12(C): Nondiscrimination in  
Contracts and Benefits**

**11.4 Minimum Compensation Ordinance for Employees  
(MCO)**

**11.5 Health Care Accountability Ordinance (HCAO)**

**11.6 First Source Hiring Program (FSHP)**

**11.7 Signature Requirements**

**11.8 Business Tax Registration and City Vendor ID**

**11.9 Administrative Code 14B Reporting Requirements**

## **12 Protest Procedures**

**12.1 Protest of Non-Responsiveness Determination**

**12.2 Protest of Agreement Award**

**12.3 Delivery of Protests**

## **13 Conflict of Interest**

**13.1 Obligations**

**13.2 Work**

**13.3 Consultation with Counsel**

## **14 List of Appendices**

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  Annual  Continuing  (Omit Posting)

Type of Service: Managed Mainframe Service

Funding Source: Department funds

PSC Amount: \$10,000,000

PSC Est. Start Date: 11/15/2016

PSC Est. End Date: 11/01/2020

**1. Description of Work**

**A. Scope of Work/Services to be Contracted Out:**

"Zero Cost Migration" service will be performed by California Department of Technology (CDT) to migrate City mainframe applications that currently run on City equipment, over to California Department of Technology owned and operated mainframe equipment. After completion of the migration, California Department of Technology staff will own and operate the IBM Mainframe Platform, but City employees and contractors will continue to support the applications which run on top of that platform

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

City Mainframe equipment is near end of life (EOL), some of which will go out of support at the end of this calendar year. To mitigate this issue Department of Technology proposes that we work in collaboration with California Department of Technology to utilize the State's shared mainframe equipment instead of purchasing new equipment at significant cost on a platform which over time the Department of Technology expects will host fewer applications.

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

Previously City owned and operated the mainframe equipment. Currently 1 Full Time 1043 Senior Engineer and 4x contractors provide this function. At the California Department of Technology, approximately 100 Full Time Employees oversee operation of mainframe equipment that is depended upon for many state agencies and several county courts. We expect that at least 1x Full Time Employee with experience with IBM mainframes and City's Applications will continue to manage coordination between various City Departments and California Department of Technology

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

Most likely, although alternative offerings may be considered in the future.

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

The City will continue to require mainframe services.

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

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

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

**B. Explain the qualifying circumstances:**

City is migrating Mainframe applications to a Mainframe hosted offsite by the California Department of Technology

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

- A. Specify required skills and/or expertise: IBM zOS, Computer Associates, IBM Mainframe equipment to include central processing unit, direct-access storage device, virtual tape servers, Fiberchannel, replication, disaster recovery, Common Business-oriented language (COBOL) programming, coordination of operations between various CCSF departments.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1043, IS Engineer-Senior;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: City's Mainframe Disaster Recovery site is located at California Department of Technology's datacenter in Rancho Cordova. California Department of Technology does have newer equipment with more processing power than what CCSF currently possesses. Mainframe production would move to Rancho Cordova, and the new Mainframe Disaster Recovery site would be California Department of Technology datacenter in Vacaville, California.

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

Because City is moving off of on premise equipment to an offsite hosting provider, these resources cannot be provided from within the City

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

- A. Explain why civil service classes are not applicable.  
The Department of Technology does not want to purchase expensive new mainframe equipment, therefore the Department of Technology is seeking an alternative provider to host City applications. We expect that the public sector unionized workers at California Department of Technology, with their newer equipment and greater scale will be able to provide a mainframe platform with better performance.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, since this project is primarily related to mitigating old equipment which will soon reach End of Life and is not practical to replace without a major investment in new equipment which we expect over time will have lower utilization.

**6. Additional Information**

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

7. Union Notification: On 08/22/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, Local 21

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

Name: Jolie Gines Phone: 415 581 3974 Email: jolie.gines@sfgov.org

Address: 1 South Van Ness Ave 2nd Floor San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41081 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/07/2016

# Receipt of Union Notification(s)

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [jolie.gmes@sfgov.org](mailto:jolie.gmes@sfgov.org)  
**To:** [Gmes, Jolie \(TIS\); L21PSCReview@ifate21.org; Renteria, Jason \(TIS\); DHR-PSCCoordinator, DHR \(HRD\)](mailto:Gmes.Jolie (TIS); L21PSCReview@ifate21.org; Renteria, Jason (TIS); DHR-PSCCoordinator, DHR (HRD)@ifate21.org)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 41081 - 16/17  
**Date:** Monday, August 22, 2016 9:24:08 PM

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RECEIPT for Union Notification for PSC 41081 - 16/17 more than \$100k

The GENERAL SERVICES AGENCY - TECHNOLOGY -- TIS has submitted a request for a Personal Services Contract (PSC) 41081 - 16/17 for \$10,000,000 for Initial Request services for the period 11/15/2016 -- 11/01/2020. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/7996> 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)**

Training specific to how California Department of Technology conducts operations. The number of hours of training is TBD, but in generally, California Department of Technology operates a Mainframe University, which DT believes will provide a great new benefit to all city employees which currently support CCSF applications

Number of Hours for Training: Approximately 500 Hours

Employee Classes to be Trained:

1044: 2 Employees

1042: 1 Employee

1043: 1 Employee

1091: 2 Employees

1092: 6 Employees

1093: 6 Employees

41081-16/17 TIS  
Managed Mainframe Service

Prior or similar approved PSC:

PSC 4101 07/08

PSC 4101 07/08 Approval

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 2-7-2012

DEPARTMENT NAME: Telecom & Information Services

DEPARTMENT NUMBER: 75

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

TYPE OF REQUEST: [ ] INITIAL REQUEST [X] MODIFICATION (PSC# 4101-07/08)

TYPE OF SERVICE: Computer Programming and Testing

FUNDING SOURCE: Interdepartmental work order

Table with 2 columns: Modification details (Original PSC Amount, 1st Modification, 2nd Modification, 3rd Modification, Total PSC Amount) and Duration (December 1, 2007 - November 30, 2010, etc.)

- 1. DESCRIPTION OF WORK This modification requests approval to extend the duration for the continued use of a proprietary software system that Contractor provides to support critical operations on the City's mainframe. A. Concise description of proposed work... B. Explain why this service is necessary... C. Explain how this service has been provided... D. Will the contract(s) be renewed?

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

[X] IFPTE Local 21 Sheila A Maxwell 1-12-2012
Union Name Signature of person mailing/faxing form Date

[ ] Union Name Signature of person mailing/faxing form Date

[ ] RFP sent to N/A, on Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4101-07/08
STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise: **Expert knowledge, experience in the advanced systems programming disciplines, problem analysis and resolution skills, which are essential to support mission critical systems on the mainframe.**

B. Which, if any, civil service class normally performs this work? **1043, Senior IS Engineer; 1044, Principal IS Engineer.**

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:

**No single City employee possess the multiple skill sets and expansive working knowledge needed to support the more than 75 software programs that run on the City's mainframe. The contractor uses a pool of specialists to support our needs. The contractor is required to have its own data center, which enables it to implement and test system enhancements at its own site, leaving City operations unaffected. Also, this project requires only 40% of one person's time.**

B. Would it be practical to adopt a new civil service class to perform this work? Explain.  
**No. IS Engineers 1042 through 1044 classes apply.**

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

Yes No

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

B. Will the contractor train City and County employees?

- Describe the training and indicate approximate number of hours.
  - Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate numbers to be trained.
- As needed, IS Engineers (1042, 1043, and 1044) if the Department encounters production problems associated with mainframe operations or with the 75 software programs running on it; for period less than 50 hours per year.**

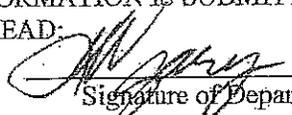
C. Are there legal mandates requiring the use of contractual services?

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? (BOS Resol. No. 293-10, Prop J contract).

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

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

 2/8/12  
Signature of Departmental Personal Services Contract Coordinator

Kendall Gary  
Print or Type Name

581-4066  
Telephone Number

1 South Van Ness, 2nd Floor  
San Francisco, CA 94103  
Address

## March 05, 2012 Regular Meeting

AMENDED

### MINUTES

Regular Meeting

March 5, 2012

2:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place

#### CALL TO ORDER

2:02 p.m.

#### ROLL CALL

President E. Dennis Normandy	Present
Vice President Kate Favetti	Present
Commissioner Scott R. Heldfond	Present
Commissioner Mary Y. Jung	Present

President E. Dennis Normandy presided.

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

1) Micki Callahan, Human Resources Director stated that the State Supreme Court recently ruled in favor of the Governor's plan to end the existence of the Redevelopment Agency throughout the State of California. The Redevelopment Agency has been an independent agency and San Francisco is the successor agency so the Department of Human Resources (DHR) is now trying to integrate that work-force and the projects that remain into our City workforce. By operation of the law, DHR is obligated to bring those who are employees as of February 1, 2012 into the City and not change their terms of employment. They have labor agreements and the negotiation process is just beginning with IFPTE Local 21 and SEIU Local 1021 who represents those individuals whose contracts expire as of March 31, 2012.

2) She also informed the Commission that CPS will be conducting an audit of DHR in May. The last audit was in 2005 and DHR has implemented changes that put them in a good position for this audit.

3) Finally, Ms. Callahan stated that she wanted to address some of the comments made by Bob Britton during the Requests to Speak period because some clarification was warranted. Mr. Britton stated that Local 21 had not received a response from DHR and went on to cite from the response given to him by DHR. The Department of Human Resources is in regular contact with IFPTE Local 21.

0035-12-1 Department of Human Resources' Report on Provisional Appointments. (Item No. 6)

Speakers: John Kraus, Department of Human Resources  
Ted Yamasaki, Department of Human Resources

Action: Adopted the report. (Vote of 4 to 0)

0036-12-1 Department of Human Resources' Report on Position-Based Testing. (Item No. 7)

Speakers: John Kraus, Department of Human Resources  
Ted Yamasaki, Department of Human Resources

Action: Adopted the report. (Vote of 4 to 0)

EXECUTIVE OFFICER'S REPORT (Item No. 8)

No report.

0037-12-8 Review of request for approval of proposed personal services contracts. (Item No. 9)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration

4093-11/12	Human Resources	\$12,500,000	Contractor will provide complete workers' compensation adjusting services, including investigation and adjudication of claims, data recording, payment processing, support of both litigation and rehabilitation processes, case estimate evaluation and preparation of reports.	Regular	08/31/17
4094-11/12	Public Utilities Commission	\$2,200,000	The San Francisco Public Utilities Commission (SFPUC) is seeking professional consulting services from vendor with expertise and experience in SharePoint solutions built upon the Microsoft stack. The SharePoint environment requires the following features to be established: Develop a design for the infrastructure to meet the long term needs of the SFPUC; Assist in selecting a core set of tools (workflows, lists, libraries, etc.); and assist in creating an enterprise structure and a Governance Group that would lead the SFPUC with its technical resources and develop policies, procedures, and management tools to ensure the solutions remain stable and meets the SFPUC's needs.	Regular	03/05/14
4017-09/10	Public Utilities Commission	Increase Amount \$ 20,000,000 New Amount \$29,000,000	As-needed services in the areas of: wastewater; storm water; knowledge management; asset management; environmental, hazardous materials, and regulatory compliance; and health and safety.	Modification	12/31/17
4021-07/08	General Services Agency	Increase Amount \$186,588 New Amount \$959,763	OLSE is exercising an option in our contract to continue implementation of an employee outreach and education program on the City's labor laws. Primary activities are: community outreach program, employee workshops and trainings, and counseling and referral services. The program will continue to be conducted in as many languages as possible with a particular emphasis on disadvantaged and minority groups.	Modification	01/31/13
4165-07/08	General Services Agency	Increase Amount \$1,037,081 New Amount \$1,797,781	Under CA Labor Code Section 1776 and SF Admin. Code Section 6.22 (E) all construction contractors working under contracts issued by the City of San Francisco awarding bodies and performing work covered by prevailing wage requirements are required to provide certified payroll records (CPRs) to the City. The Office of Labor Standards Enforcement (OLSE) desires to exercise its option to extend a contract with a vendor to provide a software license (subscription to their services) for their web based electronic proprietary certified payroll reporting system hosted on their secure server. The system verifies pay rates or flags and communicates potential violations. Vendor will provide training to City contractors and City employees on use of the system.	Modification	05/30/15

<p><del>4101-07/08</del></p>	<p>Department of Technology</p>	<p>Increase Amount \$0 New Amount \$2,981,509</p>	<p>The contractor provides system software and special technical support services for the City's mainframe in the following areas: operating system (OS) system upgrades and customization; CICS (customer information control system) transaction server migration, Web-to-Host implementation, exploration of USS (Unix System Services) features, and technical system support for FAMIS (Financial Accounting Management Information System), the City financial and budgeting system.</p>	<p>Modification</p>	<p>03/30/15</p>
<p>4108-08/09</p>	<p>Emergency Management</p>	<p>Increase Amount \$1,772,495 New Amount \$3,947,495</p>	<p>The software known as ECAD, for E911 Computer Assisted Dispatch, occasionally requires enhancements or modifications to its software that runs the dispatch program for E911 calls. The modifications/enhancements improve the data collected by or displayed to E911 call takes and dispatchers. Two examples being 1) The ability to playback the historical movement of selected AVL units during a specific period of time; 2) Ability to send multiple messages to medical units on a call.</p>	<p>Modification</p>	<p>12/31/14</p>
<p>4047-07/08</p>	<p>Public Works</p>	<p>Increase Amount \$3,600,000 New Amount \$6,298,000</p>	<p>The consultant will provide as-needed environmental, scientific and laboratory consultation services to provide rapid and cost effective resolution of environmental issues encountered in maintenance dredging, dredge spoil disposal, hydrographic survey, coastal engineering and regulatory negotiations. Consultants will review project plans, perform field surveys and sampling activities, perform specialized laboratory analyses, develop reports and assist in regulatory negotiations. Individual CSOs will define job/task specific scopes of work. Two (2) Master Agreements were awarded under the original PSC. DPW intends to award four (4) new Master Agreements under this PSC modification.</p>	<p>Modification</p>	<p>01/30/18</p>
<p>4085-08/09</p>	<p>Public Works</p>	<p>Increase Amount \$3,000,000 New Amount \$6,500,000</p>	<p>Consultants will perform highly specialized geo-technical engineering tasks that include conducting geo-technical field explorations, investigations, and laboratory testing; supplemental testing such as seismic borehole logging, seismic refraction profiling, and corrosion testing and evaluation; preparing reports for new and existing building/ bridge foundations; recommendations for designing foundation systems, excavation support and underpinning systems, retaining wall systems, embankments, and ground improvement such as grouting, deep soil mixing and dewatering; and other geo-technical/geo-logical consultation related work. The Department of Public Works (DPW) had previously awarded three (3) as-needed contracts at \$1,000,000 each, and intends to award three (3) additional as-needed contracts for \$1,000,000 each.</p>	<p>Modification</p>	<p>12/31/17</p>

4149-07/08	Public Works		The Consultant will provide resident engineers, field engineers, inspectors, specialty engineers, office engineers, scheduling engineers, public outreach	Modi- fication	06/16/18
		Increase Amount	staff, construction management support, field office administrative staff, supplemental construction services and other as-needed services to be		
		\$3,000,000			
		New Amount	determined for various types of engineering work on an as-needed basis. Four (4) contracts for \$1,000,000 each were previously awarded under this PSC.		
		\$7,000,000	The Department of Public Works (DPW) intends to award an additional four (4) Master Agreements, each not-to-exceed \$750,000 for these as-needed services.		

*[Handwritten mark]*

**Speakers:** Glacier Ybanez, Department of Technology, Ging Louie, IFPTE Local 21 and Anita Sanchez, Executive Officer spoke on PSC #4101-07/08.  
Stanley DeSouza, Department of Public Works spoke on PSC #4149-07/08.

**Action:** Adopted the report; Approved the request for proposed personal services contracts. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

0038-12-1  
Municipal Transportation Agency's Report on Provisional Appointments. (Item No. 10)

**Speakers:** None.

**Action:** Adopted the report. (Vote of 4 to 0)

0039-12-1  
Municipal Transportation Agency's Report on Appointments Exempt from Civil Service under Charter Section 10.104.16 through 10.104.18. (Item No. 11)

**Speakers:** Clare Leung, Municipal Transportation Agency  
Ging Louie, IFPTE Local 21

**Action:** Adopted the report; Directed the Municipal Transportation Agency to include the cumulative total in the report in the future. (Vote of 4 to 0)

0040-12-3  
Request by the San Francisco Fire Department to grant H-2 Firefighter status to H-3 Level Firefighter/Paramedics who apply and are selected under the provisions of Local 798 MOU Section 18.3 and General Order 11 A-70. (Item No. 12)

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  Annual  Continuing  (Omit Posting)

Type of Service: As-Needed SFPUC Strategic Plan Implementation Support (PRO.0044)

Funding Source: Project Funds

PSC Duration: 2 years 52 weeks

PSC Amount: \$400,000

**1. Description of Work**

**A. Scope of Work/Services to be Contracted Out:**

2020 San Francisco Public Utilities Commission (SFPUC) Strategic Plan Implementation: The selected proposers will provide implementation support for the 2020 SFPUC Strategic Plan. The selected proposer will be an essential part of an internal/external partnership that will drive the effective implementation of the 2020 SFPUC Strategic Plan.

The Strategic Plan has 6 goal areas: Reliable Service and Assets, Organizational Excellence, Effective Workforce, Financial Sustainability, Stakeholder and Community Interest and Environmental Stewardship. Each goal area is led by two Goal Champions (members of the Executive team), and staffed by a Goal Coordinator (project managers for each goal area). Action Items also have designated Action Item Owners who are responsible for delivering specific Action Items.

Effective Strategic Plans are living, breathing documents that are implemented, tracked, evaluated and improved through iterative processes. The selected proposer will work closely with the Strategic Plan Manager (AGM of External Affairs), External Affairs Analyst, Goal Champions, Goal Coordinators, and Action Item owners as well as SFPUC communications staff to ensure that there is a robust, thoughtful, and structured implementation program that informs and engages employees as well as outside stakeholders.

Implementation support will include project management, meeting facilitation, evaluation, individual coaching, communications planning, content development, stakeholder engagement and regular plan updates.

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

The SFPUC is seeking expertise in strategic planning, strategic plan implementation and change management in order to implement, track and update its 2020 SFPUC Strategic Plan. Without adequate support from consultants with such expertise, it is likely that the plan, which has been required by the Mayor, will not be fully implemented and incorporated into the day-to-day work of the agency.

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

This service hasn't been provided in the past.

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

No.

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

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

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

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

- B. Explain the qualifying circumstances:

We are seeking specialized services from firms with deep expertise working on strategic planning, plan implementation, stakeholder engagement and change management within public utilities. These services are not required at all times, only while plans are in development and during early implementation.

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

- A. Specify required skills and/or expertise: The City is seeking a contractor with a minimum of 10 years of experience developing strategic plans, implementing strategic plans, engaging internal and external stakeholders, monitoring and assessing performance on strategic plans, as well as managing internal change management processes, all within the utility sector. The contractor will also need strong facilitation and communication skills.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 0923, Manager II; 0931, Manager III;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

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

None. The monitoring and reporting systems, as well as the communications templates, designed and created by the consultant will be maintained by internal staff. There may be future need for facilitation, surveying and communications strategy work.

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

- A. Explain why civil service classes are not applicable.  
The activities in the scope of work require specific expertise around strategic planning and change management and familiarity with best practices among other utilities. While there are Civil Service classes which may be relevant to portions of the work, there is no one class that encompasses all of the specialized expertise required for this scope.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. The main activities are only needed on an intermittent basis. Activities such as developing the monitoring, tracking and communication systems, as well as facilitating workshops on plan implementation are only needed when a new plan is being developed and/or implemented.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
No. However, most of the monitoring and reporting systems, as well as the communications templates, designed and created by the consultant will be maintained by internal staff. There may be future need for facilitation, surveying and communications strategy work.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

7. **Union Notification:** On 09/09/2016, the Department notified the following employee organizations of this PSC/RFP request:  
; Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

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

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 46743 - 16/17

DHR Analysis/Recommendation:  
 Commission Approval Required  
 DHR Approved for 11/07/2016

Civil Service Commission Action:

# Receipt of Union Notification(s)

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [Shamicka@sfwater.org](mailto:Shamicka@sfwater.org)  
**To:** [Shamicka, Shamicka](mailto:Shamicka@sfwater.org); [arnakayan@ifpte21.org](mailto:arnakayan@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [Shamicka, Shamicka](mailto:Shamicka@sfwater.org); [DHR-PSCCoordinator.DHR](mailto:DHR-PSCCoordinator.DHR)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 46743 - 16/17  
**Date:** Friday, September 09, 2016 10:44:13 AM

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RECEIPT for Union Notification for PSC 46743 - 16/17 more than \$100k

The PUBLIC UTILITIES COMMISSION — PUC has submitted a request for a Personal Services Contract (PSC) 46743 - 16/17 for \$400,000 for Initial Request services for the period 01/01/2017 – 12/31/2019. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/8063> For union notification, please see the

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

**From:** Raquel Silva  
**To:** Jackson, Shamica  
**Subject:** Re: FW: PSC No. 46743-16/17 - As-Needed SFPUC Strategic Plan Implementation Support (PRO.0044)  
**Date:** Tuesday, October 18, 2016 2:53:21 PM

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Shamica:

I have reviewed PSC No. 46743-16/17 - As-Needed SFPUC Strategic Plan Implementation Support (PRO.0044). MEA has no objections to the PSC and we waive the 30 day notice period.

Raquel  
1-415-989-7244 (office)  
1-415-989-7077 (fax)

On Tue, Oct 18, 2016 at 2:42 PM, Jackson, Shamica <[SJackson@sfgwater.org](mailto:SJackson@sfgwater.org)> wrote:

Hi Raquel,

I hope all is well. Per our conversation, please review the email below and the attached PSC.

Best regards,

Shamica

415-554-0727

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**From:** Jackson, Shamica  
**Sent:** Thursday, October 13, 2016 2:00 PM  
**To:** 'staff@sfmea.com'; 'camaguey@sfmea.com'  
**Cc:** DHR-PSCCoordinator, DHR ([DHR-PSCCoordinator@sfgov.org](mailto:DHR-PSCCoordinator@sfgov.org))  
**Subject:** PSC No. 46743-16/17 - As-Needed SFPUC Strategic Plan Implementation Support (PRO.0044)  
**Importance:** High

Dear Rebecca & Camaguey,

I hope all is well. The attached union notification was sent on 9/9/2016. The Municipal Executive Association (MEA) was inadvertently excluded from the notification. We are hoping to target the 11/7/2016 Civil Service Commission meeting. Please review the attached Personal Services Contract (PSC) and let us know if you have any questions. If MEA has no objections and waives the 30-day union notice period for PSC No. 46743-16/17 (PRO.0044) As-Needed SFPUC Strategic Plan Implementation Support please reply to this email stating

that, "MEA has no objections and waives the 30-day union notice period for PSC No. 46743-16/17," no later than the close of business Wednesday October 19, 2016.

I apologize for the inconvenience and thank you in advance to your attention to this matter!

Best regards,

Shamica

San Francisco Water, Power and Sewer | Services of the San Francisco Public Utilities Commission



San Francisco  
Water Power Sewer  
Services of the San Francisco Public Utilities Commission

Shamica Jackson, Senior Administrative Analyst

Contract Administration Bureau

Office: (415) 554-0727 | Fax: (415) 554-3225

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

[sjackson@sfgwater.org](mailto:sjackson@sfgwater.org)

Please consider the environment before printing this email.

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY

Dept. Code: MTA

Type of Request:  Initial  Modification of an existing PSC (PSC # 38945 - 14/15)

Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)

Type of Service: Bicycle Parking Outreach and Siting Work

Funding Source: Grant Funds

PSC Original Approved Amount: \$100,000 PSC Original Approved Duration: 08/01/15 - 12/31/16 (1 year 21 weeks)

PSC Mod#1 Amount: \$500,000 PSC Mod#1 Duration: 01/01/17-12/31/22 (6 years 1 day)

PSC Cumulative Amount Proposed: \$600,000 PSC Cumulative Duration Proposed: 7 years 22 weeks

**1. Description of Work**

**A. Scope of Work/Services to be Contracted Out:**

The contractor will provide short-term support to the San Francisco Municipal Transportation Agency's (SFMTA) Bicycle Parking Program during a greater than expected growth in the interest in bicycle parking in order to reduce response time to customers that directly results in bicycle parking rack installations. The program currently installs approximately 500 bicycle parking racks per year. The contractor will provide: public outreach and notification; field surveys; identify parking rack locations (siting); bicycle parking rack request processing and verification; data entry and database management; and, monthly written reports.

**Scope Change**

The contractor will provide services to and communicate effectively with the city's diverse population.

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

This service is necessary so that the SFMTA can respond more efficiently to the public's high demand for bicycle parking, reduce the accumulation of requests, and result in an increase in bicycle parking rack installations. Denial will lead to increased and continued wait times that the public will be subjected to until the SFMTA can address their bicycle parking rack requests and inquiries, and delays in parking rack installations.

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

Yes.

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

No.

- E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:  
The public demand for bicycle parking continues to require on-demand response for bicycle parking stall siting. The SFMTA has increased its outreach and is continuing to provide services to and communicating in more ways with the city's diverse population.

2. Reason(s) for the Request

A. Display all that apply

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

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

Explain the qualifying circumstances:

This service is necessary so that the SFMTA can respond more efficiently to the public's high demand for bicycle parking, reduce the accumulation of requests, and result in an increase in bicycle parking rack installations.

B. Reason for the request for modification:

The SFMTA is adding additional funding and duration due to public demand and increased services to the City's diverse population.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Must be able to interact professionally and cordially in person, by telephone and via written word with members of the public and City staff; interpret written and graphical guidelines and standards and apply them to the built environment; be able to stand and walk outdoors for extended periods and operate a measuring tape and/or measuring wheel to record measurements; be able to plan and prioritize tasks to maximize efficiency of travel; and work independently. The consultant must possess familiarity with operational requirements of bicycles and bicycle parking. The consultant must also possess knowledge of and proficiency with common spreadsheet, database, word processing, online mapping and email computer applications.

B. Which, if any, civil service class(es) normally perform(s) this work? 5380, StdntDsgnTrain1, Arch/Eng/Plng; 5382, StdntDsgnTrain3, Arch/Eng/Plng;

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

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

Civil service staff can perform this work, but these classifications are available only in the summer months and the public demand for service is surpassing expectations requiring work beyond those months.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. Civil services classes exist, however due to temporal constraints and the urgency to respond to public demands, this short-term solution is necessary. This work is neither full-time work, nor ongoing. It is best delivered on an as-needed basis working in close coordination with the SFMTA.

**6. Additional Information**

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

No.

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

Training is not provided with this service as it requires specific knowledge on an immediate, as-needed basis.

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

No.

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

No.

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

No.

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

Yes. The San Francisco Bicycle Coalition.

- 7. Union Notification:** On 10/04/16, the Department notified the following employee organizations of this PSC/RFP request:

Professional & Tech Engrs, Local 21;

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

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

Address: 1 South Van Ness Avenue, 6th Floor, San Francisco, CA 94103

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 38945 - 14/15

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 11/07/2016

Civil Service Commission Action:

# Receipt of Union Notification(s)

Hamada, Cynthia

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**From:** dhr-psccordinator@sfgov.org on behalf of cynthia.hamada@sfmta.com  
**Sent:** Tuesday, October 04, 2016 11:30 AM  
**To:** Hamada, Cynthia; L21.PSCReview@ifpte21.org; Hamada, Cynthia; DHR-PSCCoordinator, DHR  
**Subject:** Receipt of Modification Request to PSC # 38945 - 14/15 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY – MTA has submitted a modification request for a Personal Services Contract (PSC) for \$500,000 for services for the period January 1, 2017 – December 31, 2022. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

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

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/8151>

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

# Additional Attachment(s)

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: Bicycle Parking Outreach and Siting Work

Funding Source: Grant Funds PSC Duration: 1 year 21 weeks  
PSC Amount: \$100,000 PSC Est. Start Date: 08/01/2015 PSC Est. End Date: 12/31/2016

1. **Description of Work**

A. Scope of Work:

The contractor will provide short-term support to the San Francisco Municipal Transportation Agency's (SFMTA) Bicycle Parking Program during a greater than expected growth in the interest in bicycle parking in order to reduce response time to customers that directly results in bicycle parking rack installations. The program currently installs approximately 500 bicycle parking racks per year. The contractor will provide: public outreach and notification; field surveys; identify parking rack locations (siting); bicycle parking rack request processing and verification; data entry and database management; and, monthly written reports.

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

This service is necessary so that the SFMTA can respond more efficiently to the public's high demand for bicycle parking, reduce the accumulation of requests, and result in an increase in bicycle parking rack installations. Denial will lead to increased and continued wait times that the public will be subjected to until the SFMTA can address their bicycle parking rack requests and inquiries, and delays in parking rack installations.

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.  
In 2012 and 2013, this service was provided through a purchase order with the San Francisco Conservation Corps. More recently, services of this nature were provided using temporary, summer interns.

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

2. **Union Notification:** On 06/11/2015, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 38945 - 14/15

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 06/15/2015

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

A. Specify required skills and/or expertise:

Must be able to interact professionally and cordially in person, by telephone and via written word with members of the public and City staff; interpret written and graphical guidelines and standards and apply them to the built environment; be able to stand and walk outdoors for extended periods and operate a measuring tape and/or measuring wheel to record measurements; be able to plan and prioritize tasks to maximize efficiency of travel; and work independently. The consultant must possess familiarity with operational requirements of bicycles and

B. Which, if any, civil service class(es) normally perform(s) this work?  
5380,5382,

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 staff can perform this work, but these classifications are available only in the summer months and the public demand for service is surpassing expectations requiring work beyond those months.

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

No. Civil services classes exist, however due to temporal constraints and the urgency to respond to public demands, this short-term solution is necessary. This work is neither full-time work, nor ongoing. It is best delivered on an as-needed basis working in close coordination with the SFMTA.

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

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? Training is not provided with this service as it requires specific knowledge c	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 06/11/2015 BY:

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

Address: 1 South Van Ness Avenue, 6th Floor San Francisco, CA 94103