

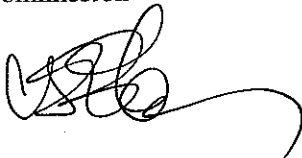


Edwin M. Lee
Mayor

Micki Callahan
Human Resources Director

Date: June 30, 2017

To: The Honorable Civil Service Commission

Through: Micki Callahan
Human Resources Director 

From: Cynthia Avakian, AIR
David Bui, DPW
Kris Damlas, ECN
Jessica Blome, ETH
Chanda Ikeda, HRD
Shamica Jackson/Stacey Lo, PUC
Joan Lubamersky, ADM

Subject: **Personal Services Contracts Approval Request**

This report contains twelve (12) 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 FY2017-2018	Total for FY2017-2018
\$16,748,750	\$11,636,999	\$28,385,749

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POSTING FOR

July 17, 2017

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

2017-07-17

APPLY

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
47575 - 16/17	AIRPORT COMMISSION	\$6,000,000.00	Contractor will be responsible for the ongoing maintenance and software support of the Intergraph Computer Aided Dispatch System ("CAD") for public safety dispatching used by multiple divisions at the San Francisco International Airport ("Airport"). Software support will include upgrades to new software versions of the proprietary CAD system, providing additional licenses, incorporating new interfaces with other Airport systems, mapping services, and other services necessary to maintain system functionality.	July 1, 2017	June 30, 2022	REGULAR
44147 - 16/17	GENERAL SERVICES AGENCY - PUBLIC WORKS	\$500,000.00	<p>The Potrero Gateway Park, Phase I, will include professional design services for street and open space improvements on Caltrans and San Francisco Public Works (Public Works) rights of way. The improvements on Public Works right of way include sidewalk widening and bulbouts, pedestrian lighting, new trees and shrubs, reconfiguration of parking on some streets and roadway striping for a bike lane. The improvements on Caltrans right of way include tree and shrub planting, lighting, fully accessible pathways, stairways terraces, and park furnishing including seating, trash receptacles, bike racks. There will also be a vegetated wall on Caltrans property adjacent to the San Bruno Avenue sidewalk.</p> <p>The project area is by 17th Street, Vermont and San Bruno avenues, and Caltrans open space adjacent to and between these streets at the 101 freeway.</p>	July 17, 2017	December 29, 2020	REGULAR
41074 - 16/17	ECONOMIC AND WORKFORCE DEVELOPMENT	\$150,000.00	The Office of Economic and Workforce Development (OEWD) is seeking a contractor to develop industry-recognized training as part of the TechSF sector strategy, a citywide economic and workforce initiative that provides education, training and job placement assistance for both job seekers and employers within the Information and Communications Technology (ICT) sector. The selected ICT Occupational Skills Training (OST) provider must create, vet and implement contextualized curricula that will effectively prepare unemployed, underemployed, and low-wage workers to attain employer-recognized credential(s), certification(s) or degree(s) that lead to training-related employment or create advancement opportunities for incumbent workers at various points in their career (entry-level, mid-skilled, on-the-job, employer-customized and incumbent worker skills advancement).	July 1, 2017	June 30, 2020	REGULAR
43116 - 16/17	ECONOMIC AND WORKFORCE DEVELOPMENT	\$550,000.00	The Office of Economic and Workforce Development (OEWD) is seeking a contractor to support the expansion of workforce development services customized to meet the specific needs of jobseekers with criminal histories. The selected contractor will build upon existing programs, policies, tools, and services to include, but not limited to counseling services, workshops and employment assistance customized to and targeting the employment needs of jobseekers with criminal records, especially those newly re-entering the workforce from the criminal justice system. The contractor must deliver services at its own designated location, and should additionally provide services at OEWD's Comprehensive Access Point (CAP) and Neighborhood Access Points (NAPs), as appropriate in order to spread awareness of the specialized services. Services must also be connected to	July 1, 2017	June 30, 2020	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			the CAP and NAPs as appropriate through built-in cross-referral mechanisms.			
49882 - 16/17	ECONOMIC AND WORKFORCE DEVELOPMENT	\$900,000.00	The Office of Economic and Workforce Development (OEWD) seeks to identify a contractor to partner with OEWD staff and serve as the Business Services Coordinator for the City's Non-Construction First Source Hiring Program. This contractor will be responsible for delivering services to all San Francisco businesses or non-profits (with the exception of San Francisco International Airport/SFO, which is serviced by a separate SFO-specific Business Services Coordinator). Services may include but are not limited to, business engagement, job development, candidate pipeline development, connection of candidates to employment opportunities, event coordination and staffing for special events.	July 1, 2017	June 30, 2020	REGULAR
40949 - 16/17	ETHICS COMMISSION	\$1,374,750.00	The Ethics Commission currently contracts with a private vendor to provide an electronic filing system to file ethics forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, Statement of Economic Interests, lobbyist reports and campaign consultant reports. The Secretary of State's approval is required for filing systems that submit electronic FPPC campaign finance forms and the Ethics Commission can only contract with vendors on the Secretary of State's certified vendor list. The FPPC's approval is required for filing systems that submit electronic Statement of Economic Interest filings. The Ethics Commission requires a service that includes web-based filing software for filers, a back-office administration system, a database, and a search engine for online public disclosure. This system must be hosted by the vendor's server infrastructure. This personal services contract will include developing additional components for the Ethics Commission's existing electronic filing system, technical support, and system maintenance. The new components include new reporting requirements for Expenditure Lobbyists as required by Measure C (adopted by San Francisco voters in the November 3, 2015 election), new electronic forms required by the Committee on Information Technology (COIT)-funded Efiling Conversion Project, and new lobbyist registration requirements included in Measure T (adopted by San Francisco voters in the November 8, 2016 election). On January 20, 2017, the Mayor signed into law an ordinance requiring the electronic filing of behested payment reports by City boards and commissions, which becomes operative on January 1, 2018. The new contract will also provide flexibility to add additional forms and functionality to the system when new legislation is passed during the contract term.	May 10, 2017	June 30, 2020	REGULAR
42343 - 16/17	HUMAN RESOURCES	\$1,200,000.00	The City & County of San Francisco (CCSF) is permissibly self-insured for the payment of workers' compensation benefits to its employees who may become ill or injured as a result of their work. The Department of Human Resources (DHR) Workers' Compensation Division (WCD) adjusts the employee claims for most departments. Approximately 1/3 of the claims are administered by a third-party administrator under contract to DHR. In the course of assessing CCSF's liability for claimed workers' compensation benefits, CCSF and its contracted third-party administrator must obtain records, including medical records, to support or deny such claims.	September 1, 2017	August 31, 2021	REGULAR
49794 - 16/17	PUBLIC UTILITIES COMMISSION	\$1,400,000.00	CleanPowerSF is now enrolling electricity customers throughout the City in phases over a multi-year period. The Outreach/Marketing Consultants will continue to support the CleanPowerSF staff team by developing and implementing outreach strategies to educate consumers about CleanPowerSF and the choice between PG&E and CleanPowerSF. The outreach will also help our customer retention efforts. The Contractor will continue to provide targeted, specialized services as needed on a short-term basis specific to the launch phases of the Program.	July 17, 2017	October 31, 2021	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			The consultant also provides CleanPowerSF with strategic counsel to develop the program's operational readiness, capacity and structure as the program continues to grow to maturity. Because CleanPowerSF is unique among SFPUC programs in that it operates in a competitive environment, the type of marketing and outreach necessary to support the program requires skills and expertise that Communication staff team does not yet possess. The Contractor has and will continue to provide those specific, market-oriented outreach and communication services while also working with current CleanPowerSF staff to bring those capabilities in-house for the long-term operation of the Program.			
45428 - 16/17	GENERAL SERVICES AGENCY - CITY ADMIN	\$1,500,000.00	Clean interior and exterior windows, skylights, roof windows, greenhouses, plexiglass, mirrors, stained glass, etcetera at City-owned facilities in San Francisco, San Mateo and Alameda Counties. The Contractor will perform window cleaning services on a diverse group of buildings, ranging from historic landmark sites to LEED-certified, requiring a diverse and specialized knowledge of cleaning techniques, materials, and equipment.	July 1, 2017	June 15, 2022	REGULAR

TOTAL AMOUNT \$13,574,750

CSY

Published on *Personal Services Request Database* (<http://apps.sfgov.org/dhrdrupal>)

Home >

Posting For July 17, 2017**Proposed Modifications to Personal Services Contracts**

Commission Hearing Date

2017-07-17

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
4058-12/13 - MODIFICATIONS	July 17, 2017	GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW	\$75,000	\$412,500	Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period to verify the extent that streets and sidewalks meet the evaluation specifications which were established by the joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C. The services include, but are not limited to, evaluating ninety four commercial and ninety four random residential sidewalk cleanliness provided by the department's staff, producing annual report and presentation of the findings, and providing recommendations for improvements based on analysis of the findings.	09/02/2017	10/08/2018	REGULAR
35972 - 15/16 - MODIFICATIONS	July 17, 2017	PUBLIC UTILITIES COMMISSION -- PUC	\$99,000	\$412,500	The work under this agreement is for recruitment to fill the Wastewater Enterprise Operations Manager position. The consultant is required to identify, recruit, and screen candidates; coordinate the selection process; conduct detailed reference checks; recommend candidates; coordinate salary negotiations; and facilitate the hiring process to assist the San Francisco Public Utilities Commission (SFPUC) in filling high level managerial positions. This modification is being requested in order to expand recruitment efforts to backfill high level managerial positions for the Water and Power Enterprises, and to complete a compensation survey that will allow the SFPUC to negotiate a contract for the General Manager position.	07/01/2017	02/28/2018	REGULAR
4003 - 12/13 - MODIFICATIONS	July 17, 2017	PUBLIC UTILITIES COMMISSION -- PUC	\$3,000,000	\$5,000,000	Assist Hetch Hetchy Water and Power (HHWP) with all business processes and engineering studies required to support Transmission Owner (TO), Transmission Operator (TOP), Planning Authority (PA), Transmission Planner (TP) and/or other registrations as identified by the North American Electric Reliability Corporation (NERC) and the Western Electricity Coordinating Council (WECC).	07/01/2018	06/30/2020	REGULAR

TOTAL AMOUNT \$3,174,000

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIRDept. Code: AIRType of Request: Initial Modification of an existing PSC (PSC # _____)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Computer Aided Dispatch (CAD) Software Upgrade and MaintenanceFunding Source: Airport Operating FundsPSC Amount: \$6,000,000PSC Est. Start Date: 07/01/2017 PSC Est. End Date 06/30/2022**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor will be responsible for the ongoing maintenance and software support of the Intergraph Computer Aided Dispatch System ("CAD") for public safety dispatching used by multiple divisions at the San Francisco International Airport ("Airport"). Software support will include upgrades to new software versions of the proprietary CAD system, providing additional licenses, incorporating new interfaces with other Airport systems, mapping services, and other services necessary to maintain system functionality.

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

The contract is necessary to ensure continued maintenance and support provided by Intergraph for the Airport's CAD system, which is a public safety and lifesaving system. Consequences of denial include the Airport having an outdated CAD system that is not integrated with all required systems, which could compromise the Airport's ability to perform essential emergency response and dispatching services.

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 was previously supported under PSC 4033-10/11.

D. Will the contract(s) be renewed?

Yes, if there continues to be a need 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.

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).

B. Explain the qualifying circumstances:

The maintenance and support services are required to be performed periodically.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Due to the proprietary nature of this complex system, only trained and certified engineers of the Intergraph CAD system are able to provide maintenance and support services.

B. Which, if any, civil service class(es) normally perform(s) this work? 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 9203, Sr Airport Communications Disp; 9204, Airports Communications Sprv;

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, as the CAD system is property and services can only be provided by Intergraph.

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

A. Explain why civil service classes are not applicable.

Civil service classifications are not applicable because the services required must include access to the contractor's proprietary software.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, as the vendor does not release system proprietary information or source code, so civil servants cannot perform the maintenance and support.

6. Additional Information

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not. No. Yes, 32 hours of training will be provided to the following staff on the new system features: 9202 (25 staff) 9203 (10 staff) 9204 (2.staff)

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

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

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

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

7. Union Notification: On 04/07/2017, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21; 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: 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# 47575 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required
DHR Approved for 07/17/2017

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@fysfo.com
To: [Cynthia Avakian \(AIR\)](mailto:Cynthia.Avakian@AIR); thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; [Lopez, Ricardo \(PDR\)](mailto:Lopez,Ricardo@PDR); [Basconcello, Katherine \(PUC\)](mailto:Basconcello,Katherine@PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.ji@seiu1021.org; [Poon, Sin Yee \(HSA\) \(DSS\)](mailto:Poon,SinYee@HSA); david.canham@seiu1021.org; jtanner940@aol.com; pkim@iffpte21.org; L21PSCReview@iffpte21.org; [Lisa Randall \(AIR\)](mailto:Lisa.Randall@AIR); DHR-PSCCoordinator, [DHR \(HRD\)](mailto:DHR@HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 47575 - 16/17
Date: Friday, April 07, 2017 3:38:14 PM

RECEIPT for Union Notification for PSC 47575 - 16/17 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 47575 - 16/17 for \$6,000,000 for Initial Request services for the period 07/01/2017 – 06/30/2022. 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/8717> 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)

April 02, 2012 Regular Meeting

MINUTES

Regular Meeting

April 2, 2012

2:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place

CALL TO ORDER

2:04 p.m.

ROLL CALL

President E. Dennis Normandy	Present
Vice President Kate Faveth	Present
Commissioner Scott R. McDonald	Present
Commissioner Mary N. 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

Kevin Hughes, IBEW Local 6 spoke regarding the Class 9241 Airport Head Electrician Exam. He was concerned about the specific modification made to the minimum qualifications and the removal of the high voltage language.

He also spoke on the Notice of Proposed Classification Actions by the Human Resources Director to amend the 9240 Airport Electrician position. Currently, the incumbent retired after some 26 years. The Airport temporarily appointed someone that did not meet the two year requirement of high voltage experience for 600 volts. The department said that the person is in an acting assignment, but did not provide an acting assignment payroll form. In addition, they assigned two under 600 volt electricians who do not meet the State required two year minimum experience to go to meter training for a meter system over 600 volts.

He wanted to establish on the record that IBEW Local 6 does not forfeit any right or acquiesce as it relates to its objection to filling the position with people who do not meet the State required two year minimum experience.

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of March 19, 2012

Action: Adopted as amended. (Vote of 4 to 0)

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

The Human Resources Director reported to the Commission that the City reached agreement with the Redevelopment Agency (RDA) unions. There are a few issues still being worked out. There is an agreement that they will approach the Commission in two areas: 1) looking to identify a mechanism for promotive points because these are now City employees prior to layoff on March 31st; and, 2) looking at a priority eligible list to be a RDA Only, a one-time program that will exist during the transition period of the RDA to the successor agency which is a two-year period, ending on January 31, 2014.

EXECUTIVE OFFICER'S REPORT (Item No. 6)

The Executive Officer updated the Commission on the status of Gideon Custodio. He has submitted his papers to the Civil Service Commission and his issues are being investigated and an inspection of referrals from the eligible list is being conducted.

0071-12-8 Review of request for approval of proposed personal services contracts. (Item No. 7)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4102-11/12	Emergency Management	\$6,566,042	DEM is upgrading its current CAD software to the new Total Command Computer Aided Dispatching Platform. This will consist of deploying hardware and customized, proprietary software developed by Tiburon inc. The system connects to several interfaces including Police Records, Fire Records, CLETS, NCIC, 911 Telephones to provide the best form of communications.	Regular	11/30/12
4103-11/12	Fire Department	\$300,000	Provider must be available to perform maintenance and repair, as needed, 24 hours per day, seven days per week. Additionally, work must be performed by a qualified, certified vendor recognized by the exhaust extractor manufacturer; otherwise, the warranty would be nullified.	Regular	06/30/15
4104-11/12	General Services Agency	\$90,000	To provide 22 card key entry systems throughout the building, complete with suppressors, electrical locking, card keys and elevator access control.	Regular	06/30/12

4105-11/12	General Services Agency	\$5,000,000	Contractor will provide structural pest control work for City facilities. This includes inspections of buildings, recommendations for pest prevention, use of mechanical, physical, and chemical controls (including pesticides), monitoring of pest populations, record keeping of infestations, and compliance with the Integrated Pest Management Ordinance. Duties also include the control of mosquitoes in a wide variety of situations such as storm sewer catchment basins and the control of rats in sewers and other structures. Contractor will perform work on an as needed basis dependent on actual levels of infestation and mosquito populations. Contractor will work with IPM managers at Dept. of Environment and individual City facilities managers to identify IPM needs and review work completed and potential changes to IPM plan at monthly IPM meetings conducted by the Dept of Environment.	Regular	03/31/15
4106-11/12	Public Health	\$1,800,000	For continued support and custom development of the One-e-App system used by the Healthy San Francisco and San Francisco Provides Access to Health Care (SF PATH) programs. The scope of work includes continued use of One-e-App as a system of record or enrollment database, electronic application system, enrollment system, and eligibility system for program providers. On an annual basis, 200 trained application assistors use One-e-App to screen over 70,000 unique San Francisco applicants in the system for eligibility for health care programs. Continuation of the contract will facilitate several thousand new enrollments in Healthy San Francisco and SF PATH. The proposed work requires supporting system end users, completing quarterly system modifications to reflect required program changes, and conducting detailed quality assurance activities to monitor system performance.	Regular	06/30/17
4107-11/12	Public Works	\$325,000	Consultant shall advance and manage funds related to the Youth and Young Adult Summer Employment Program. Consultant to directly supervise and administer the summer employment program with an anticipated 120 high-risk participants aged 16-24 on various projects, at locations as agreed upon with DPW staff. Activities include litter collection, debris removal, weeding, maintenance of plant material, street sweeping, sidewalk cleaning and maintenance, graffiti removal.	Regular	03/31/13
4056-10/11	Treasurer/ Tax Collector	Increase Amount \$0 New Amount \$200,000	Conduct audits of utility users tax and access line tax of service providers' records; provide legislative and technological updates and analysis; train City's audit staff to continue to audit and enforcement of UUT and ALT tax requirements; and provide tax revenue enhancement and detection services.	Modi- fication	06/30/14

3027-11/12	Controller	<p>Increase Amount \$52,000</p> <p>New Amount \$100,000</p>	<p>Augment the scoping of the City's Financial Accounting and Management Information System (FAMIS) replacement project by documenting the financial functions of major ancillary, departmental systems which interface to FAMIS and depend upon FAMIS data for operation. These ancillary systems include purchasing, contract tracking, reporting, inventory, ordering and other key departmental financial related systems that run in parallel with FAMIS. The contractor will review and document, at a high level, the functionality and data of those systems to identify common or unique functions which could be considered for inclusion in the scope of a FAMIS replacement. The contractor will also review and document key, specialized FAMIS processes and related procedures, to help determine which must be included in a FAMIS replacement, and which can also be improved by more immediate, cost effective, changes in the current environment. The contractor may further define and test those immediate changes. This work will ultimately be used to help define the scope of a new Citywide financial system.</p>	Modification	09/08/13
4033-10/11	Airport Commission	<p>Increase Amount \$1,800,000</p> <p>New Amount \$2,250,000</p>	<p>To provide SFO Operations & Security with on-site maintenance and technical and installation services for hardware and software upgrades to the Intergraph computer-aided dispatch (I/CAD) system which includes I/Backup, I/LEADS and I-Mobile product software implementation at SFO Airport, integrated into the existing I/CAD, Mapping Upgrade and Maintenance Support. In the past, the Airport's Operations & Security Division, which includes Communications and SFPD Airport Bureau, would each enter into a separate contract. The Airport has determined that it is more effective to have one maintenance contract for this system since we estimate the system has at least a five (5) year useful life remaining (possibly 10 years).</p>	Modification	08/30/17
4093-09/10	Police	<p>Increase Amount \$600,000</p> <p>New Amount \$1,000,000</p>	<p>Contractor will provide pre-employment polygraph screening on an as-needed basis for entry level police officers, police reserve officers, police cadets and police service aides. Such screening shall include questions about prior police history, criminal activity, illegal drug use, drinking habits and incidents of domestic violence. Contractor shall have a business site with adequate interrogation facilities divided by one way mirrors and equipped with sound devices, and video and audio recording equipment.</p>	Modification	06/30/14

Speakers: Jacquie Hale and Lindsey Angelats, Department of Public Health spoke on PSC #4106-11/12.

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

0672-12-2 Request to grant permanent status to employees with temporary civil service status in Class 2303 Patient Care Assistant at Department of Public Health upon completion of probationary period. (Item No. 8)

Speakers: Elizabeth Jacobi, Department of Public Health

PERSONAL SERVICES CONTRACT SUMMARY

DATE: February 6, 2012

DEPARTMENT NAME: AIRPORT COMMISSION

DEPARTMENT NUMBER: 27

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

TYPE OF REQUEST: [] INITIAL REQUEST [X] MODIFICATION [PSC No. 4033-10/11]

TYPE OF SERVICE: Maintenance, Technical Service Support and Upgrades to the Intergraph computer-aided dispatch (CAD) system

FUNDING SOURCE: Airport Operating Funds

Original PSC Amount: \$450,000 Original PSC Duration: 10/10/10 - 10/9/11
Admin. Mod. 1 Amount: - Admin. Mod. 1 Duration: 10/10/11 - 4/8/12
Proposed Modification: \$1,800,000 Modification PSC Duration: 4/9/12 - 6/30/17
TOTAL PSC AMOUNT: \$2,250,000 TOTAL PSC DURATION: 10/10/10 - 6/30/17

1. DESCRIPTION OF WORK

A. Concise description of proposed work: To provide SFO Operations & Security with on-site maintenance and technical and installation services for hardware and software upgrades to the Intergraph computer-aided dispatch (I/CAD) system which includes I/Backup, I/LEADS and I-Mobile product software implementation at SFO Airport, integrated into the existing I/CAD, Mapping Upgrade and Maintenance Support. In the past, the Airport's Operations & Security Division, which includes Communications and SFPD Airport Bureau, would each enter into a separate contract. The Airport has determined that is more effective to have one maintenance contract for this system since we estimate the system has at least a five (5) year useful life remaining (possibly 10 years).

B. Explain why this service is necessary and the consequences of denial: CAD is a mission critical Public Safety system. Maintenance and support of the system is essential to Airport Operations and Security. Vendor is the sole provider and no one else can provide/implement the software. Without this service, the Airport would not be able to maintain this system, which could impact public safety.

C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number): The services have been previously provided through a contract, most recently under PSC # 4033-10/11.

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

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

IFPTE Local 21 and SEIU 1021 Union Name
Signature of person mailing/faxing form Date February 6, 2012

RFP sent to: Union Name on Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC # 4033 - 10/11
STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION: Approved 4/2/12

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise: Knowledge and expertise with the Intergraph system is required to ensure that maintenance and upgrade installation are handled appropriately. The knowledge and experience are the intellectual property of Intergraph Corporation. Currently, Intergraph doesn't release this information or provide training for its software and systems upgrade. The maintenance portion of the service provides for routine software improvements that only Intergraph employees are allowed to create and distribute.

B. Which, if any, civil service class normally performs this work? None. The Airport Communication Supervisor - CAD administrator (9204 Communications Supervisor) updates the database and the Airports Information Technology section (1043 IS Engineer Senior and 1044 IS Engineer Principal) maintains the proprietary system that the contractor developed for use at the Airport.

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

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable: Civil service classifications are not applicable because the services needed must include access to proprietary software and at this time the developer of the system has not granted access to anyone outside of the company.

B. Would it be practical to adopt a new civil service class to perform this work? Explain. No. Civil service classifications are not applicable because the services needed must include access to proprietary software.

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

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

Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. Will the contractor train City and County employees?

<input checked="" type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------

• Describe the training and indicate approximate number of hours.
The contractor will provide at least three 8-hour-days of training.

• Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate numbers to be trained.
System Administrators and Officers will receive at least a total of 24 hours of upgrade and maintenance training.

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?

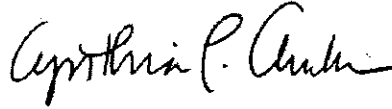
<input type="checkbox"/>	<input checked="" type="checkbox"/>
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E. Has a board or commission determined that contracting is the most effective way to provide this service?

<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	-------------------------------------

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? If approved, the Airport will enter into a maintenance contract with Intergraph Corporation.

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



Signature of Departmental Personal Services Contract Coordinator

Cynthia P. Avakian

(650) 821-2014

Print or Type Name

Telephone Number

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

Address

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW

Dept. Code: DPW

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

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

Type of Service: Potrero Gateway Park Design Services

Funding Source: Dvlpmnt Impact Fees & Neighborhood Grant

PSC Amount: \$500,000

PSC Est. Start Date: 07/17/2017

PSC Est. End Date 12/29/2020

1. Description of Work

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

The Potrero Gateway Park, Phase I, will include professional design services for street and open space improvements on Caltrans and San Francisco Public Works (Public Works) rights of way. The improvements on Public Works right of way include sidewalk widening and bulbouts, pedestrian lighting, new trees and shrubs, reconfiguration of parking on some streets and roadway striping for a bike lane. The improvements on Caltrans right of way include tree and shrub planting, lighting, fully accessible pathways, stairways terraces, and park furnishing including seating, trash receptacles, bike racks. There will also be a vegetated wall on Caltrans property adjacent to the San Bruno Avenue sidewalk.

The project area is by 17th Street, Vermont and San Bruno avenues, and Caltrans open space adjacent to and between these streets at the 101 freeway.

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

This unique community initiated and sponsored project, partnered with a consultant landscape architecture firm, to produce a thorough conceptual design, including extensive community outreach that has been in the works for the past 2 years. The community approached the District 10 Supervisor to ask for a City partner and the District 10 Supervisor directed Public Works to partner with the community group to deliver the project, including all coordination with Caltrans and City departments. In 2016 the community sponsor group worked with Public Works to secure funding for the project from City Eastern Neighborhood development impact fees, Proposition AA and Community Neighborhoods Grant, and Supervisorial add-back funding. Denial of this service would result in the City neglecting to fulfill an agreement with a community group in working with them to deliver a community supported open space/streetscape project.

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.

No, this is a unique project that 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.

N/A

2. Reason(s) for the Request

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

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

B. Explain the qualifying circumstances:

The City already has these classifications, so no new classes need to be established. Additionally, a significant amount of the funding for this work is funded by a Community Neighborhood Grant awarded to the community group; We are aiming to fulfill our agreement to meeting the needs of the community.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Professional landscape architectural services are typically required for park and streetscape projects in the public sector; services of licensed engineers as sub-consultants with expertise including, but not limited to, the following disciplines: civil, structural, electrical, and hydraulic engineering.

B. Which, if any, civil service class(es) normally perform(s) this work? 5203, Asst Engr; 5207, Assoc Engineer; 5211, Eng/Arch/Landscape Arch Sr; 5218, Structural Engineer; 5219, Senior Structural Engineer; 5241, Engineer; 5262, Landscape Architect Assoc 1; 5272, Landscape Architect Assoc 2; 5274, Landscape Architect;

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?

We have looked at available resources within the City and have determined that City staff do not have the availability and resources to provide required services within the Community Sponsor's timeline.

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

A. Explain why civil service classes are not applicable.

Civil Service classes are applicable, however Community sponsors need this service to start as soon as possible and Public Works design staff is currently working at full capacity. Therefore, postponement of pending projects would be a disservice to the community we serve. This request is to fulfill the City's agreement with the community and to meet their schedule needs.

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 Service Classes already exist. These services are required to fulfill the agreement of the City as a partner to the community to deliver their project. There is no ongoing demand that justifies the hiring of permanent City staff with the necessary expertise.

6. Additional Information

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No. City staff has the expertise to perform this work, so no training is necessary. Public Works is seeking consultant services as City staff is working at capacity.

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 05/22/2017, the Department notified the following employee organizations of this
PSC/RFP request:
Prof & Tech Eng, Local 21

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

Name: David Bui Phone: 415-554-6417 Email: david.bui@sfdpw.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44147 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

Dea, Tiffany (DPW)

From: dhr-psccordinator@sfgov.org on behalf of david.bui@sfdpw.org
Sent: Monday, May 22, 2017 4:41 PM
To: Bui, David (DPW); pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Dea, Tiffany (DPW); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 44147 - 16/17

RECEIPT for Union Notification for PSC 44147 - 16/17 more than \$100k

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a request for a Personal Services Contract (PSC) 44147 - 16/17 for \$500,000 for Initial Request services for the period 07/17/2017 – 12/29/2020. 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/9004> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT – ECN Dept. Code: ECN

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

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

Type of Service: Occupational Skills Training Provider-TechSF

Funding Source: Fed Dept of Labor & Gen Fund PSC Duration: 3 years

PSC Amount: \$150,000

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) is seeking a contractor to develop industry-recognized training as part of the TechSF sector strategy, a citywide economic and workforce initiative that provides education, training and job placement assistance for both job seekers and employers within the Information and Communications Technology (ICT) sector. The selected ICT Occupational Skills Training (OST) provider must create, vet and implement contextualized curricula that will effectively prepare unemployed, underemployed, and low-wage workers to attain employer-recognized credential(s), certification(s) or degree(s) that lead to training-related employment or create advancement opportunities for incumbent workers at various points in their career (entry-level, mid-skilled, on-the-job, employer-customized and incumbent worker/skills advancement).

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

The TechSF initiative began in the 2012-13 program year after receiving \$3 million H-1B Technical Skills Training grant from the Department of Labor Employment and Training Administration. OEWD received an additional \$2.9 million dollar grant in 2015 from the US Department of Labor to provide pre-apprenticeship and apprenticeship occupational skills training within the technology industry. Now entering its 5th full program year, TechSF has attracted national attention as a model for developing a robust pipeline of qualified candidates to meet growing demand in the region. In order to expand the diverse menu of training opportunities and remain nimble to the ever-changing needs of the industry, OEWD has determined that additional providers with significant experience in contextualized curriculum development are necessary to the initiative's ongoing success.

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 specific service has not been provided in the past.

D. Will the contract(s) be renewed?
Unknown at this time.

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:

This project is anticipated to be short-term, concluding after the 2019-20 program year.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The ICT Sector Occupational Skills Training Provider(s) must have the capacity to offer a complement of the following: - In conjunction with and with the approval of OEWD, design an OST curriculum that: (1) is customized to meet industry requirements and successfully prepare participants for ICT occupations, based on current employer demands and future labor market trends and validated by research and data; and (2) leads to industry-recognized credential(s), certification(s) or degree and clearly exhibits skill development. - Utilize assessment tools to assess participants' needs and aptitudes to enter Sector OST and employment. - Provide a detailed description of the occupations for which the curriculum prepares participants, and a clear argument for inclusion in the Sector Workforce Program based on current and future employer demand for the identified occupations. - Develop innovative and responsive training models to enhance the ICT sector, such as incumbent worker training, customized training, and contextualized work-based learning strategies.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1232, Training Officer; 1824, Pr Administrative Analyst;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor may provide trainings at their site, via an online portal, or at a variety of grantee/partner sites around the City.

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

OEWD, through research and analysis of the City's investments in workforce and training programs, has not surfaced any departments or classifications with the full complement of skills and abilities to provide this scope of work directly. OEWD additionally went through an extensive bidding process to identify appropriate vendors to provide services.

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

- A. Explain why civil service classes are not applicable.
This project is anticipated to be short-term.
- 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 is anticipated to be short-term.

6. Additional Information

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

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

No. While the selected contractor will not directly train employees, the work products may be developed in partnership with OEWD staff in the following classifications - 0931, 0923, 9775, 9774.

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 04/11/2017, the Department notified the following employee organizations of this PSC/RFP request:

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: Kris Damalas Phone: 415-701-4870 Email: kristine.damalas@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41074 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

Damalas, Kristine (ECN)

From: dhr-psccordinator@sfgov.org on behalf of kristine.damalas@sfgov.org
Sent: Tuesday, April 11, 2017 1:37 PM
To: Damalas, Kristine (ECN); pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Bloom, Marissa (ECN); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 41074 - 16/17

RECEIPT for Union Notification for PSC 41074 - 16/17 more than \$100k

The ECONOMIC AND WORKFORCE DEVELOPMENT – ECN has submitted a request for a Personal Services Contract (PSC) 41074 - 16/17 for \$150,000 for Initial Request services for the period 07/01/2017 – 06/30/2020. 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/8743> 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)

PSC 41074-16/17 ECN
PSC 43116-16/17 ECN
PSC 49882-16/17 ECN

Request for Proposals #121

For

Workforce Services



CITY AND COUNTY OF SAN FRANCISCO
OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT

Request for Proposals #121
for
Workforce Services

DEADLINE FOR SUBMITTING PROPOSALS: THURSDAY, JANUARY 19, 2017 AT 5:00PM.

All proposals must be submitted through the Total Grant Solution (TGS) online system.
No other methods of submission will be accepted.

Technical Assistance Conference

A Technical Assistance Conference to assist interested applicants in determining the eligibility of proposed projects and completing the required elements of the proposal packet will be held:

DATE: Wednesday December 14, 2016
TIME: 3:00 PM–5:00 PM
LOCATION: Hotel Whitcomb
Ballroom
1231 Market Street (between 8th and 9th Streets)
San Francisco, CA 94103

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ANNOUNCEMENT

The City and County of San Francisco Office of Economic and Workforce Development (OEWD) is issuing this Request for Proposals (RFP) procuring workforce development services for San Francisco residents.

In support of the City's overall workforce development strategy, this RFP leverages multiple funding sources, including:

- Federal Workforce Innovation and Opportunity Act (WIOA) Funds
- Federal Community Development Block Grant (CDBG) Funds
- OEWD General Funds
- San Francisco County Transportation Authority Funds

RFP STRATEGIC PRIORITIES

The specific program areas solicited through this RFP are:

- **One-Stop Operator:** Leads coordination of services delivered to San Francisco's workforce system by WIOA Core Partners (see section Core Partners section below) and in coordination with OEWD, creates and offers technical assistance to OEWD workforce services providers on WIOA and other foundational technical assistance.
- **Adult Workforce Services:** Provide a continuum of workforce services to San Francisco residents. Access Points for workforce services include:
 - **Comprehensive Access Point (CAP):** Forms the central hub of San Francisco's workforce system, providing on-site access to the services of WIOA Core Partners and to all WIOA-mandated service elements of an America's Job Center of California (AJCC). Services target all jobseekers; including first-time workforce participants, individuals who seek to reconnect to the workforce, incumbent workers, and dislocated workers.
 - **Neighborhood Access Points (NAPs):** Provide geographically accessible workforce services and offer an entry-point into San Francisco's larger workforce system.
 - **Specialized Access Points (SAP):** Offer specialized employment services focused on specific target populations, including the re-entry population, individuals with disabilities, veterans; and other segments of the population in need of specialized employment services.
- **Young Adult Services:** Provide a comprehensive set of services to prepare young adults for successful entry into San Francisco's workforce.
- **Sector Workforce Programs:** Continue OEWD's existing sector initiatives (in construction, healthcare, hospitality/retail, and information & communications technology) aimed at recruiting, training and placing workers in jobs with upward mobility.
- **Job Readiness Services:** Provide holistic and culturally competent barrier removal services to enable hard-to-employ populations to benefit from workforce services.
- **Pilot Programs:** Pilot services that bolster existing, or initiate new program areas that will enhance the effectiveness of San Francisco's workforce development system.
- **Business Services:** Engage and assist employers involved in San Francisco's First Source Hiring Programs and others, to successfully connect with qualified jobseekers in San Francisco.

- Database: Maintain OEWD's web-based application that tracks and reports client data to appropriate funders.

OEWD seeks applications from single organizations or collaborative partnerships that can effectively innovate on the WIOA program model to provide enhanced services for jobseekers and the business community. Preference will be given to organizations or partnerships whose work is currently focused on assisting individuals with job readiness and attainment of education and unsubsidized employment, and that help individuals enter long-term career pathways through a range of education and training programs leading to industry-recognized certifications and degrees.

BACKGROUND: WISF'S VISION FOR THE CITY'S WORKFORCE SYSTEM

San Francisco's Workforce Investment Board (WISF), as designated by statute, has responsibility for the local workforce development system. The WISF provides a forum for business, labor, education, government, community-based organizations, and other stakeholders to work together to develop strategies to address the supply and demand challenges confronting the workforce. Additionally, WISF committees provide input on specific workforce development areas.

Consistent with the State of California's policy objectives, the WISF's vision for San Francisco's workforce development system is anchored in three priorities:

- Fostering "demand-driven skills attainment."
- Enabling upward economic mobility.
- Aligning, coordinating, and integrating programs and services.

The WISF envisions a workforce system that is the bridge between employers and job-seekers and follows a dual-customer approach, ensuring that workforce development programs and services are tailored to the needs of job-seekers and provide a skilled and ready workforce for local businesses.

San Francisco's workforce system aims to incorporate employer input and feedback into programs that support a diverse range of job seekers, including:

- Individuals who require intensive job readiness and occupational skills training.
- Skilled and semi-skilled individuals who required moderate job readiness and moderate to intensive occupational skills training.
- Experienced and/or skilled individuals, who require minimal job readiness and/or skills training, but require job search and employment assistance.

While OEWD strives to tailor services to a number of different segments of the population, San Francisco's residents with barriers to employment need targeted support on their path to economic self-sufficiency. In this spirit, OEWD prioritizes:

- San Francisco residents who face barriers to employment and/or are adversely affected by local economic conditions, including low-income individuals and persons on public assistance.
- Incumbent workers who may benefit from additional skills attainment that would lead higher-paying jobs and improved economic self-sufficiency.
- Formerly justice involved San Francisco residents (as served through re-entry programs and the Office of the Mayor's Interrupt Predict and Organize program) that need to be connected with promising career opportunities.

Locating tech training facilities in diverse and underserved neighborhoods by working with our post-secondary, secondary educational and community based organization partners to develop public private partnerships in the ICT sector.

San Francisco's workforce system is designed to be accessible to diverse job-seekers and employers through OEWD's network of Access Points. Each Access Point plays a specialized role within San Francisco's workforce system, customizing services and facilitating access to target populations, residents of target neighborhoods, job-seekers with barriers to employment, and those seeking to enter or advance in a specific industry sector. Collaboration and coordination of service offerings among the Access Points is critical in developing flexible and responsive programs and services that meet the needs of all San Francisco job seekers. Each Access Point must demonstrate a high level of coordination with other Access Points, as well as OEWD's specialized providers of Job Readiness

Services, Young Adult Services, Occupational Skills Training, Business Services, and other services, as appropriate.

The vision for workforce development in San Francisco aims to integrate policies, funding and delivery systems into a coordinated, community-wide effort to support businesses and workers, leveraging the participation of educational institutions, public agencies, and community partners.

GOVERNING AUTHORITY

The goal of OEWD's RFP process is to fairly and objectively select organizations most qualified to implement workforce programs in San Francisco. This RFP is issued to solicit responses from community-based organizations, educational institutions, private sector businesses, social service agencies and other qualified entities to provide the services described in this RFP to adult and dislocated worker job-seekers, young adults, and business customers.

FUNDING SOURCES

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

The Workforce Innovation and Opportunity Act of 2014 (WIOA) reauthorized the expired Workforce Investment Act of 1998 (WIA). While WIOA maintains the structure of a comprehensive workforce system set forth in WIA, it amends WIA in a number of key areas that adjust allowable activities, eligible populations, and performance outcomes. *At the time of application for OEWD funds and at all times during the term of an awarded contract, applicants are expected to be familiar with the contents of WIOA and related federal regulations.* Both can be found at the Department of Labor's website, www.doleta.gov, and specifically in a detailed Training and Employment Guidance Letter (TEGL-1705) and a 1-page overview that summarizes key WIOA program performance measures, which may be retrieved at this link: http://www.doleta.gov/performance/guidance/tools_commonmeasures.cfm. WIOA dollars are tracked at the Federal budget level under the Code of Federal Domestic Assistance (CFDA) number 17.278, 17.259, and 17.258 for Dislocated Worker, Youth, and Adult Services respectively. Applicants for OEWD funds must be aware that guidance related to the new legislation is forthcoming in many areas, and programmatic and administrative guidance may be clarified during the active life of the RFP based on new legislation or guidance released concerning WIOA or other funding sources associated with the services being procured.

WIOA-funded programs must offer Career Services that allow a jobseeker to understand, prepare for, and successfully connect to and retain employment in local demand occupations. Required Career Services are detailed in this RFP in the descriptions of OEWD Program Areas.

Further, WIOA-funded programs must collaborate with and connect participants to services offered through WIOA-mandated Core Partners, as appropriate. Please see the complete description of San Francisco's Core Partners (see Core Partners section below). OEWD will work with contracted workforce service providers to broker and develop relationships with Core Partners.

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)

The U.S. Department of Housing and Urban Development's (HUD) Community Development Block Grant (CDBG) program provides uniquely flexible resources for community development, particularly in neighborhoods with a high number of residents living in poverty. A subset of CDBG dollars are designed for the provision of employment services focused on these communities' low- and moderate-income job-seekers. CDBG dollars are tracked at the Federal budget level under the Code of Federal Domestic Assistance (CFDA) number 14.218.

In San Francisco, the Mayor's Office of Housing and Community Development (MOHCD) is the designated city agency responsible for the overall administration of CDBG funds. MOHCD partners with OEWD to administer CDBG funds designated for economic and workforce development. Applicants should be familiar with all forms, documents and manuals available on MOH's website at: <http://sfmohcd.org/community-development-forms-and-documents>, and feel confident that their organization can meet the requirements detailed in those documents. OEWD's contracted service providers must achieve one of the overarching goals identified in the 2015-2019 Five-Year Consolidated Plan, which may be found at: <http://sfmohcd.org/sites/default/files/Documents/MOHCD%202015-19%20Con%20Plan%20and%202015-16%20Action%20Plan.pdf>

GENERAL FUNDS

Services solicited through this RFP will be funded in part by OEWD General Funds. General Funds enable OEWD to extend services to San Franciscans who may not meet WIOA and/or CDBG eligibility criteria, and create greater flexibility for applicants to propose effective service models and/or service components that are not strictly tied to WIOA and/or CDBG funding structures. The availability of OEWD general funds for this RFP is subject to approval through the City's budgeting process.

OTHER FUNDS

OEWD, or other appropriate City Agencies, will disclose any additional regulations or requirements during the negotiation process for grants/contracts that are awarded utilizing this procurement and funded by other local, state or federal programs.

GENERAL REQUIREMENTS

APPLICANT ELIGIBILITY

Eligible applicants for OEWD funding include:

- 501(c) (3), 501(c) (4), 501 (c) (6) registered non-profit corporations. Applicants should have a Board of Directors that reflects the diversity of the program(s) and clients being served.
- Governmental entities, including public agencies, commissions or authorities that are independent of the City and County of San Francisco's government.
- Churches that meet the requirements of IRC section 501(c)(3), regardless of their application and recognition from the IRS.
- Institutes of higher education, private businesses and other entities properly recognized by the State of California, who are eligible to do business in San Francisco, and meet the vendor requirements set forth below.

PREFERRED QUALIFICATIONS

All applicants should include in their proposals information that demonstrates they possess the following preferred qualifications, as related to the proposed scope of work. The majority of services procured through this RFP are workforce services delivered to job seekers. Not all of the qualifications listed below may apply to applicants in the following Program Areas: One Stop Operator, some Pilot projects, Database Maintenance, and to some extent Business Service Coordinators. In all Program Areas, additional qualifications and requirements that pertain to specific services are listed in the section that applies to providers of those services. To ensure a proposal's competitiveness, applicants should address all applicable general qualifications listed below, as well as all specific qualifications within their proposed service area.

Service Experience

- Prior successful experience providing workforce development services, employment barrier remediation services, and/or referrals to the public workforce system.
- Experience serving a diverse clientele, representative of the range of job-seekers and employers targeted in this RFP.
- Demonstrated history of meeting contract outcome requirements for workforce development programs, including previous success in connecting low-income San Francisco residents and dislocated workers to viable employment opportunities.
- Experience employing promising, evidence-informed, or evidence-based service strategies.
- Demonstrated familiarity with WIOA and its service requirements.

Established Partnerships

- Demonstrated strong relationships with WIOA Core Partners (see Core Partners section below), other City Departments, local employers, and other relevant organizations and service providers.
- Established referral networks with citywide service providers and resources.
- If applying as a lead agency of a collaborative, demonstrated experience managing a collaborative and holding partners accountable.

Administrative, Management and Compliance Experience

- Experience managing federal workforce funds and implementing WIOA and/or other complex eligibility determination processes.
- Experience maintaining auditable records and conducting self-monitoring for grant compliance.

Leveraged Funding

- Demonstrated commitment of leveraged funding, and of diverse funding sources supporting operating expenses. No more than 80% of the total agency budget should be from City and County of San Francisco sources, and no more than 50% of the total agency budget should be comprised of CDBG funds.

Organizational Capacity

- Physical space and staff capacity to deliver a wide range of on-site workforce services.
- Access to appropriate classroom and meeting space, computers and other equipment needed to conduct proposed services.
- Established administrative and performance management systems capable of managing public funds and federal contracts.
- A detailed staffing plan adequate to successfully accomplish the requirements described in this RFP, including:
 - at minimum a designated staff lead committed to the respective program; and
 - an appropriate ratio of participants for each service professional (defined as a staff member whose job is focused on providing direct services).

Successful applicants will be required to notify OEWD of any changes in key personnel within 30 days of the proposed change. In addition, if the grantee anticipates a change in service location, the grantee shall notify OEWD and schedule a site visit to the proposed new location prior to finalizing and no later than the 30th day in advance of the proposed change.

POPULATIONS TO BE SERVED, AND BARRIERS TO BE ADDRESSED

San Francisco's workforce system must quickly and effectively facilitate a diverse array of jobseekers to enter, re-enter, or advance in the labor market in a manner that maximizes their full economic potential. The workforce system serves the full range of San Francisco's job seekers, including:

- Individuals with barriers to employment who require intensive job readiness and occupational skills training.
- Skilled and semi-skilled individuals who require moderate job readiness and moderate to intensive occupational skills training.
- Experienced and/or skilled individuals, who require minimal job readiness and/or skills training, but require job search assistance and connections to viable employment opportunities.

Providers in all Program Areas must design their services in a manner that includes strategies to effectively offer all jobseekers appropriate resources in order to help them successfully connect to employment, including services to advance eligible individuals over 18 years old who are confronted by employment barriers in sustainable employment. Barriers range from those that present significant challenges to those able to be addressed with short-term or minimal guidance and support. OEWD has prioritized connecting the following populations to employment:

- Formerly incarcerated individuals
- Public housing residents
- Residents receiving public assistance
- People with disabilities
- Individuals with limited English proficiency
- Individuals lacking a High School Diploma or GED
- Individuals with less than 8th grade math or literacy proficiency
- Individuals facing chronic or long-term un/under employment (more than 6 months)
- Individuals making a first time transition into the workforce
- Individuals with limited work skills and experience

CORE PARTNERS

Through partnerships with other state, city and educational entities as well as through direct procurement of workforce development services, OEWD has created a workforce system with a range of entry points appropriate for a variety of jobseekers with unique interests and goals. OEWD expects all providers receiving funding to leverage the entire workforce system in order to maximize outcomes for the participants they serve. Towards this goal, OEWD strongly encourages applicants to document evidence of existing, high-functioning partnerships and/or the capacity to develop new working relationships, as well as strategies to establish mutual accountability for achieving successful implementation of the program model described in the scope of services.

In particular, OEWD has established a formal relationship with its WIOA mandated Core Partners. WIOA Core Partners are programs and organizations that are mandated by WIOA to participate in the operations of the public workforce system. These Core Partners are required to offer services on-site at the Comprehensive Access Point (CAP), and OEWD requires that all providers in San Francisco's workforce system are aware of and able to facilitate access to the programs and services offered by Core Partners. OEWD grantees must demonstrate or present plans to develop partnerships with Core Partners.

Four Core Partners must be deeply engaged in the operations of San Francisco's public workforce system and its Access Points. These include:

- California Employment Development Department (EDD)
- California Department of Rehabilitation (DOR)
- City College of San Francisco (CCSF) Career Technical Education and Adult Education programs
- San Francisco Human Services Agency (HSA)/TANF programs

COLLABORATIONS

Collaborative consortia, joint ventures, and teams of organizations with complementary skills and experience are permitted and *highly encouraged* to respond to this RFP.

Proposals from collaborative consortia, joint ventures, or teams must designate a lead agency that will serve as the fiscal agent for the partners. The lead agency or organization will be responsible and accountable for effectively and efficiently planning, managing and delivering the services and activities described in this RFP, while providing excellent customer service and achieving the

stipulated performance outcomes. The lead agency must also demonstrate the financial capability needed to effectively and efficiently disburse and account for the grant funds.

Applicants that are formally collaborating with other organizations to deliver services under a program should submit letter(s) of collaboration confirming the commitments each partner has made to support the programming as described in the proposal.

Separate proposals must be filed for each area of interest (funding area) under which an organization or collaboration wishes to be considered for funding. Applicants submitting proposals for multiple areas are encouraged to address potential cost savings in the budget narrative and efficiencies in programming in the proposal should a contract be awarded for multiple areas.

ADDITIONAL LOCAL REQUIREMENTS

This RFP uses the words grant and contract interchangeably. The actual form of agreement and specific legal language for the agreement will be confirmed by the City during the negotiation process. Applicants can assume that the terms of the agreement will be similar to those of the sample G100 grant agreement posted to OEWD's bid opportunity website. Details on many of San Francisco's contract terms and conditions can be found at: <http://sfgov.org/oca/general-contract-terms-conditions>

By submitting a proposal for funding, applicants confirm they and their identified partners:

- 1) Are not listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Non-Procurement Programs in accordance with Executive Orders 12549 and 12689, "Debarment and Suspension." This list includes the names of parties debarred, suspended, or otherwise excluded by agencies, and the names of contractors declared ineligible under statutory or regulatory authority other than Executive Order 12549;
- 2) Have not, within the previous three years, been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- 3) Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or Local) with commission of any of the offenses enumerated in subsection above; and,
- 4) Have not, within the previous three years, had one or more public transactions (Federal, State or local) terminated for cause or default; or
- 5) Are otherwise not presently debarred, suspended, proposed for debarment, or declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency.
- 6) Were not involved in the drafting of this solicitation. Any proposals that were written, prepared or conceived in whole or in part by any person that participated in the drafting of the RFP will be deemed non-responsive and shall be rejected.

Successful applicants will be required to:

- 1) Successful applicants must either be an approved City vendor or be able to meet all City vendor requirements by the proposal deadline. Unless approved by OEWD, all applicants not already vendors must be able to become an approved City vendor within ten days of notice of

award. OEWD may terminate negotiations with organizations who are unable to fulfil this requirement within this timeframe and negotiate with other organizations that submitted responsive proposals. Sub-grantees are not required to be City-approved vendors; only the lead organization or fiscal sponsor must be City-approved. Vendor application packets can be obtained from the Office of Contract Administration at City Hall, Room 430, and 1 Dr. Carlton B. Goodlett Place San Francisco, California 94102 or downloaded from their website at <http://sfgov.org/oca/qualify-do-business>. The City vendor process has several steps and can take some time so interested parties are encouraged to begin the process as early as possible.

- 2) Provide proof of workers' compensation, general liability, auto liability, and potentially professional liability insurance during grant negotiations.
- 3) Comply with all reporting and monitoring requirements to capture the overall efficacy of this funding opportunity and of the specific program(s).
- 4) Comply with all applicable local government regulations, including:
 - a) **Accessibility:** Programs and services must be accessible to persons with disabilities. Program access can be achieved in many cases without having to alter the existing facility.
 - b) **Non-Discrimination:** Agencies must comply with federal and San Francisco Contract Monitoring Division (CMD) prohibitions against discrimination in fair housing and equal employment opportunity, and in awarding grants. Agencies must also comply with the Equal Benefits Ordinance for domestic partners. Additional information concerning these items can be found on the CMD website at <http://sfgsa.org/index.aspx?page=6125>
 - c) **Environmental Review:** If required, agencies must complete this review before funds can be utilized.
 - d) **Procurement:** Projects must comply with federal conflict of interest regulations, and regulatory procedures for obtaining and granting for goods and services.
 - e) **Ineligible Reimbursements:** Funds for activities occurring prior to the commencement date of the grant agreement cannot be reimbursed.
 - f) **Religious Activity:** Funds may not be used for religious purposes or for the improvements of property owned by religious entities except where the grant recipient is a secular non-profit organization with a long term lease.
 - g) **Political Activity:** No federal funds received through this RFP shall be used to provide financial assistance for any program that involves political activities. Grantee shall comply with the provisions of the Hatch Act (U.S.C. 1501-1508 and 7324-7328), which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds. In addition, proposers must comply with Section 1.126 of the San Francisco Campaign and Governmental Conduct Code.

EXTENDABILITY OF PROCUREMENT JUSTIFICATION

This RFP procurement process, and the proposals received as a result of it, may be used to justify contract funding decisions for other similar services and/or other funding that becomes available through OEWD or any other City department.

OEWD and/or any other City departments who use this RFP solicitation as a procurement process for other funds reserve the right, at their own discretion, to fund select activities or partners, (and remove or eliminate others) within a proposal submitted by a collaborative or group of agencies.

SUBMISSION AND SELECTION PROCESS

Below is an anticipated timeline for key elements of the proposal submission and selection process. The City reserves the right to adjust these dates as needed.

RFP released	Friday, December 2, 2016
Technical Assistance Conference	Wednesday, December 14, 2016
All questions due to oewd.procurement@sfgov.org	Wednesday, December 21 at 12:00 p.m. (noon)
Q & A final posting	by Wednesday, January 4, 2017 by end of day
Proposals due	Thursday, January 19, 2017 at 5:00 p.m.
Notification of awards	Tuesday, February 21, 2017
Protest letters due	Sunday, February 26, 2017 (or 5 calendar days after award notifications are sent)
Anticipated negotiations	April-June 2017
Projects begin	July 2017.

PROPOSAL CONDITIONS, PROCESS AND SCHEDULE

Separate proposals must be filed for each Program Area for which an organization or collaboration wishes to be considered for funding.

Proposals received after 5:00 PM on January 19, 2017 will not be considered in the review process or be eligible for funding.

All proposals must be completed and submitted using the Total Grant Solution (TGS) online system. Proposals submitted (including any additional addenda to proposals), in any other manner including those hand delivered, mailed, or faxed will not be considered for funding.

A proposal is considered submitted when the 'Submit' button on the final page of the online RFP application is clicked by an Organization Admin-level user and a confirmation number is received. The online 'Submit' button will be disabled at 5:00 pm on January 19, 2017.

Instructions for accessing TGS including agency registration and the RFP application will be posted to OEWD's Bid Opportunities page at <http://oewd.org/bid-opportunities>. TGS can be accessed from that page as well or directly through <https://totalgrantsolution.org/tgsewd/MasterLogon/>

The application will be available by end of day Monday December 5, 2016 in TGS for interested parties to begin entering their proposals.

Agencies are encouraged to familiarize themselves with the TGS system and register for a log on, if necessary, as soon as possible. Additional assistance with the TGS system after reviewing the documents provided is available by calling OEWD's main line at 415-701-4848

TECHNICAL ASSISTANCE

Questions on completing the application and programming described in this RFP will be addressed at the Technical Assistance Conference and posted on the OEWD website. Questions may also be submitted via email to OEWD at oewd.procurement@sfgov.org. Please reference "RFP 121" in the subject line of the e-mail. Questions asked via telephone that are not of a purely technical nature concerning the online system and all questions submitted via fax will not be responded to.

All questions concerning this RFP that are not of a purely technical nature concerning the online system must be submitted before **12:00 pm noon, Wednesday December 21, 2016**. Questions received after that deadline will not be answered. Questions and responses will be posted on the OEWD Bid Opportunities page at <http://oewd.org/bid-opportunities>. Applicants are responsible for reviewing and incorporating information provided on the OEWD website.

Questions concerning navigation of the online TGS system will be answered through the submission deadline date. Applicants are encouraged to call the OEWD mainline at 415-701-4848 or submit questions via email to oewd.procurement@sfgov.org for this type of assistance. No clarification of the RFP content, including eligibility or programming will be provided via phone or after the 5:00pm deadline on December 21, 2016.

There will be a **Technical Assistance Conference** to review program needs and expectations for interested applicants as well as navigating TGS. Though not required, all interested parties are encouraged to attend the Technical Assistance Conference. This workshop is scheduled for:

DATE: Wednesday December 14, 2016

LOCATION: Hotel Whitcomb, Ballroom

TIME: 3:00 PM-5:00 PM

CONDITIONS OF PROPOSAL

- 1) An Applicant may revise a proposal on the Applicant's own initiative at any time before the deadline for submission of proposals. The Applicant must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date. In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer. Note that once a proposal is submitted through the online TGS system, the Applicant is no longer able to edit the proposal. If the Applicant wishes to revise any item, an entirely new proposal must be created and submitted as a replacement through TGS. OEWD requests that the Applicant email oewd.procurement@sfgov.org and provide the confirmation number for the proposal they do not wish to have reviewed as well as the proposal that they have submitted as a replacement to avoid possible confusion during the review process. In no instance will a partial proposal be accepted. All submissions must be received by the deadline to be considered.
- 2) Applicant agrees that submission of a proposal properly completed and electronically signed by an agency's organizational administrator shall constitute an agreement to accept all conditions, provisions, requirements, and specifications contained in the City and County of San Francisco Request for Proposals (RFP). It is the responsibility of the lead agency to ensure that all named partners are in agreement with the proposal prior to submission. The Proposal shall be binding for no less than one hundred twenty (120) days. The contractor must comply with City and County ordinances and contracting requirements. For more detailed information, see the Office

of Contract Administration website at <http://sfgov.org/oca/qualify-do-business>. The contract requirements include general liability and auto insurances, compliance with equal benefits ordinance, and current San Francisco business tax certificate, if applicable.

- 3) Applicant agrees that all costs incurred in developing this proposal are the Applicant's responsibility and at the Applicant's cost.
- 4) Applicant agrees to provide adequate staff to carry out the project and to work with City staff in ensuring that all provisions in the grant agreement are met, including timely reporting using City client tracking reporting systems.
- 5) Applicant understands and agrees that any proposal may be rejected if it is conditional, incomplete, and/or deviates from the specifications contained in this City and County of San Francisco RFP. Applicant further understands and agrees that the City's representatives have the right to reject any or all proposals or to waive deviations, which are immaterial to performance. Applicant understands and agrees that minor defects may be waived at the discretion of the City. The waiver will not excuse an applicant from full performance if Applicant should be awarded the contract. Justification supporting the reason for any type of rejection will be submitted to the Applicant.
- 6) Applicant may apply for more than one funding area in the RFP but must submit separate, complete, and distinct proposals tailored to each funding area under which they wish to propose services. Applicant should not submit a single proposal for services under multiple modules. As well, Applicant should ensure that each proposal is complete and stand-alone.
- 7) In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

PROCESS CONTENT AND FORM OF APPLICATION SUBMISSION

As noted above, all proposals must be completed and submitted using the Total Grant Solution (TGS) online system. There is no strict page limit on the total submission nor are there word/character restrictions on individual answers within the system.

Applicants can access the Workforce Services RFP module of TGS by clicking the icon Total Grant Solutions icon (see right) available on OEWD's funding website at OEWD's Bid Opportunities page at <http://www.oewd.org/bid-opportunities> or by directly accessing OEWD's version of Total Grant Solution at <https://totalgrantsolution.org/tgsewd/MasterLogon/>



Instructions including system navigation, how to request a log on, and how to add users will be posted to OEWD's Bid Opportunities Page. Users may request a log on, complete the general agency information sections, and familiarize themselves with the system in general at any time.

REVIEW PROCESS

The City will verify that proposals have met all the requirements to be considered responsive. Failure to comply with the proposal requirements contained in this RFP may result in elimination of

that proposal from consideration. All responsive proposals will then be submitted to a Proposal Review Panel for scoring.

- 1) The City may contact the applicants to clarify any portion of the proposal. All questions to the applicants will be submitted in writing and the answers, in writing, will be submitted, along with the proposals, to the Proposal Review Panel for scoring.
- 2) A Proposal Review Panel will review and score all responsive proposals.
- 3) The Proposal Review Panel may consist of non-City staff and other individuals who have experience in the service areas requested in this RFP.
- 4) The City will select the members of this Panel.
- 5) Any attempt by an applicant to contact a member of the Review Panel during the proposal review process may result in the elimination of that proposal from consideration.
- 6) After the Proposal Review Panel has concluded its evaluation and scoring of the proposals, the results will be submitted to the Director of Workforce Development for OEWD, the Director of OEWD and the appropriate oversight bodies, if appropriate, for review and determination of the award. The tentative awardees whose proposal(s) are determined to meet the needs of the City will be recommended to negotiate a contract.
- 7) All applicants will be notified of the results of the evaluation scoring in writing.
- 8) The tentative award may be conditioned on inclusion of changes/additional terms. Negotiations over the specific terms and language may be required before submission to the Civil Services Commission for approval, if applicable.
- 9) If the City is unable to negotiate a satisfactory agreement with the winning applicant(s), the City may terminate negotiations with that applicant and proceed to negotiate with other qualified applicants in the order of their ranking in the evaluation process. This process may be repeated until a satisfactory contractual agreement has been reached.
- 10) Final award of the contract may be subject to approval by the Civil Service Commission, Board of Supervisors, Mayor, or other governing body.

PROTEST PROCEDURES

PROTEST OF NON-RESPONSIVENESS DETERMINATION

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

PROTEST OF GRANT/CONTRACT AWARD

Within five calendar days of the City's issuance of a notice of intent to award the contract, any respondent that has submitted a responsive proposal and believes that the City has incorrectly selected another respondent for award may submit a written notice of protest.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the respondent, and must cite the law, rule, local ordinance, procedure or RFP provision on which

the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

DELIVERY OF PROTESTS

All protests must be received by 5:00 p.m. on the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) or fax will not be considered. Scanned signed appeal letters may be submitted via email to owd.procurement@sfgov.org. Letters transmitted electronically must be sent in PDF format and be signed by an individual authorized to negotiate or sign agreements on behalf of the submitting organization.

If the City determines that a meeting with the party submitting the appeal is necessary, such meeting will be scheduled within ten (10) calendar days of the receipt of a protest to review and attempt to resolve the protest. If the City determines a meeting is not necessary to address the appeal presented, the agency can anticipate a response letter from the City within 10 calendar days of submission of the letter of appeal.

Protests must be delivered to:

Contracts and Performance Director
Office of Economic and Workforce Development, Workforce Development Division
One South Van Ness Avenue, 5th Floor
San Francisco, CA 94103

Or via email at: owd.procurement@sfgov.org

All appeal determinations made by the Director of OEWD are final.

CANCELLATION

The procurement process or any of its component proposal areas or modules may be delayed, suspended, or canceled if the City determines that such action is in the best interest of the City.

CONTRACT TERMS

This RFP includes 33 distinct Proposal Areas as noted in the chart below. It is anticipated that this RFP will guide grant decisions through fiscal year 2020-2021 or as allowed by fund source regulation; this includes authorizing new agreements as well as amendments to be made through FY 2020-2021. Agreement terms must begin within, but do not necessarily need to conclude within that timeframe. The anticipated number and value of annual awards for each of these areas are identified in this section. Though this procurement is expected to be the basis for programming decisions for multiple years, successful proposers should anticipate negotiating annual goals, terms, and budgets with OEWD. Budget constraints, prioritization of programming, or other factors may limit, delay, or accelerate the number of pilot proposals funded - especially in the first year.

Proposal Area	Anticipated Number of Grants	Anticipated Per Grant Minimum	Anticipated Per Grant Maximum
One-Stop Operator	1	\$ 75,000	\$ 100,000
Comprehensive Access Point (CAP)	1	\$ 550,000	\$ 650,000
Neighborhood Access Points (NAPs)	5-7	\$ 300,000	\$ 500,000
Re-entry Specialized Access Point (SAP)	1	\$ 125,000	\$ 250,000
Disability Coordinator	1	\$ 125,000	\$ 250,000
Disability Specialized Access Point (SAP)	2-4	\$ 75,000	\$ 100,000
Veterans Specialized Access Point (SAP)	1-2	\$ 100,000	\$ 250,000
Other Specialized Access Point (SAP)	0-2	\$ 75,000	\$ 150,000
Job Readiness Services (JRS)	3-5	\$ 75,000	\$ 125,000
Construction Sector Coordinator	1	\$ 750,000	\$ 1,500,000
Construction Sector Occupational Skills Training (OST)	1	\$ 750,000	\$ 1,000,000
Construction Sector Career Development	1-4	\$ 200,000	\$ 400,000
Construction Sector IPO	1	\$ 150,000	\$ 250,000
Health Sector Coordinator	1	\$ 400,000	\$ 600,000
Health Sector Occupational Skills Training (OST)	5-7	\$ 100,000	\$ 400,000
Health Sector Bridge	1-3	\$ 75,000	\$ 200,000
Hospitality/Retail Sector Coordinator	1-2	\$ 250,000	\$ 500,000
Hospitality/Retail Sector Occupational Skills Training (OST)	3-5	\$ 100,000	\$ 350,000
Information & Communications Technology Sector Coordinator	1	\$ 400,000	\$ 600,000
Information & Communications Technology Sector Occupational Skills Training (OST)	5-8	\$ 100,000	\$ 500,000
Information & Communications Technology Sector Bridge	1-3	\$ 75,000	\$ 250,000
Young Adult Access Points	3-6	\$ 100,000	\$ 250,000
RAMP	1-2	\$ 200,000	\$ 400,000
Young Adult Subsidized Employment	1-3	\$ 200,000	\$ 600,000
First Source Business Services Coordinator - General	1	\$ 300,000	\$ 450,000
First Source Business Services Coordinator - SFO	1	\$ 150,000	\$ 250,000
Retention Pilot	0-2	\$ 50,000	\$ 125,000
Incumbent Workers Pilot	0-2	\$ 30,000	\$ 75,000
New Sector Workforce Program Pilot	0-2	\$ 50,000	\$ 100,000
Modular Core Curriculum Pilot	0-2	\$ 30,000	\$ 75,000
Entrepreneur and Gig Pilot	0-2	\$ 30,000	\$ 100,000
Collaborative Competition Pilot	0-1	\$ 30,000	\$ 50,000
Database Management	1	\$ 100,000	\$ 250,000

PERFORMANCE AND REPORTING REQUIREMENTS

OVERVIEW

OEWD is committed to assessing the impact of services awarded under this RFP by measuring outcomes. All applicants should include a plan for collecting and reporting applicable OEWD outcomes listed here and in the Program Area sections below.

OEWD is held accountable by the U.S. Department of Labor (DOL) and the State of California, Employment Development Department (EDD) to report all WIOA-funded activities, as well as WIOA Performance Measures. The following link to the Department of Labor's website provides a document that details WIOA program performance measures and reporting guidance: https://www.doleta.gov/performance/reporting/eta_default.cfm

WIOA Common Measure and performance metrics are separate and distinct from the performance measurement and reporting requirements that OEWD will apply to applicants awarded funding through this RFP. OEWD performance measures described below are consistent with and incorporate WIOA measures. Common OEWD measures required under this RFP are defined in this section.

Performance measures specific to each Program Area are detailed in the respective Program Area sections below. Applicants for OEWD grant funds are asked to propose performance goals that are aligned with those for the selected Program Area and appropriate for the proposed services and the residents to be served. If the proposed goals are lower than the OEWD performance goals suggested in the RFP, the applicant must provide specific information explaining why. Applicants should include strategies to collect and report on those performance measures in their proposal. Applicants should note that final contracted performance goals will be negotiated with successful applicants before awards are finalized and annually, thereafter.

If applicants propose new or innovative services and believe the measures listed below and within the applicable Program Area descriptions do not apply, they must propose performance measures on which they will collect and report data, and demonstrate how these measures are related to and/or will support attainment of WIOA and OEWD performance targets.

The Department of Labor, State of California, and several national organizations have studied the positive effects of performance-based contracting models and encouraged adoption of them where possible. OEWD is committed to continuing to explore and refine best practice models and to negotiate performance tied funding as appropriate with grantees funded through this RFP. For the initial year of funding, OEWD is interested in piloting performance based contracting with providers applying to the Comprehensive Access Point (CAP) and Neighborhood Access Point (NAP) areas. Additional details as to how this may affect proposal budgets for these two areas can be found in the program descriptions and application instructions for those specific areas below.

OEWD may expand performance based contracting models into other program areas during the lifetime of this RFP. Specific terms, conditions, and payment triggers will be discussed with grantees as appropriate and codified in the resulting grant agreements.

OEWD OUTCOME MEASURES

OEWD will require all grantees to gather and report outcome data that will allow OEWD and successful applicants to (1) evaluate whether participants are well-served as a result of their participation in the proposed programs, and (2) ensure compliance with OEWD policy and with multiple program funders. OEWD tracks the outcomes described below, and has established performance measures that allow for the evaluation of those outcomes. Performance Measures for all proposed programs and services must be consistent with the measures and definitions provided below.

OEWD outcomes include:

- Placement in employment, training or postsecondary education at exit, and during the 2nd and 4th quarters after exit
- Median earnings 2nd quarter after exit
- Credential attainment
- Measurable skill gains
- Effectiveness in serving employers

A brief overview and definition of each measure follows.

1. Placement in Employment, Training, or Postsecondary Education at Exit and at 2nd and 4th Quarters

This measures the work that providers have conducted to achieve results at exit and, in the case of staff-assisted placements, at the 2nd and 4th quarters after exit. This measure will evaluate whether participants are enrolled in and engaged in coursework at an accredited post-secondary training program or institution, or attached to employment. Positive outcomes include placement in:

- Unsubsidized employment;
- Occupational skills training;
- Registered apprenticeship;
- Post-secondary education.

All placement outcomes must be documented at exit. Only staff-assisted placements require additional documentation at the 2nd and 4th quarters after exit. To demonstrate that a participant has achieved this outcome, grantees must submit one of the following pieces of documentation to OEWD that corresponds with the dates of the respective reporting quarter:

- Paystub for most recent pay period;
- Official letter of employment, including dates employed and position, from employer;
- Third Party verification through “The Work Number,” a user-paid verification of employment www.theworknumber.com ;
- Official class schedule from accredited post-secondary or training institution;
- Official letter from accredited post-secondary or training institution, including dates of enrollment.

2. Median Earnings at 2nd Quarter

This measure evaluates and reports the wage that is at the midpoint (of all the wages) between the highest and lowest wage earned in the second quarter after exit. To demonstrate that a participant has achieved this outcome, grantees must submit one of the following pieces of documentation to OEWD that corresponds with the dates of the respective reporting quarter:

- Paystub for most recent pay period; or
- Third Party verification through “The Work Number” (see details above)

3. Credential Attainment

This measure captures the number of participants who participated in a training program or post-secondary education at any point during their enrollment for workforce services and who obtained a recognized certificate or post-secondary credential during the program or within one year after exit; as well as the number of participants who exited that were in a secondary education program and who obtained a secondary education diploma or its equivalent during the program or within one year after exit AND who were also employed or enrolled in an education or training program leading to a recognized post-secondary credential within one year after exit.

A qualifying credential generally refers to an attestation of qualification or competence issued to an individual by a third party with the relevant authority or assumed competence to issue such a credential. Qualifying credentials can include educational degrees such as associate's or bachelor's degrees, educational diplomas and certificates, registered apprenticeship certificates, industry-recognized, state license or professional association certifications, or similar credentials.

Qualifying credentials must be awarded or approved by one of the following:

- State educational or career and technical educational agency;
- Institution of higher education;
- Professional, industry or employer organization;
- Registered apprenticeship program;
- Public regulatory agency;
- Program approved by the Department of Veterans Affairs;
- Office of Job Corps; or
- A tribal college or similar entity.

To demonstrate that a participant has achieved this outcome, grantees must submit one of the following pieces of documentation to OEWD:

- High School Diploma or GED certificate AND proof of employment or enrollment in education or training program leading to a recognized post-secondary credential;
- Qualifying credential.

4. Measurable Skill Gains

This measure identifies program participants who, during the program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains based on attainment of one of five types of gains: a) educational functional level gain; b) secondary diploma or equivalent; c) secondary/post-secondary transcript/report card; d) training milestone; or e) skills progression.

a. *Educational Functioning Level Gain*

This measure applies to participants who have low levels of literacy or are basic skills deficient (i.e., test below 8th grade level in reading or math at program entry) and whose educational level increases by at least one level of a participant who received educational instruction below the post-secondary level. The measure is based on documented pre- and post-tests using the same approved assessment instrument. The current approved testing instruments are the Comprehensive Adult Student Assessment Systems (CASAS) Survey Achievement Tests and Test of Adult Basic Education (TABE).

b. *Attainment of Secondary Diploma or its equivalent*

This measure applies to participants who do not have a secondary education diploma or its equivalent at program entry and who had a successful outcome.

c. *Secondary or Postsecondary Transcript/Report Card*

This measure is documented by a participant's transcript or report card for either secondary or post-secondary education for 1 academic year (or 24 credit hours) that shows participant is achieving the state unit's policies for academic standards at program entry or during the period of participation.

d. Training Milestone

This measure is documented by a satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of On-the-Job Training (OJT), completion of 1 year of an apprenticeship program, etc.).

e. Skills Progression

This measure is documented by the successful passage of an exam that is required for a particular occupation, and/or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

To demonstrate that a participant has achieved this outcome, grantees must submit the following documentation to OEWD:

- Pre-test and post-test results from CASAS or TABE demonstrating gain of at least one (1) Educational Functioning Level within one year of program participation; or
- High school diploma or GED certificate; or
- Transcript or report card from educational institution; or
- OJT Completion Evaluation or letter from employer; or
- Progress Report or letter from training provider; or
- Copy of exam results.

5. Effectiveness in Serving Employers

This measure evaluates the quality of service provided to employers. DOL has proposed a pilot allowing three approaches to measuring effectiveness of business services:

- Retention with same employer in the 2nd and 4th quarters after exit rate.
- Employer penetration rate.
- Repeat business customer rate.

OEWD will lead analysis to determine programs' effectiveness at serving employers. As this measure evolves and in order to conduct our analysis, OEWD may require documentation from providers evidencing ongoing interactions with employers and/or quality of placements.

DATA COLLECTION AND EVALUATION

Applicants awarded OEWD grant funds will be required to collect, store, review, and report complete and accurate data on programs and services funded under this RFP, including: operational, administrative and program performance; services; and participant demographics, progress, and outcomes. In order to support continuous service improvement, grantees may be asked to conduct analysis of data, such as participant barriers, services provided, and retention success. Required data elements vary by Program Area and will be confirmed during the contracting process. These data elements are subject to change, based on the mandates of the funding source and/or other local, state, or federal requirements.

Grantees will be required to enter data into OEWD's data management systems (including Work Force Central (WFC), Elations, GMS and/or Jobs Portal) and ensure complete and accurate data entry within 10 business days following the month that services were provided that is in compliance

with OEWD's specific funding requirements. Grantees will maintain records of individual case files for each participant enrolled in programs funded under this RFP. Such case files will record all participant contacts, including any assessments and evaluations, all services indicated and provided, and services to which the participant is referred. Case files must be shared across OEWD partners, if necessary.

OEWD aims to support grantees in their efforts to continuously improve their practice, programs and services. OEWD will offer technical assistance and capacity-building activities in a variety of subjects related to quality assurance and program improvement. These will include operational requirements, program practices, and quality standards. Successful applicants must ensure that appropriate staff members attend these sessions.

MONITORING

In addition to reviewing monthly reports and quarterly narrative reports, OEWD and designated partners will engage in monitoring activities that may include, but are not limited to, site visits to grantee and partner facilities, interviews or surveys of program participants, review of financial and organizational documents, and learning group meetings among grantees. Grantees shall make all reasonable efforts to accommodate such monitoring activities. OEWD will make all reasonable efforts to ensure that such monitoring activities are not unduly disruptive of grantees' normal course of programs and activities.

DESCRIPTION OF ACCESS POINT SERVICES

Job-seekers and employers access San Francisco's workforce system through a network of Access Points. Access Points offer a range of workforce development services to jobseekers meant to assess their interests and aptitudes, develop a plan to attain employment and deliver or refer targeted services within or outside the workforce system that allow the individual to realize their employment goals. San Francisco's workforce system is comprised of several kinds of Access Points, each of which plays a specialized role.

- **Comprehensive Access Point (CAP):** The CAP forms the central hub of San Francisco's workforce system. It provides on-site access to the services of OEWD's Core Partners (see Core Partner section above) and encompasses all of the WIOA-mandated service elements of an America's Job Center of California (AJCC). Further, it coordinates the services of all of the Access Points within San Francisco's workforce system to ensure that individuals seeking services are connected to the programs and opportunities that help them to achieve their full potential. To that end, it is the central administrator of Individual Training Account (ITA) and On-the-Job Training (OJT) funds.
- **Neighborhood Access Point (NAP):** The NAPs are located in geographic areas that are physically isolated from the CAP or that chronically suffer from higher unemployment rates than San Francisco's average. NAPs allow community-based access to an array of workforce services and provide and community-based entry point to the larger workforce system.
- **Specialized Access Point (SAP):** The SAPs serve specific target populations with customized career services that respond to a unique set of needs among work-ready jobseekers in their specialized population. SAPs solicited through this RFP include the Re-Entry, Disability, and Veterans SAPs.
- **Sector Coordinator:** The Sector Coordinators act as the Access Point for their Sector. They offer all required Access Point services, but deliver them within the context of the skills, requirements and opportunities that pertain to the Sector. Sector Coordinators are expert in all occupations within that sector and can quickly identify training needs and/or job opportunities appropriate for jobseekers interested in entering that sector. Additionally, they coordinate Sector Workforce Services – including Sector Occupational Skills Training and Sector Bridge Programs, solicited through this RFP. Sector Coordinators solicited through this RFP are focused in San Francisco's priority industry sectors: Healthcare, Hospitality/Retail, Information & Communications Technology (ICT), and Construction
- **Young Adult Access Point:** The Young Adult Access Points deliver a comprehensive menu of employment, education, training, wrap-around, barrier-removal, and supportive services tailored to address the needs of young adults ages 17-24. Young Adult Access Points serve as entry points into San Francisco's larger public workforce and education systems, effectively orienting young adults to the workforce and equipping them with the foundational skills and self-confidence they need to make informed choices about their futures, that result in their achievement of economic stability and general well-being.

Collaboration and coordination of service offerings among the CAP, NAPs, SAPs, Sector Coordinators, and Young Adult Access Points is critical in developing flexible and responsive programs and services that meet the needs of all San Francisco job seekers.

Each Access Point must coordinate service offerings amongst the other Access Points in order to ensure that participants are accessing the services most appropriate to their individual employment goals. Additionally they must demonstrate a high level of coordination with more specialized

providers of the other Program Areas (i.e., Job Readiness Services, RAMP-SF, Young Adult Subsidized Employment Program, and Business Services), as appropriate for the type of services they provide. The services required of these specialized Program Areas, and their relationships with the Access Points, are described in the Program Area sections below.

Unless indicated, all Access Points in San Francisco's workforce system must deliver or make available to job-seekers a comprehensive menu of required Access Point services, including outreach, intake and assessment, career planning and exploration, job search assistance, job readiness training, referrals to education and training services, and access to computers, internet, fax machines and copy machines. Additional service requirements specific to the CAP, NAPs, SAPs, Sector Workforce Programs, and Youth Access Points are detailed in the Program Area descriptions. Furthermore, the relationships between Access Points and other Program Areas are included in the Program Area descriptions.

All OEWD grantees must tailor delivery of Access Point services and other services to the needs, barriers, assets and interests of individual job-seekers, who may benefit from all or a portion of the services available. Access Points must make available the full menu of Access Point services, and they must utilize effective assessment and case management practices to determine and facilitate access to appropriate services, based on the needs of each job-seeker. A job-seeker who presents with multiple barriers that prevent effective use of career services and subsequent employment may be referred to Job Readiness Services prior to enrollment in the Access Point.

Required Access Point services are the following:

1. Access Point Provider Network Participation

Each Access Point grantee will participate in OEWD's Access Point Provider Network. This will involve regular meetings, trainings, peer exchanges, networking with community-based organizations, and other activities to enhance service coordination and capacity.

2. Outreach and Recruitment

Outreach and recruitment services must enhance general awareness of the workforce services available at Access Points and identify appropriate/eligible participants to be enrolled in workforce programs and services, including low-income, unemployed, underemployed, and dislocated workers. Standard marketing tools such as brochures, speakers, ads, and flyers should be utilized to attract individuals eligible for services to the Access Point and the broader workforce system. In addition, outreach and recruitment materials and strategies may be tailored to the Access Point's target population (e.g., veterans outreach by the Veterans SAP, or neighborhood outreach by a NAP). Grantees may receive participant referrals from OEWD, other workforce system providers, and partnering agencies under an agreed-upon referral process. Outreach and recruitment efforts must also be coordinated with other partners in the workforce system, including OEWD-funded programs and other stakeholders; competitive proposals will have existing or propose plans to establish formal partnerships and Memoranda of Understanding (MOUs) with these entities.

3. Information, Orientation, Assessment, and Enrollment

Information: Each Access Point must provide participants with information on employment opportunities and how to access services within the Access Point and the larger public workforce system, including those made available by other workforce providers and Core Partners. Information

on employment opportunities should include employment statistics, labor market (local/state/national) information, training opportunities, job vacancy listings, required job skills, and available services. Information on unemployment claims, eligibility for TANF employment activities, and financial aid assistance for training and education programs should also be provided. Information regarding supportive services, including childcare and transportation, must also be accessible. Information can be made available in a self-service resource room, through individualized referrals, and/or in group workshops. The Access Point should, at minimum, maintain a self-service resource room and a Job Board with information on job leads and openings.

Orientation: Each Access Point must provide orientations to the full array of services and activities available through all Access Points and the larger workforce system, including those provided by other agencies and organizations. Information should be provided on how to access these services, as well as eligibility and expectations for successful program participation. Orientations should take place at the Access Point and can occur regularly in a group workshop format or take place individually as part of intake as appropriate to the Access Point. Outreach materials should include the Orientation dates, if scheduled.

Assessment: Assessment activities assist participants in determining their skill level, interests, aptitudes, and abilities as they begin to define or redefine career goals. Assessment also identifies barriers to employment that are relevant to the individual participant and any needed supportive services are identified during the assessment process. Assessment helps determine the incoming participants' eligibility and appropriateness for required and optional workforce programs and supportive services. An objective assessment must examine a participant's:

- Education
- Basic skills
- Occupational skills
- Prior work experience
- Interests
- Employability
- Aptitudes
- Supportive services needs
- Developmental needs.

All Access Points must conduct a basic objective assessment of each participant's experience and interests, unless the participant has been referred by another provider with a current assessment. Access Points must additionally make a more in-depth technical assessment available to any participant who is interested in receiving such service. ***Only the CAP is required to conduct technical assessments of eligible participants;*** other Access Points may elect to conduct these technical assessments or may arrange for participants to receive them through the CAP. All technical assessments must be approved by OEWD; currently-approved assessment tools include ACT's job skills assessment system, WorkKeys, KeyTrain, National Career Readiness Certificate, CASAS and TABE. The CAP and any Access Point that conducts on-site technical assessments must identify the type and depth of comprehensive assessment to be conducted with participants eligible for WIOA career services, based upon the nature of the barriers identified during counseling and any prior assessments.

Enrollment: Enrollment activities must establish documentation of eligible individuals' participation in a program or service. Prior to enrollment, the grantee must work with the potential participant to determine eligibility, complete required forms, and conduct required assessments. These and any

additional forms required to facilitate or provide services must be completed and/or entered into OEWD's data tracking systems by the grantee and managed with the case file. All documents must be signed, where applicable, and kept in the case file, including electronic documents.

4. Referral to Training and other System Services

General Workforce System Referrals: For those jobseekers that require supportive or direct services in order to achieve their employment objectives, Access Points must have the ability to successfully refer and connect individuals to required services. Referral services must provide job-seekers with information on how to access services within and across Access Points and the larger workforce system. Referral services must include guided referral to services and workforce programs for which individuals are eligible and prepared and which are most appropriate to their goals, abilities and needs, based on the results of assessment.

Each Access Point must:

- Be a primary receiver and provider of referrals to and from other wrap-around and workforce services providers.
- Document all referrals for services.
- Provide updates to referring and receiving agencies on client progress/challenges, as appropriate.

Applicants must identify the types of services they propose to provide access to by referral and, as appropriate, identify service providers with whom they have established referral relationships.

Training Referrals: When assessment identifies a jobseeker's need for and interest in technical or occupational training (not already provided by one of OEWD's workforce service providers), the Access Point may refer the individual to an approved training provider included on California's Eligible Training Provider List (ETPL). OEWD will work with grantees to ensure they are familiar with ETPL providers, as well as with other agencies providing specialized and/or complimentary training services, in order to facilitate relationships and strong referral networks amongst approved providers. The Access Point must inform individuals of available training subsidies, such as Individual Training Accounts (ITAs) available to eligible job-seekers through the CAP (see Comprehensive Access Point services section below).

Sector Workforce Program Referrals: Each Access Point must develop and maintain effective partnerships and referral relationships with OEWD's Sector Coordinators and their related Occupational Skills Training and Sector Bridge programs. Sector Workforce Programs solicited through this RFP target the Construction, Healthcare, Hospitality/Retail, and Information & Communications Technology (ICT) sectors. Job-seekers with interest in one of OEWD's targeted sectors must be referred to a Sector Coordinator orientation as an entry-point into Sector Workforce Programs.

5. Individual Planning and Case Management

All Access Points are required to provide individual planning and case management services to interested program participants. These services are intended to ensure that:

- The program experience and outcomes for each participant are aligned with the unique educational and occupational goals of the participant; and

- Services are provided in a manner that addresses the individual needs of each participant, including services designed to help individuals overcome barriers to post-secondary or employment success.

Individual Planning: The Access Point must work jointly with all eligible program participants who are being referred to training to develop Individual Employment Plans (IEPs) or Individual Service Strategies (ISSs) (for WIOA Youth eligible participants) that, at a minimum, (1) identify the participant's employment goals and appropriate achievement objectives, including any industry sector of interest and potential career pathways, (2) identify any barriers to achieving these goals, and (3) identify an appropriate combination of services and skill development to help the participant achieve his/her employment goals, including providing information on supportive services, eligible providers of training services, Sector Workforce Programs, and career pathways to attain career objectives. As appropriate to a participant's goals and needs, individual planning should involve case management staff from relevant service providers to ensure that no services are duplicated.

Case Management: The Access Point must provide integrated case management services to prepare job-seekers for a successful job search and employment, depending upon their level of need. Some job-seekers may not require case management; others may benefit from referral to Job Readiness Services prior to participating in case management at the Access Point. Case management should:

- Provide one-on-one as well as small group career and motivational counseling, including review of IEP/ISS goals and steps to achieve them.
- Assist the participant with overcoming barriers, including connections to other resources and support services available through the workforce system.
- Follow up on referrals and connections to education, training and employment, and advocate on behalf of the participant, as needed.
- Monitor the participant's progress, and continuously modify the IEP/ISS to reflect changes in the participant's needs and goals.

6. Supportive Services

Participants in need of support to enter, participate and succeed in workforce services must be provided or connected to supportive services through the Access Point. ***Supportive services must be provided directly by the CAP.*** Other Access points may provide supportive services directly or through referrals to the CAP or other providers. The supportive services provider must work with participants to address those life issues impacting the participants' ability to obtain or retain employment.

All Access Points must provide accurate information relating to the availability of supportive services in the local area, and referral to such services as appropriate. Supportive services should tie into services available through the Access Point and its partners as much as possible, and should be delivered in a culturally competent and culturally sensitive manner. The grantee must identify, assemble, and facilitate access to resources needed by job-seekers to mitigate barriers and meet minimum eligibility requirements for training and/or employment opportunities.

Supportive services may include (but are not limited to):

- Tuition or training expenses
- Testing fees
- Child care services
- Transportation assistance

- Driver's license acquisition or driving record remediation
- Drug testing
- Assistance with work-related expenses (uniforms, supplies, tools, etc.)

Applicants must identify the supportive services they propose to provide, and indicate whether the services will be provided directly by the applicant or by an organization partnering in the application. Successful applicants may also indicate the documentation that participants must supply in order to qualify to receive the proposed supportive services.

7. Job Readiness Training

Job-seekers with identified barriers to participation in vocational programs and employment must be provided with Job Readiness Training (JRT) to equip them with effective workplace and classroom survival skills, attitudes, and behaviors. ***JRT must be provided directly by the CAP and the NAPs.*** Other Access Points may elect to provide JRT themselves or refer job-seekers with identified need to the CAP, NAPs or other JRT providers.

JRT should motivate job seekers to address their identified employment barriers; be relevant and customized to the learning needs of the individual or target population (i.e., the NAP neighborhood, SAP population, or targeted industry sector); and be delivered in a culturally competent and culturally sensitive manner. All JRT must follow an OEWD-approved job and workplace readiness curriculum. Training should include topics such as:

- Learning and communication skills
- Self-assessment tools
- Job search skills
- Job-seeker portfolio development (e.g., resume, applications, online profiles)
- Interview skills
- Employers' expectations
- SCANS competencies (see <http://wdr.doleta.gov/scans>)
- Appropriate work attire
- Managing a work life
- Computer literacy for the job search and on the job
- Life skills, including achieving goals, developing positive support systems, and balancing obligations at work and home.

8. Basic Computer Skills Training

Basic Computer Skills Training (CST) must be provided directly by the CAP. Other Access Points may elect to provide CST themselves or refer job-seekers with identified need to the CAP or to other CST providers. CST must equip participants with the technical skills and support they need to fully access workforce system services, conduct an effective self-directed job search, and achieve employment and career advancement.

CST providers must provide participants with a diagnostic test to determine individual computer skills training needs for basic computer usage (e.g., email, internet searches) and software tools related to job search (e.g. Outlook, Word, Excel). CST providers must collect data needed for pre- and post-assessment of computer skills.

CST may include but need not be limited to:

- Basic computer skills training contextualized for the job search, such as: use of email, use of a web browser, basic internet search, use of key job search websites, safety and security on the web.
- Training in software applications used on the job (e.g., Microsoft Office Suite).
- Training on use of job search and personal branding websites (e.g. LinkedIn, GitHub).

CST providers may align and/or contextualize adult education services appropriate for targeted populations served, e.g. English language learners, formerly incarcerated, or job-seekers hoping to obtain a GED or high school diploma.

CST providers are encouraged to leverage existing City services, free hardware and software applications, or relevant software licenses by partnering, for example, with the San Francisco Public Library or local hardware and software manufacturers.

9. Financial Literacy Services

Financial literacy services must be provided directly by the CAP. Other Access Points may elect to provide financial literacy services themselves or refer job-seekers with identified need to the CAP or to other financial literacy service providers. Financial literacy services and training should prepare participants to manage employment income and a household budget. Financial literacy services must address one or more of the following:

- Ability to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, homeownership, wealth building, or other savings goals.
- Ability to manage spending, credit, and debt, including credit card debt, effectively.
- Awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy, and their effect on credit terms.
- Ability to understand, evaluate, and compare financial products, services and opportunities.
- Activities that address the particular financial literacy needs of non-English speakers, including providing support through the development and distribution of multilingual financial literacy and education materials.

Financial literacy service providers are encouraged to align their programs with and facilitate client access to services provided through San Francisco's Office of Financial Empowerment.

10. Direct Job Search, Employment, and Retention Services

Each Access Point must provide job-ready participants with job search, employment, and retention services that help them find and secure employment, assess their progress, and determine need for additional services to help them adjust to their new work environment. Job-seekers who enter the Access Point with limited barriers to employment may be prepared to advance directly to job search services upon enrollment. The intensity of job search, employment, and retention services will depend upon the assessed job-seeker's individual needs and priorities.

Job Search and Employment: Job search services prepare jobseekers to conduct an effective job search, and make them aware of available employment opportunities as they conduct their searches. Each Access Point must provide a variety of job search services, inclusive of but not limited to the following:

- Provide information and assistance regarding job search strategies, resume development, and interviewing techniques, including individual and small group counseling and coaching.
- Provide computer access and assistance to support the job search.
- Develop and maintain employer relationships and generate employment leads.
- Coordinate with OEWD Business Services staff/providers to leverage employer relationships (in particular with large, regional employers), first-source local hiring agreements, on-the-job training opportunities, hiring tax credits, federal bonding program services, and other business service strategies to maximize employment opportunities.
- In coordination with Business Services staff/providers, host career and hiring fairs, and schedule space at the Access Point for one-on-one and/or group job interviews.

Connecting job-seekers to viable employment opportunities is a key responsibility of the Access Point and its staff. Each Access Point must market job-seekers to local employers and facilitate the application and hiring process to the extent feasible. The Access Points must maintain rosters of referral-ready participants who can quickly be contacted when appropriate employment opportunities become available. The Access Points, with leadership provided by the CAP, must work with OEWD Business Services staff/providers to communicate the specifics of individuals' employment needs and abilities, and to refer appropriate clients in a timely way to Business Services staff and employers.

Retention Services: Each Access Point must track retention of a jobseeker in employment or vocational training for a year following exit. Documenting retention can be accomplished through communication with employers and/or with participants. At minimum, the Access Point must document retention of all participants receiving staff-assisted placement services at the 2nd and 4th quarters following their exit from workforce services and/or programs to determine whether a program participant is still on the job and/or is in need of additional support to achieve positive program participation and employment outcomes. Retention services must identify and address barriers that may jeopardize the participant's new employment, offer coaching and referrals to help participants address new or on-going barriers to employment, and provide reemployment services if the participant has quit or been terminated.

11. Partner Development

Partner development activities initiate, build and maintain regular, continuous relationships and partnerships with organizations that offer services relevant and complimentary to the needs of job-seekers utilizing the Access Points. The grantee must develop and implement strategies that capitalize on the strengths of multiple agencies and organizations working toward common workforce development service goals. Funding preference will be given to high-quality subcontracting arrangements, partnerships, or collaborations, particularly those that leverage resources from other sources.

OEWD and the OSO will work with each grantee to broker and develop relationships with the WIOA Core Partners described in this RFP.

12. Business Services

While business services are coordinated and led by OEWD's contracted Business Services Coordinators, each Access Point must engage businesses in ways that enhance the quality of workforce service delivery and develop job opportunities for its targeted job-seeker population.

Under the leadership of the OEWD Business Services Coordinators, each Access Point must make space available to accommodate free workshops for the business community, organized by the Business Services Coordinators and held at the Access Point, on topics such as small business tax tips, HR issues/guidance, etc. The Access Point must also provide space for businesses to conduct one-on-one interviews, group interviews, and association or business group meetings; and may host career fairs that showcase training providers and/or local businesses and educate job-seekers about available employment and training opportunities. The Access Point may proactively seek out various industry associations to sponsor their monthly, quarterly, or annual meetings at the Access Point.

13. On-the-Job Training

OEWD in partnership with the CAP will create and enter into contracts with employers providing On-the-Job Training opportunities (OJTs). OJTs subsidize the initial wages of an employee hired into a position that requires extensive and structured training before the individual can be fully productive in the position. An OJT opportunity must meet the following three criteria:

- Provides knowledge or skills essential to the full and adequate performance of the job;
- Provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the costs of providing the training and additional supervision related to the training; and
- Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the customer, and the service strategy of the customer.

For a full explanation of OJT policies and procedures see: www.oewd.org/workforce

The CAP will administer an OJT fund designated to serve the entire workforce system, and will serve as the primary point of contact with participating OEWD grantees and employers. The OJT fund will be utilized to support OJT opportunities in OEWD's target sectors, as well as in other industries defined by OEWD. Each Access Point and Business Services grantee must develop OJT leads with eligible employers; make information about OJT opportunities available to job-seekers; and screen and prepare interested candidates. The CAP must solicit and accept referrals from Access Points and Business Services grantees of interested employers, and must follow up with these employers to pursue OJT contracts. The CAP must also solicit and accept referrals of qualified and interested individuals to participate in OJT, and must work with the referring Access Point to facilitate the individual's hire into an OJT position.

When a potential OJT contract is in an OEWD-targeted industry sector, the CAP must coordinate with the appropriate Sector Coordinator to develop the OJT opportunity. Additionally, a Sector Coordinator may choose to set aside a portion of the OEWD grant budget to fund OJT contracts that they pursue and execute themselves, though this is not a requirement.

14. Individual Training Accounts

Individual Training Accounts (ITAs) reimburse the cost of training an individual who requires a specific credential in order to enter or better compete in the workplace and retain employment.

Training services reimbursed through ITAs may include:

- Occupational skills training, including training in non-traditional jobs.
- Programs that combine workplace training with related instruction.
- Training programs operated by the private sector.
- Skills upgrading and retraining.

- Entrepreneurial training.
- Customized training.
- Adult education and literacy activities, in combination with services described above.

The CAP will administer an ITA fund designated to serve the entire workforce system. In coordination with the CAP and following WIOA program guidance, each Access Point will inform eligible job-seekers about ITAs and facilitate their access as appropriate. Job-seekers – in consultation with an Access Point case manager – must select training services that are listed on the California Eligible Training Provider List (ETPL) and are related to career goals as determined through an assessment. When a potential ITA is in an OEWD-targeted industry sector, the CAP will coordinate with the appropriate Sector Coordinator to develop the ITA.

A Sector Coordinator may choose to set aside a portion of the OEWD grant budget to fund ITAs that they administer themselves, though this is not a requirement.

PROGRAM AREA A. ONE-STOP OPERATOR

OVERVIEW

OEWD is seeking to fund a One-Stop Operator (OSO) (or America's Job Center of California (AJCC) Operator, as mandated by WIOA) to lead coordination of services delivered to San Francisco's workforce system by WIOA Core Partners (see Core Partners section above). The OSO will play a leadership role in coordinating partnerships, providing training and technical assistance, and facilitating the successful implementation of services across San Francisco's workforce system.

DESCRIPTION OF SERVICES

The responsibilities of the OSO include the following:

- Monitor and ensure implementation of Core Partner onsite services at the CAP, as outlined in MOUs negotiated by OEWD.
- With OEWD, manage a comprehensive workforce system calendar (Access Point hours of operations, workshop and event schedules, etc.) for public posting.
- Following OEWD guidance, create content for, coordinate, and facilitate technical assistance and training, including new provider/staff member on-boarding, refresher training, interactive training on OEWD technology systems, etc., in a variety of formats to accommodate diverse adult learner needs.
- Coordinate bi-annual events where OEWD-funded and other workforce service providers may network and share best practices and resources.
- Facilitate on-going meetings among OEWD-funded service providers to share best practices and foster collaboration.
- Conduct job-seeker and employer satisfaction surveys and interviews and, in concert with OEWD, provide feedback to service providers to improve overall service delivery strategies.
- Report to OEWD on operations, performance, and continuous improvement recommendations based on provider feedback during training and technical assistance, events, and surveys conducted.
- At OEWD's request, present to OEWD and/or to San Francisco's Local Workforce Development Board and its committees, information on the effectiveness of service delivery strategies, outcomes of customer satisfaction surveys, suggestions for service delivery improvements, and other topics.

Additional responsibilities may be determined by OEWD or suggested by the OSO or service providers to fulfill the OSO's role of system coordination and quality assurance.

The OSO will be accountable to OEWD, which is responsible for its oversight. The OSO will not hold responsibility for preparing or submitting the WIOA Local Plan, or convening stakeholders to assist in its development; managing, selecting, or terminating Access Point operators; negotiating local performance accountability measures; or developing or submitting budgets for OEWD-funded activities.

SPECIAL QUALIFICATIONS, STIPULATIONS AND AREA-SPECIFIC QUESTIONS

Four Core Partners must be deeply engaged in the operations of San Francisco's public workforce system and its Access Points. These include:

- California Employment Development Department (EDD)
- California Department of Rehabilitation (DOR)
- City College of San Francisco (CCSF) Career Technical Education and Adult Education programs
- San Francisco Human Services Agency (HSA)/TANF programs

In order to ensure objectivity in holding Core Partners accountable to the terms of their agreements, OEWD is limiting eligibility for the OSO to a third party provider, outside of the Core Partners mandated by WIOA to co-locate services and share costs.

PERFORMANCE MEASURES

Performance Measure	OEWD Performance Minimum Goals
Number of meetings facilitated with WIOA core partners	4
Number of technical assistance/training modules created	2
Number of technical assistance workshops provided to workforce system providers	6
Number of additional trainings and or events facilitated for workforce system service providers	2
Number of WISF and Committee Meetings attended	4
Job-seeker and employer satisfaction surveys sent bi-annually to Workforce System Service Providers	2

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
One-Stop/AJCC Operator	(1)	75,000	100,000	N/A	N/A

PROGRAM AREA B. ADULT WORKFORCE SERVICES

PROGRAM AREA B1. COMPREHENSIVE ACCESS POINT

OVERVIEW

OEWD is seeking to identify an agency to lead the Comprehensive Access Point (CAP), also known as America's Job Center of California (AJCC) (formerly known as a One Stop Career Link Center). Working in close coordination with OEWD, the CAP will serve as the central hub for all WIOA Title I workforce system services and as a resource and point of referral from the NAPs, SAPs, Sector Workforce Programs, JRS providers, Youth Access Points, Business Services Coordinators, and Core Partners. As the central point for the provision of workforce services, the CAP must be in a central, transit-accessible location that provides maximum access for as many of the City's residents as possible. In addition to providing direct customer services at its Access Point location, the CAP will be charged with improving and facilitating coordination of and access to workforce services across the City. The CAP will also serve as a centralized source of career assessment services, supportive services, On-the-Job Training (OJT) contracts, and Individual Training Accounts (ITAs) for the broader workforce system. Additionally, the CAP will offer comprehensive, onsite Job Readiness Training (JRT), Computer Skills Training (CST), and financial literacy services available by referral from other Access Points that do not have the capacity to offer the full suite of such services.

DESCRIPTION OF SERVICES

The CAP must serve three primary functions as the central point for all OEWD workforce system services:

1. Collaboration with Core Partners to co-locate all workforce system services, as detailed in MOUs with OEWD.
2. Delivery of a comprehensive menu of Access Point services at a fully-staffed, "one-stop" career resource center designed to help an individual acquire basic academic, job readiness, digital literacy, career planning, and job search skills.
3. Coordination of the NAPs, SAPs, Sector Workforce Programs, Youth Access Points, and Business Services providers to align and continuously improve service offerings available to jobseekers citywide as a seamless delivery system. This includes administration of services or funds shared across the system, such as ITAs and OJTs.

The CAP must deliver all Access Point services as described above. While some Access Point services (JRT, CST and Financial Literacy Training) are optional for other grantees, *all* Access Point services must be provided at the CAP.

Several characteristics distinguish the CAP from other elements of the workforce system. CAP applicants must demonstrate their capacity and intent to deliver the following:

1. **Core Partner and SAP onsite services:** Facilitate the co-location of Core Partner and SAP services at a minimum of 8 hours a week for Core Partners and a minimum of 4 hours a month for SAP providers, and accommodate the ability of Core Partners to conduct onsite informational workshops, eligibility screening, referrals, and direct services.

2. **Assessment:** Provide and make available WIOA required technical assessment services to the entire workforce system, including acceptance of assessment referrals from the NAPs, SAPs, Youth Access Points, Job Readiness Services (JRS) providers, and other stakeholders as appropriate.
3. **On-the-Job Training (OJT):** Oversee and administer OEWD's OJT resources, create OJT contracts with employers (developed directly or referred by Access Points); identify, accept and place qualified job-seekers (developed directly or referred by Access Points); and provide support to both job-seekers and employers during the OJT contracted period. Employer site visits, evaluations, and regular meetings will be required.
4. **Individual Training Accounts (ITAs):** Oversee and administer OEWD's ITAs, develop contracts with eligible training providers, and work with OEWD, NAPs, SAPs, Sector Coordinators, and Youth Access Points to make ITAs available on an individualized and customized basis, as appropriate for customers; and provide support to both job-seeker and educational institution during the ITA contracted period.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

CAP applicants – whether a single agency, or a collaborative under a lead applicant agency – must submit a single proposal to deliver, or otherwise provide access to, all Access Point services.

The successful CAP applicant will demonstrate the following special qualifications, in addition to the Preferred Qualifications described earlier in the RFP:

1. Located in, or with demonstrated access to, a downtown facility, accessible by public transportation, and equipped with staffing, training rooms, meeting rooms, private offices, computers and other equipment, and resources that enable the delivery of a wide range of workforce and other services offered in both self-service and staff-assisted capacities.
2. Pre-existing relationships and referral networks with a wide range of workforce, education, and supportive service providers in San Francisco.
3. Experience conducting OEWD-approved assessment tools to evaluate the needs of job-seekers with a wide range of abilities and backgrounds.
4. Pre-existing relationships with employers in industries generating significant employment opportunities in San Francisco.
5. Comprehensive understanding of the unique needs of San Francisco's job-seekers and employers.
6. History of successful participant recruitment and retention strategies that are appropriately aligned with program model and goals.
7. Demonstrated experience providing one-on-one case management services that prepare individuals to gain credentials and industry-recognized degrees and to enter and succeed in post-secondary education and the workplace.
8. Demonstrated experience and expertise delivering JRT.
9. Demonstrated experience and expertise delivering CST
10. Demonstrated experience and expertise delivering financial literacy training.
11. Demonstrated experience and expertise developing web-based client services.
12. High level of financial/accounting capacity necessary for the administration of OJT contracts and ITAs.

As noted in above sections, OEWD is anticipating piloting one or more forms of performance based contracting in FY 2017-18 with the CAP and NAP agreements resulting from this RFP. For the CAP, OEWD will provide a base cost-reimbursement amount for

start-up, operating expenses, training and supportive services. 90% of the grant budget will be offered as the base reimbursement amount. The remaining 10% of the grant amount will be set aside for performance-based grant achievements. Post-procurement, OEWD will negotiate with the grantee(s) the detailed amounts allocated for each of the performance-based grant achievements and the performance metrics that will trigger the incentive payments (which will be similar to the CAP performance measures indicated in this RFP).

To reflect this initial move toward performance based budgeting, applicants should budget 90% of their requested total budget amount as direct costs to specific line items and reserve 10% under the line item "other" with a description of "performance incentive."

OEWD will make available a \$100,000 fund for OJT and ITA activities to be administered by the successful CAP applicant. CAP applicants **do not need to include this amount** in their proposed budget (this funding will be in addition to the minimum/maximum grant range noted in the chart above); however proposers should include anticipated costs for the administration for those funds in their proposal budget. Proposers should also address anticipated activities, staff qualifications, and other appropriate information in their proposal narrative concerning how this programming will be coordinated and administered across the workforce system.

PERFORMANCE MEASURES

Target Service Numbers 400 – 500

Performance Measure	OEWD Performance Goal
Number of individuals assessed	70% of total participants enrolled; 90% of participants referred from Access Points
Placement in Unsubsidized Employment (2 nd quarter after exit)	80% of participants enrolled
Placement in foundation skills training, advanced training or post-secondary education <i>*Of those participants enrolled in vocational skills training, up to 15% may be placed in a post-secondary degree pathway (i.e. community college or four-year university), resulting in a regionally accredited degree or certification.</i>	50% of participants enrolled
Attainment of a Degree/Certificate (State/Industry recognized) within a year of program completion (can be in collaboration with an adult education provider)	60% of participants enrolled in advanced training or post-secondary education
Retention in placement (3-12 months)	75% of all participants placed in unsub employment
Number of monthly calendars posted (online) including services of Core Partners	12

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1- year)
CAP Coordinator	(1)	550,000	650,000	350-500	280-400

PROGRAM AREA B2. NEIGHBORHOOD ACCESS POINTS

OVERVIEW

OEWD seeks applicants to serve San Francisco's workforce system as Neighborhood Access Points (NAPs). NAPs allow ready access to workforce services in communities that, because of geographic isolation or disproportionate levels of unemployment and/or poverty, cannot be adequately served by the CAP. Through a network of five to seven NAPs, OEWD seeks to leverage neighborhood assets to enhance its core programs, policies, tools, and services. The NAPs' neighborhood-based employment services must offer a combination of workforce, education, barrier-removal, referral, and supportive services to assist residents in achieving economic stability and general well-being. The NAPs must serve job-seekers with a diversity of skills and levels of job-readiness, providing tiers of service appropriate to those with significant barriers as well as those ready for employment. In addition to delivering an extensive menu of WIOA workforce services on-site, the NAPs will serve as accessible entry-points into San Francisco's larger public workforce and education systems.

Unlike other contracts initiated through this RFP process, for the NAPs OEWD will provide a base cost-reimbursement amount for start-up, operating expenses, training and supportive services. 90% of the grant budget will be offered as the base reimbursement amount. The remaining 10% of the grant amount will be set aside for performance-based grant achievements. Post-procurement, OEWD will negotiate with the grantee(s) the detailed amounts allocated for each of the performance-based grant achievements and the performance metrics that will trigger the incentive payments (which will be similar to the NAP performance measures indicated in this RFP). Applicants should budget 90% of their requested amount as direct costs to specific line items and reserve 10% under the line item "other" with a description of "performance incentive."

DESCRIPTION OF SERVICES

NAP applicants must demonstrate that each of the Access Point services required of NAPs will be available to job-seekers and employers. NAP applicants are permitted, though not required, to include services indicated as optional for Access Points other than the CAP. Services must be delivered onsite at the Access Point, with the exception of assessment screenings and group-based computer or financial literacy trainings that are available through the CAP or another provider. NAPs must deliver Job Readiness Training (JRT) onsite. When any service is delivered offsite (such as an offsite intake or case management meeting), the delivery site must have appropriate space, technology, and other necessary materials.

Several service delivery strategies distinguish the NAPs from other elements of the workforce system. NAP applicants must demonstrate their capacity and intent to deliver the following:

1. Manage and coordinate the NAP as an accessible, community-based facility delivering comprehensive workforce services.
2. Conduct outreach and recruitment strategies that may include partnering with agencies and organizations that can identify targeted groups of neighborhood residents and connect them to the Access Point; employing dedicated staff and/or peer outreach workers; and participating in relevant community events or information fairs.
3. Coordinate partnerships among multiple stakeholders and service providers, including local community-based organizations.

4. Staff the Access Point with culturally competent personnel who will serve as workforce experts, reach neighborhood residents through trusted channels, and operate services with a dual customer (job-seeker/employer) approach.
5. Provide services primarily to neighborhood jobseekers.
6. Plan and design in-person and online services relevant and customized to neighborhood-specific needs and assets.
7. Deliver JRT customized to address the needs of neighborhood residents:
8. Serve the broader network of Access Points and other workforce system partners by assisting with the coordination of referrals to and from the NAP.
9. Coordinate closely with OEWD to develop relationships with local businesses and with businesses whose hiring needs match the skills of neighborhood job-seekers; and collaborate with OEWD Business Services Providers to host employer workshops and support partnerships with larger, regional employers.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Successful NAP applicants will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. A wide range of workforce and other services offered onsite, and an extensive referral network for other services.
2. Pre-existing trusted relationships within the neighborhood.
3. Demonstrated success providing outreach to and engaging in services the residents of the neighborhood.
4. Comprehensive understanding of the unique needs of the neighborhood.
5. Close proximity to the homes of targeted participants.
6. Onsite participant access to computers.
7. Demonstrated success preparing individuals to gain credentials and to enter and succeed in post-secondary education and the workplace.
8. Demonstrated experience and expertise developing web-based client services.
9. Ability to provide or leverage multi-disciplinary case management with comprehensive social support services and connections, where appropriate.

NAP applicants – whether a single agency, or a collaborative under a lead applicant agency – must submit a single proposal to deliver or otherwise provide access to all Access Point services detailed in the Adult Workforce System overview.

Applicants for NAP funding must provide justification for locating a NAP in the community they are proposing to serve.

Any applicant proposing to serve the Western Addition neighborhood must be able to conduct services out of the existing site – leased by the City for provision of workforce services.

NAP applicants with the ability to conduct cohort-based Computer Skills Training (CST) and financial literacy courses will be given preference.

As noted in above sections, OEWD is anticipating piloting one or more forms of performance based contracting in FY 2017-18 with the CAP and NAP agreements resulting from this RFP. For the NAPs, OEWD will provide a base cost-reimbursement amount for start-up, operating expenses, training and supportive services. 90% of the grant budget will be offered as the base reimbursement amount. The remaining 10% of the grant amount will be set aside for performance-based grant achievements. Post-procurement, OEWD will negotiate with the grantee(s) the detailed amounts

allocated for each of the performance-based grant achievements and the performance metrics that will trigger the incentive payments (which will be similar to the NAP performance measures indicated in this RFP).

To reflect this initial move toward performance based budgeting, applicants should budget 90% of their requested total budget amount as direct costs to specific line items and reserve 10% under the line item "other" with a description of "performance incentive."

PERFORMANCE MEASURES

Target Service Numbers:

- 2000 - 3000 job-seeker clients served (all grantees combined, or at minimum 250 - 400 per site)**
- 250 - 500 employers served (all grantees combined, or at minimum 50 per site)**

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment	75% of participants enrolled
Placement in foundation skills training, advanced training or post-secondary education <i>*Of those participants enrolled in vocational skills training, up to 15% may be placed in a post-secondary degree pathway (i.e. community college or four-year university), resulting in a regionally accredited degree or certification.</i>	50% of participants enrolled
Attainment of a degree/certificate (State/industry recognized) prior to program completion	60% of participants enrolled in advanced training or post-secondary education
Retention in placement(3-12 months)	70% of all participants placed in unsubsidized employment

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Neighborhood Access Points	(5-7)	300,000	500,000	250-400	187-300

PROGRAM AREA B3. RE-ENTRY SPECIALIZED ACCESS POINT (SAP)

OVERVIEW

Each of OEWD's Specialized Access Points (SAPs) provides workforce development services that are customized to the needs and assets of a special population of work-ready job-seekers. OEWD seeks through this RFP to identify a Re-Entry SAP to provide job readiness and employment services for jobseekers with criminal convictions/involvement in the criminal justice system. The Re-Entry SAP will build upon existing programs, policies, tools, and services, including but not limited to counseling services, workshops, and employment assistance customized to and targeting the employment needs of jobseekers with criminal records, especially those newly re-entering the workforce from the criminal justice system.

The Re-Entry SAP must deliver services at its own designated location, as well as during scheduled hours at the CAP (required) and the NAPs (optional), as appropriate in order to spread awareness of SAP services. The Re-Entry SAP services must also be connected to the CAP and NAPs as appropriate through built-in cross-referral mechanisms.

DESCRIPTION OF SERVICES

The Re-Entry SAP must provide or facilitate access to all Access Point services detailed above and ensure that these services are accessible by, and targeted to the specific workforce needs of people with a previous criminal conviction. Some of these services, may be available through co-location with or referral to another Access Point. In such cases, the Re-Entry Access Point grantee is responsible for facilitating access and ensuring that job-seeker clients receive culturally appropriate, culturally sensitive services that are appropriate and tailored to the client's particular assets, needs, and barriers.

Several service delivery strategies distinguish the Re-Entry SAP from other elements of the workforce system. In addition to addressing the required baseline Access Point services Re-Entry SAP applicants must demonstrate their capacity and intent to deliver the following:

1. Liaise with the Adult Probation Department and Parole Offices to provide outreach pre-release and to align re-entry employment services across the probation and workforce systems.
2. Provide or facilitate access to legal and practical assistance to obtain a Certificate of Relief and/or Good Conduct, RAP sheet reclassification, driver's license, fee and arrearage mitigation, or other documentation necessary to obtain employment, as appropriate.
3. Provide or facilitate access to a wide range of services to address inadequate/outdated vocational skills, limited digital literacy, mental or behavioral health issues, and substance abuse issues, as appropriate.
4. Provide or facilitate access to cognitive behavior interventions, as appropriate.
5. Deliver services during scheduled hours at the CAP (required) and at the NAPs (optional).
6. Provide financial literacy training (optional for other Access Points; required for the Re-Entry SAP).
7. Provide basic Computer Skills Training (optional for other Access Points; required for the Re-Entry SAP).
8. Identify viable job opportunities and coordinate with OEWD Business Services to build relationships with employers interested in hiring the re-entry population.

9. Connect job-seekers to paid or unpaid work experience for up to 6 months, with an ultimate goal of unsubsidized employment.
10. Provide follow-up retention services up to 12 months following placement in unsubsidized employment.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

The successful Re-Entry SAP applicant will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. Demonstrated success in providing employment services and employment barrier remediation services to adults re-entering the workforce after one or more episodes of criminal justice system involvement.
2. Established relationships with citywide service providers and resources for ex-offender/reentry services.
3. Strong collaboration, partnership, and referral relationships with City and County San Francisco's Adult Probation Department and other key stakeholders within the Criminal Justice system.
4. Strong collaboration and partnership with providers of educational assessment, tutoring, and high school diploma and equivalency services.
5. Ability to address multiple barriers to employment, including inadequate/outdated vocational skills, low literacy and numeracy skills, limited digital literacy, mental or behavioral health issues, and substance abuse issues.

All Re-Entry SAP applicants must demonstrate formal connections to the CAP and NAPs; the City and County of San Francisco Adult Probation Department, Sheriff's Department, District Attorney's Office, and Department of Child Support Services; and an education provider of GED preparation or high school diploma programs.

The successful Re-Entry SAP applicant will describe which of the Access Point services will be delivered directly by the applicant, and which will be delivered by the co-located CAP or NAP, by another onsite partner, or by referral.

Applicants should identify the industries and sectors that are appropriate to the populations being served and will be targeted through the program. Additionally applicants should ensure their program design clearly demonstrates an emphasis on barrier removal and evidence of rehabilitation (i.e. Certificates of Good Conduct and Relief of Disabilities) combined with the attainment of in-demand certificates.

Applicants are encouraged to collaborate with other service providers to achieve close coordination of services. Funding preference will be given to high-quality subcontracting arrangements, partnerships, or collaborations that leverage from other sources. Applicants should not only describe the services to be provided but also address which of the Access Point services will be delivered directly by the applicant, and which will be delivered by the CAP or NAP, by another onsite partner, or by referral.

PERFORMANCE MEASURES

Target Service Numbers: 100 - 200 to be served

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment (2 nd quarter after exit)	70% of participants enrolled
Enrollment in Job Readiness Training	75% of participants enrolled
Placement in foundation skills training, advanced training or post-secondary education <i>*Of those participants enrolled in vocational skills training, up to 15% may be placed in a post-secondary degree pathway (i.e. community college or four-year university), resulting in a regionally accredited degree or certification.</i>	50% of participants enrolled
Attainment of a degree/certificate (state/industry recognized) prior to program completion	60% of participants enrolled in advanced training or post-secondary education
Paid or unpaid work experience	20% of participants enrolled with goal of unsubsidized placement
Retention in placement (3 -12 months)	60% of all participants placed in unsubsidized employment

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Re-Entry Specialized Access Point	1	125,000	250,000	100-200	70-140

PROGRAM AREA B4. DISABILITY SPECIALIZED ACCESS POINT (SAP)

OVERVIEW

Each of OEWD's Specialized Access Points (SAPs) provides workforce development services that are customized to the needs and assets of a special population of work-ready job-seekers. OEWD seeks through this RFP to fund one or more Disability SAPs and a Disability Coordinator to deliver and coordinate workforce and employment services targeting people with disabilities. Proposals for Disability SAPs and the Disability Coordinator must reflect the service priorities, strategies, and requirements outlined in this solicitation; however, activities, are not limited to those outlined below. Successful proposals will indicate how the applicant(s) will build upon and leverage existing programs, policies, tools, and services.

San Francisco's high-skilled job market can be particularly challenging for people with disabilities with limited skills and work experience, making it difficult to decide between returning to work in a low-wage job and/or staying out of the workforce. Thus, a significant workforce challenge for people with disabilities is avoiding underemployment by connecting to a viable career opportunity with growth potential.

The Disability Coordinator must deliver services at its own designated location, as well as during scheduled hours at the CAP (required) and the NAPs (optional), as appropriate in order to spread awareness of its own and the other Disability SAP services. All Disability SAP services must also be connected to the CAP and NAPs as appropriate through built-in cross-referral mechanisms. All Disability SAP applicants must demonstrate formal connections to the CAP, NAPs, the Department of Rehabilitation (DOR), and community-based organizations serving individuals with disabilities.

The Disability Coordinator will be responsible for the administration of San Francisco's Ticket to Work program. Ticket to Work is a federal program that supports career development for Social Security disability beneficiaries age 18 through 64 who want to work. The Ticket to Work program helps people with disabilities progress toward financial independence and is free and voluntary. Providers throughout San Francisco's public workforce system must refer eligible individuals to the Disability Coordinator for access to Ticket to Work resources.

DESCRIPTION OF SERVICES

All Disability SAPs must provide or facilitate access to all Access Point services detailed above and ensure that these services are accessible by, and targeted to the specific workforce needs of people with disabilities. Some of these services may be available through co-location with or referral to another Access Point. In such cases, the Disability SAP grantee will be responsible for facilitating access and ensuring that job-seeker clients receive culturally appropriate, culturally sensitive services that are appropriate and tailored to the client's particular assets, disabilities, needs, and barriers. Disability SAP activities should be tailored and targeted to meet service priorities and targeted outcomes for individuals with disabilities.

Several service delivery strategies distinguish the Disability SAPs from other elements of the workforce system. Disability SAP applicants must demonstrate their capacity and intent to deliver the following:

1. Collaborate with the DOR to conduct outreach and to align employment services and resources.
2. Conduct targeted outreach to individuals with disabilities, including adults on SSI and SSDI.
3. Collaborate with disability-serving partner organizations to better serve job-seekers with disabilities.
4. Deliver services during scheduled hours at the CAP (required) and at the NAPs (optional).
5. Provide or facilitate access to a wide range of targeted services to address inadequate/outdated vocational skills, health, mental health, transportation, substance abuse, child care, and other needs, as appropriate.
6. Provide financial literacy training (optional for other Access Points; required for the Disability SAPs).
7. Provide basic Computer Skills Training (optional for other Access Points; required for the Disability SAPs).
8. Collaborate with educational and training institutions to support individuals' access to education and attainment of in-demand credentials.
9. Act as a resource for job-seekers, businesses, government agencies, and community-based organizations regarding the unique assets and barriers of the disabled job-seeker population.
10. Identify viable job opportunities and coordinate with OEWD Business Services and the Disability Coordinator to build relationships with employers interested in hiring and advancing the re-entry population.
11. Provide follow-up retention services up to 12 months following placement in unsubsidized employment.

In addition to or apart from applying to be a Disability SAP, applicants may propose to assume the role of OEWD's Disability Coordinator. In addition to the services described above, the Disability Coordinator grantee must:

1. Coordinate Disability SAP co-location and services provided through the CAP, NAPs, and Sector Workforce Services.
2. Coordinate for seamless referrals and service delivery across multiple disability employment programs and the DOR and act as a liaison to DOR and other stakeholders.
3. Develop policy and procedure recommendations which articulate a comprehensive program model serving job-seekers with disabilities, and disseminate these amongst Access Points and other workforce and education system partners.
4. Administer the Social Security Administration's Ticket to Work program, including attending relevant meetings and webinars, coordinating with Ticket to Work service providers, and reporting on Ticket to Work performance outcomes.
5. Organize roundtables of employers with interest in hiring and advancing individuals with disabilities.
6. Provide Ticket to Work services to participants enrolled in San Francisco's Disability Employment Initiative, including career planning, job accommodations, job coaching/training, employment assistance services, ongoing employment support/job retention, special language capacity, and other employment-related services.
7. Ensure accessibility of services provided at and through referral via the CAP and NAPs.
8. Train staff at the CAP, NAPs, other SAPs, and Sector Workforce Programs on disability awareness.
9. Train employers on supporting employees with disabilities; and facilitate connection to viable employment opportunities and retention, including any necessary accommodations.
10. In coordination with OEWD Business Services, engage employers with interest in hiring and advancing individuals with disabilities.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Successful Disability SAP and Disability Coordinator applicants will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. Demonstrated success in providing employment services and employment barrier remediation services to individuals with a wide range of disabilities.
2. Established relationships with DOR, citywide service providers, and resources for individuals with disabilities.
3. Ability to address multiple barriers to employment and support accommodations, as appropriate.

All Disability SAP applicants must demonstrate formal connections to the CAP, NAPs, the Department of Rehabilitation (DOR), and community-based organizations serving individuals with disabilities.

Applicants should identify the industries and sectors that are appropriate to the populations being served and will be targeted through the program. Additionally applicants should ensure their program design clearly demonstrates an emphasis on barrier removal combined with the attainment of in-demand certificates.

Applicants are encouraged to collaborate with other service providers to achieve close coordination of services. Funding preference will be given to high-quality subcontracting arrangements, partnerships, or collaborations that leverage from other sources. Applicants should not only describe the services to be provided but also address which of the Access Point services will be delivered directly by the applicant, and which will be delivered by the CAP or NAP, by another onsite partner, or by referral.

PERFORMANCE MEASURES

Target Service Numbers: 200-350 (all grantees combined)

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment (2 nd quarter after exit)	60% of participants enrolled
Placement in foundation skills training, advanced training or post-secondary education	20% of participants enrolled with goal of unsubsidized placement
Attainment of a degree/certificate (State/industry recognized) prior to program completion	50% of participants enrolled in advanced training or post-secondary education
Retention in placement (3 -12 months)	60% of all participants placed in unsubsidized employment

Disability Coordinator Target Service Numbers: 100-150

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment (2 nd quarter after exit)	60% of participants enrolled
Placement in foundation skills training, advanced training or post-secondary education	30% of participants enrolled with goal of unsubsidized placement
Attainment of a degree/certificate (state/industry recognized) prior to program completion	50% of participants enrolled in advanced training or post-secondary education
Retention in placement (3 -12 months)	60% of all participants placed in unsubsidized employment
Number of employment leads and/or paid work experiences developed for people with disabilities	35
Number of trainings offered to CAP and NAP staff on disability awareness	2

RECOMMENDATIONS

Program Area	Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Disability Specialized Access Point	(2-4)	75,000	100,000	75-100	45-60
Disability Coordinator	(1)	150,000	250,000	100-150	60-90

PROGRAM AREA B5. VETERANS SPECIALIZED ACCESS POINT (SAP)

OVERVIEW

Each of OEWD's Specialized Access Points (SAPs) provides workforce development services that are customized to the needs and assets of a special population of work-ready job-seekers. OEWD seeks through this RFP to fund one or more Veterans SAPs to deliver job readiness and employment services targeting veterans, especially those newly re-entering the civilian workforce. Proposals for the Veterans SAP must reflect the service priorities, strategies, and requirements outlined in this solicitation; however, activities, are not limited to those outlined below. Successful proposals will indicate how the applicant(s) will build upon and leverage existing programs, policies, tools, and services.

The Veterans SAP must deliver services at its own designated location, as well as during scheduled hours at the CAP (required) and the NAPs (optional), as appropriate in order to spread awareness of SAP services. The Veterans SAP services must also be connected to the CAP and NAPs as appropriate through built-in cross-referral mechanisms. All Veterans SAP applicants must demonstrate formal connections to the CAP, NAPs, the Veterans Administration, community-based organizations serving veterans, other veteran services locally, and an education provider.

DESCRIPTION OF SERVICES

The Veterans SAP must provide or facilitate access to all Access Point services detailed above and ensure that these services are accessible by, and targeted to the specific workforce needs of veterans. Some of these services may be available through co-location with or referral to another Access Point. In such cases, the Veterans SAP grantee will be responsible for facilitating access and ensuring that job-seeker clients receive culturally appropriate, culturally sensitive services that are appropriate and tailored to the client's particular assets, needs, and barriers. Veterans SAP activities should be tailored and targeted to meet service priorities and targeted outcomes for veterans, especially those newly re-entering the civilian workforce.

Several service delivery strategies distinguish the Veterans SAPs from other elements of the workforce system. Veterans SAP applicants must demonstrate their capacity and intent to deliver the following:

1. Liaise with the Veterans Administration to provide outreach to veterans, especially those newly re-entering the civilian workforce, and to align employment services across the veterans and workforce systems.
2. Provide or facilitate access to a wide range of targeted services to address the needs of veterans, including limited/outdated vocational skills, health, mental health, transportation, substance abuse, child care, as appropriate.
3. Deliver services during scheduled hours at the CAP (required) and at the NAPs (optional).
4. Provide financial literacy training (optional for other Access Points; required for the Veterans SAPs).
5. Provide basic Computer Skills Training (optional for other Access Points; required for the Veterans SAPs).
6. Provide or facilitate access to assistance and supportive services to remove barriers or obtain credentials necessary to achieve employment (i.e. driver's license, uniforms, etc.), as appropriate.

7. Provide or facilitate access to legal and practical assistance with correction of military records, military discharge upgrades, VA disability claims, or other relevant documentation.
8. In coordination with OEWD Business Services, conduct targeted relationship-building with employers interested in hiring and advancing veterans.
9. Provide follow-up retention services up to 12 months following placement in unsubsidized employment.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Successful Veterans SAP applicants will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. Experience working with and knowledge of veteran issues and needs, including veterans' health, disability, and educational benefits (including the GI Bill); Dependents Educational Assistance; vocational rehabilitation; legal services; and employment resources (Military and Civilian Skills Crosswalk, Military Occupational Specialty – Transferrable Skills).
2. Demonstrated success in providing employment services and employment barrier remediation services to veterans, including female veterans and survivors of PTSD.
3. Strong collaboration and partnership with the Veterans Administration, San Francisco County Veterans Service Office, VA Medical Center, and other public and non-profit veterans' services and resources.
4. Strong collaboration and partnership with providers of educational assessment, tutoring, and high school diploma or equivalent services.
5. Ability to address directly or through strong existing referral partnerships multiple barriers to employment, including inadequate/outdated vocational skills, low literacy and numeracy skills, limited digital literacy, mental or behavioral health issues, and substance abuse issues.

Applicants should identify the industries and sectors that are appropriate to the populations being served and will be targeted through the program. Additionally applicants should ensure their program design clearly demonstrates an emphasis on barrier removal combined with the attainment of in-demand certificates.

Applicants are encouraged to collaborate with other service providers to achieve close coordination of services. Funding preference will be given to high-quality subcontracting arrangements, partnerships, or collaborations that leverage from other sources. Applicants should not only describe the services to be provided but also address which of the Access Point services will be delivered directly by the applicant, and which will be delivered by the CAP or NAP, by another onsite partner, or by referral.

PERFORMANCE MEASURES

Target Service Numbers: 100-250 to be served (all grantees combined)

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment	75% of participants enrolled
Placement in foundation skills training, advanced training or post-secondary education	30% of participants enrolled into training

Attainment of a degree/certificate (State/industry recognized) prior to program completion	65% of participants enrolled into training will attain recognized credential
Retention in placement (3-12 months)	60% of all participants placed in unsubsidized employment will receive retention

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Veterans Specialized Access Point	(1-2)	100,000	250,000	100-200	75-150

PROGRAM AREA B6. OTHER SPECIALIZED ACCESS POINTS (SAPs)

OVERVIEW

OEWD will consider applications proposing to create and implement other Specialized Access Points (SAPs) to provide job readiness and employment services for one or more targeted populations of job-seekers. Each of OEWD's SAPs provides workforce development services that are customized to the needs and assets of a special population of job-seekers, accelerating their attainment of training, credentials, and unsubsidized employment.

Other SAPs should build upon existing programs, policies, tools, and services, including but not limited to counseling services, workshops, and employment assistance targeting the employment needs of the targeted population(s). The proposed SAP must deliver services at its own designated location, as well as during scheduled hours at the CAP (required) and the NAPs (optional), as appropriate in order to spread awareness of SAP services. The proposed SAP services must also be connected to the CAP and NAPs as appropriate through built-in cross-referral mechanisms, and must demonstrate relationships with key public, private and non-profit partners relevant to the education, training, and employment success of the targeted population(s).

DESCRIPTION OF SERVICES

The SAP must provide or facilitate access to all Access Point services detailed above and ensure that these services are accessible by, and targeted to the specific workforce needs of the proposed population. Some of these services may be available through co-location with or referral to another Access Point. In such cases, the SAP grantee is responsible for facilitating access and ensuring that job-seeker clients receive culturally appropriate, culturally sensitive services that are appropriate and tailored to the client's particular assets, needs, and barriers.

Several service delivery strategies distinguish the SAP from other elements of the workforce system. SAP applicants must demonstrate their capacity and intent to deliver the following:

1. Liaise with the appropriate public, private and non-profit partners to outreach to and recruit the targeted population in need of education, training, and employment services.
2. Provide or facilitate access to a wide range of services customized to address the specific needs of the population the SAP targets.
3. Deliver hours during scheduled hours at the CAP (required) and at the NAPs (optional).
4. Provide financial literacy training (optional for other Access Points; required for all SAPs).
5. Provide basic Computer Skills Training (optional for other Access Points; required for all SAPs).
6. Identify viable job opportunities for participants and in coordination with OEWD Business Services, and conduct targeted relationship-building with employers interested in hiring the SAP's targeted population.
7. Provide follow-up retention services up to 12 months following placement in unsubsidized employment.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

The successful SAP applicant will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. Demonstrated success in providing employment services and employment barrier remediation services to the proposed targeted population.
2. Established relationships with citywide service providers and resources for the targeted population.
3. Ability to address multiple barriers to employment, including those identified in an analysis of the targeted population's needs, as detailed in the response to this RFP.
4. Ability to make a strong case for the creation of an Access Point serving the proposed targeted population.

Applicants for SAP funding to serve other populations must provide justification of the needs of this special population for targeted workforce services.

Applicants should identify the industries and sectors that are appropriate to the populations being served and will be targeted through the program. Additionally applicants should ensure their program design clearly demonstrates an emphasis on barrier removal combined with the attainment of in-demand certificates.

Applicants are encouraged to collaborate with other service providers to achieve close coordination of services. Funding preference will be given to high-quality subcontracting arrangements, partnerships, or collaborations that leverage from other sources. Applicants should not only describe the services to be provided but also address which of the Access Point services will be delivered directly by the applicant, and which will be delivered by the CAP or NAP, by another onsite partner, or by referral.

PERFORMANCE MEASURES

Target Service Numbers: To be proposed

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment (2 nd quarter after exit)	60-75% of participants enrolled
Placement in foundation skills training, advanced training or post-secondary education	25-50 % of participants enrolled
Attainment of a degree/certificate (State/industry recognized) prior to program completion	25-65% of participants enrolled in advanced training or post-secondary education
Retention in placement (3 -12 months)	50-75% of all participants placed in unsubsidized employment

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees			Number Served (1-year)	Number Placed (1-year)
		MIN	MAX		

Other Specialized Access Points	(0-2)	75,000	150,000	TBD	TBD
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PROGRAM AREA C. JOB READINESS SERVICES

OVERVIEW

OEWD seeks to identify through this RFP multiple organizations to provide holistic and culturally-competent Job Readiness Services (JRS) for the City's residents with multiple barriers to successful job search and employment. JRS providers play a critical bridge role for individuals who, because of the barriers they face, are not yet able to focus on a job search and employment. JRS providers must deliver intensive services to help these jobseekers to identify and create a plan for removing barriers preventing employment, and support the individual in accessing and navigating a citywide service system to resolve these barriers. JRS providers must play an important cross-referral role within San Francisco's workforce system: receiving referrals from Access Points and other partners of job-seekers with multiple barriers to employment, AND referring job-seekers who have successfully addressed barriers through JRS to an appropriate Sector Workforce Program or other appropriate Access Point for services focused on vocational training and employment.

OEWD has identified a list of barriers that often require JRS previously in this RFP. While *all Access Points must serve jobseekers with barriers to employment*, JRS providers play a special role in serving those jobseekers whose barriers are so acute or so multiplicative, that successful participation in workforce services necessitates their prior removal. OEWD considers an individual appropriate for JRS services if the individual has the following barriers:

- Lack of right-to-work documentation
- Limited English ability
- Referred by HSA or Public Housing with *two or more* of the following:
 - Limited academic skills, and/or lack of a high school diploma or GED
 - Criminal history
 - Lack of basic computer skills
 - Lack of child care
 - Lack of or limited transportation
 - Lack of a valid driver's license
- OR any individual with *three or more* of the following:
 - Limited academic skills, and/or lack of a high school diploma or GED
 - Criminal history
 - Lack of basic computer skills
 - Lack of child care
 - Lack of or limited transportation
 - Lack of a valid driver's license

DESCRIPTION OF SERVICES

JRS grantees will provide a subset of the Access Point services described in this RFP, targeted to and as appropriate for participants with multiple barriers requiring resolution in order to fully benefit

from workforce development services. JRS grantees will connect participants to Access Points, sector training programs, employment opportunities, and other services, when and as appropriate. JRS must be provided at an accessible facility identified by the applicant.

JRS activities required of all grantees include the following:

1. **Outreach and Recruitment:** JRS grantees must conduct outreach and recruitment that results in enrollment in JRS. JRS grantees must have or propose a plan to develop formal processes and procedures for accepting referrals from other stakeholders in the workforce development system, especially from other Access Points, HSA, and Public Housing
2. **Assessment:** JRS assessment will focus on identifying each individual's interests, abilities, and barriers to employment, using unbiased assessment processes and procedures. A full technical assessment should evaluate the individual's reading/writing, math, basic computer/internet, and English-speaking skills. When vocational training is an identified goal, the assessment must include the minimum requirements and qualifications for class enrollment and subsequent successful employment in the identified industry. Assessments may also include drug testing, criminal background checks, physical fitness/ability or others.
3. **Career Counseling:** JRS grantees must assist participants in identifying an industry sector of choice, and create an Individual Employment Plan (IEP) for training, skill development, and barrier-removal needed to succeed in the targeted industry. IEPs should (1) identify the participant's employment goals and appropriate achievement objectives, including any industry sector of interest and potential career pathways, (2) identify the barriers to achieving these goals, and (3) identify an appropriate combination of services and skill development to help the participant achieve his/her employment goals. In addition to barrier removal services the JRS grantee provides, Career Counseling may generate simultaneous or eventual referrals to an OEWD Access Point, sector initiative, secondary or post-secondary education, or short-term occupational skills training.
4. **Case Management and Barrier Removal:** JRS grantees must offer case management to participants with the goal of providing individualized support to facilitate each participant's successful achievement of their goals. Case managers must work with each participant to develop a barrier-removal action plan and connect the participant to one-on-one, small group, public and outside support services as needed. Grantees are expected to follow up regularly with participants in order to follow up on referrals, monitor progress, and adjust action plans as appropriate.
5. **Basic Computer Skills Training:** JRS providers must offer instructor-led basic Computer Skills Training (CST) to all participants who are in need of these technical skills and support to fully access workforce system services, conduct an effective self-directed job search, and achieve employment and career advancement. (See description in Access Point Services). CST need not be offered to participants with existing computer literacy.
6. **Access Point Referrals:** JRS must serve as an entry point to the larger workforce and education systems for customers with barriers to employment. Grantees must work in coordination with other service providers, including the CAP, NAPs, SAPs, Sector Coordinators, and other training and employment providers to facilitate cross-referrals.
7. **OEWD Access Point Provider Network:** Grantees must participate in OEWD meetings and trainings to enhance the Access Point Provider Network, facilitate peer exchanges, coordinate services, and strengthen service capacity.

If the applicant proposes a JRS model serving limited-English proficient (LEP) job-seekers, then the following additional services must be provided directly by the JRS grantee or through demonstrated relationships and capacity to refer participants to these services on an as-needed basis:

8. **Limited English Proficiency (LEP) Services:** JRS grantees must provide access to language-appropriate employment services and workshops for jobseekers with limited English proficiency, either by referral or through direct provision. If the applicant proposes the direct provision of such services, then they must:
- a) Be vocationally oriented and directly relevant to the vocational goals of the individual as much as possible.
 - b) Include an assessment of both written and verbal language skills.
 - c) Include an assessment of the individual's literacy in their native language.
 - d) Emphasize contextually-based learning with substantial time allocated to the practice and utilization of English language skills in a safe learning environment.
 - e) Be relevant to the learning needs of the individual/target population.
 - f) Be delivered in a culturally competent and culturally sensitive manner.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Successful JRS applicants will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

- 1) Demonstrated success in providing employment barrier remediation and readiness services.
- 2) Demonstrated ability to leverage other services and resources.
- 3) Established relationships with citywide service providers and resources relevant to JRS services.
- 4) Demonstrated success in providing basic Computer Skills Training to adults.

Note: For barrier removal services, JRS case managers' caseload should not exceed 35 jobseekers per case manager. The ideal caseload is 20 – 30 jobseekers per case manager.

PERFORMANCE MEASURES

Target Service Numbers: 400-600

Performance Measure	OEWD Performance Goal
Increase in ESL/VESL ability by at least 1 level (for applicants targeting limited-English proficient (LEP) job-seekers)	80% of participants enrolled
Removal of 1 or more barriers to training and employment	90% of participants enrolled
Removal of 2 or more barriers to training and employment	75% of participants enrolled
Removal of 3 or more barriers to training and employment	50% of participants enrolled
Accepted referrals to Sector Coordinator or other Access Point	70% of participants enrolled
Enrollment in vocational training and/or post-secondary education	35% of participants enrolled
Report customer satisfaction	75% of participants enrolled

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Job Readiness Services	(3-5)	75,000	125,000	100-200	160-240

PROGRAM AREA D. YOUNG ADULT WORKFORCE SERVICES

OVERVIEW

OEWD seeks through this RFP to identify organizations that propose innovative and effective Young Adult Workforce Service strategies. Many young adults are not yet prepared to select and pursue a specific career pathway; rather, they benefit from exposure to a variety of options, information about requirements and opportunities for entry into the workforce, and foundational training that increases self-confidence, resilience, and basic employability skills to help them as they make choices about their future. In addition, many young adults require barrier-removal assistance related to lack of a high school diploma or GED, involvement with the justice system, or personal or family challenges. OEWD seeks to fund Young Adult Workforce Services that help young adults overcome barriers and build the skills they need to realize their full economic potential and achieve their educational goals.

Applicants are invited to propose services in three program areas addressing the needs of young adults in San Francisco's workforce system:

1. Young Adult Access Point
2. Reconnecting All through Multiple Pathways (RAMP-SF)
3. Young Adult Subsidized Employment Program

OEWD seeks to fund services and activities that enhance San Francisco's workforce service delivery system for all young adults ages 17-24 by:

- Focusing on the special concerns of young adults and serving as their point of entry into the public workforce system.
- Educating young adults about the diverse options in industry sectors, career advancement pathways within various industries, and the education, training, and experience needed to advance in various occupations.
- Creating comprehensive programs that enable young adults to gain basic and work readiness skills that prepare them for future career success.
- Developing structured programming for young adults that includes leveraged educational and workforce preparation services.
- Increasing capacity within and coordination across San Francisco to ensure appropriate services are available to young people throughout the workforce development system.

OEWD's Young Adult Workforce Services are targeted to Out-of-School young adults aged 17-24. WIOA's definition of Out-of-School participants includes youth who:

- are low-income and who require additional assistance due to one or more barriers (high school drop-out, basic skills deficient or English-language learner, truant, emancipated youth, documentation of being in special education or with less than C average, resident of public housing, recipient of public assistance or medical benefits, individual with drug or alcohol problems, or young adult age 19-24 who has not held a job for more than 13 weeks in the past year);
- have a disability,
- are in out-of-home placement, foster care or aged out,
- are homeless or runaway,
- are pregnant or parenting,

- are involved in the juvenile justice system or have a criminal conviction

Numerous efforts across the City provide services to help young adults along the path to economic security. Through Young Adult Workforce Services, OEWD is seeking to complement and build upon existing service models that strengthen communities and support young adults in achieving economic stability and general well-being.

PROGRAM AREA D1: YOUNG ADULT ACCESS POINT

OVERVIEW

OEWD seeks applicants to serve young adults ages 17-24 in San Francisco's workforce services system through Young Adult Access Points. Through a network of these Young Adult Access Points, OEWD seeks to leverage community assets and build upon existing programs, policies, tools, and services. The Young Adult Access Points' employment services will offer a variety of workforce, education, barrier-removal, and wrap-around supportive services to support young adults in achieving economic stability and general well-being. In addition to delivering a comprehensive menu of WIOA workforce services on-site, the Young Adult Access Points will serve as entry points into San Francisco's larger public workforce and education systems.

DESCRIPTION OF SERVICES

Each contracted Young Adult Access Point will deliver or make accessible to young adults the comprehensive menu of Access Point services described above. Young Adult Access Points must ensure that these services are tailored to the needs of young adults, and that young adults are engaged in the Access Point through targeted outreach and recruitment.

Several service delivery strategies distinguish the Young Adult Access Points from other elements of the workforce ecosystem. Applicants must demonstrate their capacity and intent to deliver the following:

1. Manage and coordinate the Young Adult Access Point as an accessible, community-based facility delivering comprehensive workforce services targeting and tailored to young adults ages 17-24.
2. Conduct outreach and recruitment that may include: partnering with schools, agencies and organizations that can identify and refer targeted young adults; employing dedicated staff and/or peer outreach workers; and participating in relevant community events or fairs.
3. Staff the Access Point with culturally competent personnel, able to reach young adults through trusted channels.
4. Operate services with a dual customer (job-seeker/employer) approach.
5. Conduct youth-friendly intake processes that determine eligibility and inform individual service plans.
6. Refer youth who are program ineligible or are not selected to participate in OEWD-funded activities to other workforce system or community providers.
7. Coordinate partnerships among community-based organizations, employers, and government agencies serving similar populations.
8. Plan and design in-person and online services relevant and customized to young adults' assets and needs.
9. Serve the broader network of Access Points and other workforce system partners by facilitating referrals to and from the Young Adult Access Point.
10. Develop relationships with local businesses whose hiring needs match the skills of young adult job-seekers; while coordinating closely with OEWD's Business Services provider to facilitate connections to larger, regional businesses and to host workshops onsite at the Access Point.

Additionally, each Young Adult Access Point must support youth in achieving their educational goals, in order that they are building foundations that will allow them to achieve their maximum earning potential. This can mean providing or making accessible through guided referral the following:

1. Tutoring, study skills and education retention strategies.
2. Alternative secondary school services.
3. Employment opportunities that are directly linked to academic and occupational learning that may include: summer employment, paid and unpaid work experiences, internships, job shadowing, On-the-Job Training opportunities.
4. Occupational skills training, which includes priority consideration for training programs that lead to industry recognized post-secondary credentials.
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation and occupational cluster.
6. Leadership development opportunities, community services and peer-centered activities.
7. Adult mentoring.
8. Entrepreneurial skills training.
9. Activities that help youth prepare for and transition to post-secondary education and training.

Applicants are invited to propose curriculum and services specifically targeting young adults at greatest risk of failure, or with the poorest employment and academic performance, especially those identified among OEWD's priority populations. These services must be designed to connect or reconnect these individuals with employment, education or training during and/or after their participation in OEWD-funded services.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Successful Young Adult Access Point applicants will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. Experience providing youth-specific workforce development programming and/or youth programs offering the services described above.
2. Demonstrated understanding of the unique needs of young adults and youth development principles.
3. Demonstrated success serving transition age youth (TAY) in an employment services program.
4. Demonstrated expertise and experience implementing Job Readiness Training for TAY.
5. Demonstrated experience providing supported employment and educational attainment services for TAY.
6. Demonstrated success connecting youth to paid or unpaid employment or work-based learning opportunities, including work experience, internships and service learning.
7. Established relationships with citywide service providers and resources for the targeted population, such as DCYF, SFUSD, etc.
8. Demonstrated success engaging private sector employers to provide unsubsidized job opportunities, work experience, or mentorship.
9. Equipped with an appropriate facility capable of hosting Young Adult Workforce Services, with available rooms for individual client meetings, computer access and high speed internet, and compliant with ADA regulations.

Young Adult Access Point applicants – whether a single agency, or a collaborative under a lead applicant agency – must submit a single proposal to deliver or otherwise provide access to all Access Point services.

PERFORMANCE MEASURES

Target Service Numbers: 400-600 to be served annually (all grantees combined)

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment, training or post-secondary education during the 2 nd quarter after exit	70% of participants enrolled must be placed in unsubsidized employment or approved training/post-secondary education
Measurable Skills Gains:	70% of participants who qualify for one of the measurable skills gains must achieve one or more of the applicable measurable skills gains. To qualify for a measurable skills gain, the participant needs to be enrolled in education or training at the time of participation.
Retention in placement (during 4 th quarter after exiting the program)	60% of all participants placed in unsubsidized employment or approved training/postsecondary education must retain employment or training

RECOMMENDATIONS

Program Area	Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Young Adult Access Point	(3-6)	\$100,000	\$250,000	100-200	70-140

PROGRAM AREA D2: RAMP-SF

OVERVIEW

OEWD seeks applicants to serve young adults ages 17-24 in San Francisco's workforce services system through the RAMP-SF (**R**econnecting **A**ll through **M**ultiple **P**athways) program. For those youth who require applied training in order to successfully transition into unsubsidized employment, RAMP-SF provides an intensive workforce readiness and development program that provides youth who are not making positive connections to the labor market -- particularly young people who are involved with or exited from the justice system, reside in public housing, are currently or formerly in foster care, and/or have dropped out of school -- with an opportunity to address barriers to employment within the context of a work environment. RAMP-SF equips them with the skills and opportunities they need to get on a path towards self-sufficiency and productive participation in society. The program model combines Job Readiness Training (JRT), Work Experience with stipends and intensive support.

DESCRIPTION OF SERVICES

RAMP Programs will provide the subset of the Access Point services described below, combined with a mandatory stipend-paid work experience component. Services will be targeted to and appropriate for youth participants with multiple barriers requiring resolution in order to realize their maximum potential from participating in employment.

RAMP-SF contractors must deliver to all young adult participants a core set of program components that comprise the RAMP-SF model. These include:

1. **Outreach and Recruitment:** RAMP-SF grantees must conduct targeted outreach -- through San Francisco's Human Service Agency, other youth-serving organizations, and community-based networks -- to identify and enroll eligible young adults who will benefit from RAMP-SF services.
2. **Assessment:** RAMP-SF must conduct intensive assessment of each youth's educational level, workforce history, interests and current barriers to employment. This assessment must inform the development of an Individual Service Strategy (ISS) that includes an employment objective and plan for transitioning into unsubsidized employment.
3. **Job Readiness Training (JRT):** RAMP-SF must deliver classroom-based JRT that builds academic and workplace skills, develops positive attitudes and behaviors, and provides positive teamwork experiences, as well as prepares a participant to transition to sustainable employment.
4. **Work Experience with Stipends:** Following completion of JRT, each participating young adult must be connected to a transitional job, internship or skill-focused training program that is paid with a stipend. Jobs and internships must include an on-the-job training component provided by the employer.
5. **Career Coaching and Case Management:** During the JRT period, the RAMP-SF program must provide participants with case management and mentorship. During the stipend-supported Work Experience component, an assigned job coach, mentor, or counselor must work individually with participants to monitor their performance, assist them with any challenges they are facing, connect them with outside support services as needed (e.g. childcare, transportation, substance abuse services, etc.), and prepare them to seamlessly transition to the workforce.

6. **Unsubsidized Job Search and Employment Assistance:** During and upon completion of the subsidized Work Experience, each participating young adult must receive assistance with the transition to unsubsidized employment, either with the same or a different employer. RAMP-SF providers must provide job search assistance as appropriate, including assistance with resume, applications, interview preparation, and job leads. RAMP-SF providers must work closely with OEWD to leverage first-source local hiring agreements, On-the-Job Training (OJT) opportunities, hiring tax credits, federal bonding program services, and other business service strategies; and must outreach to employers to develop appropriate entry-level job opportunities with growth potential. Participants may also be connected to an approved post-secondary education program, as appropriate to their education and employment goals.
7. **Intensive Support:** RAMP-SF providers must propose strategies to connect participants to simultaneous or phased education and training programs as appropriate, including GED and high school diploma services.

OEWD is interested in models that propose to deliver RAMP-SF core program components through a career pathways approach and as part of a more comprehensive program, inclusive of case management, coaching, wrap-around support, occupational skills training, and/or academic support, as appropriate to the individual. Models should also offer some level of behavioral health and substance abuse information and more intensive referral services as appropriate to the individual.

Applicants should also demonstrate in their proposals how their curriculum responds to the key principles of RAMP-SF in the design of direct services for young adults:

- Maintaining high standards and expectations
- Acknowledging and addressing personal barriers to success
- Challenging negative behaviors
- Building up skills and competencies
- Coaching and support throughout the process.

RAMP-SF must provide young adults who do not complete the program with needed support and connections to resources to address individual barriers to employment and/or to achieve program completion. These referral connections should include but are not limited to behavioral/mental health services, housing services, substance abuse services, and health services. Some JRT non-completers may be re-enrolled into a later RAMP-SF cohort; others may be connected directly to other employment and/or education opportunities without re-enrolling in RAMP-SF.

Providers are invited to propose curriculum and services specifically targeting young adults at greatest risk of failure, especially those identified in the priority populations. These services must connect or reconnect young adults with employment, education or training during and/or after their participation in RAMP-SF.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Successful RAMP-SF applicants will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. Experience providing youth-specific workforce development programming and/or youth programs offering the services described above.
2. Demonstrated understanding of the unique needs of young adults and youth development principles.

3. Demonstrated success serving transition age youth (TAY) in an employment services program.
4. Demonstrated expertise and experience implementing Job Readiness Training for TAY.
5. Demonstrated experience providing supported employment and educational attainment services for TAY.
6. Demonstrated success connecting youth to paid or unpaid employment or work-based learning opportunities, including work experience, internships and service learning.
7. Demonstrated success engaging private sector employers to provide unsubsidized job opportunities, work experience, or mentorship.
8. Equipped with an appropriate facility capable of hosting Young Adult Workforce Services, with available rooms for individual client meetings, computer access and high speed internet, and compliant with ADA regulations.

PERFORMANCE MEASURES

Target Service Numbers: 50-100 to be served annually (all grantees combined)

Performance Measure	OEWD Performance Goal
Completion of RAMP-SF Job Readiness Training and Work Experience	70% of enrollees will successfully complete the structured RAMP-SF JRT and Work Experience
Placement in unsubsidized employment, training or post-secondary education during the 2 nd quarter after exit	75% of participants who complete RAMP-SF JRT must be placed in unsubsidized employment or approved training/post-secondary education
Measurable Skills Gains:	70% of participants who qualify for one of the measurable skills gains must achieve one or more of the applicable measurable skills gains. To qualify for a measurable skills gain, the participant needs to be enrolled in education or training at the time of participation.
Retention in placement (during 4 th quarter after exiting the program)	60% all participants placed in unsubsidized employment or approved training/postsecondary education must retain employment or training

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
RAMP-SF	(1-2)	\$200,000	\$400,000	50-100	38-75

PROGRAM AREA D3: YOUNG ADULT SUBSIDIZED EMPLOYMENT PROGRAM

OVERVIEW

OEWD seeks applicants to serve young adults ages 17-24 in San Francisco's workforce services system through the Young Adult Subsidized Employment program. The Subsidized Employment program creates a transition into career-track employment for young adults who have experience and skills gained from previous work, internships, on-the-job training, and/or other subsidized employment, but need additional support and training in order to achieve unsubsidized employment in promising job sectors. The program aims to provide young people exposure to the workplace, work readiness and/or technical skills training, and a valuable work experience that enhances their employability skills and career awareness while supporting their overall personal development.

Each Subsidized Employment program must define its targeted industry sector(s) and occupation(s), which must have accessible career pathways. The entry-level, subsidized positions in which participants are placed must connect to opportunities for unsubsidized employment and advancement in the specified industry sectors. Targeted industries may include the WISF priority sectors (ICT, healthcare, construction, and hospitality/retail), as well as other promising sectors as approved by OEWD.

DESCRIPTION OF SERVICES

Young Adult Subsidized Employment Programs will provide the subset of the Access Point services described below, combined with subsidized employment anticipated to lead to full unsubsidized employment in a high demand occupation. Services will be targeted to and appropriate for youth participants and facilitate their success in entering a strong career pathway.

Young Adult Subsidized Employment Programs must deliver to all young adult participants a core set of program components that comprise the Subsidized Employment model. These include:

1. **Outreach and Recruitment:** Subsidized Employment grantees must conduct targeted outreach – through San Francisco's Department for Children, Youth and their Families (DCYF), other youth-serving organizations, and community-based networks -- to identify and enroll eligible young adults who will benefit from Subsidized Employment services.
2. **Employment Readiness Activities:** Grantees must deliver scheduled employment readiness activities that include the following:
 - Administer pre-assessments of participants to help identify appropriate subsidized employment opportunities.
 - Develop an Individual Service Strategy (ISS) for each participating young adult.
 - Advise youth participants of the documentation and paperwork necessary to secure subsidized employment, including right-to-work documents.
 - Orient youth participants to sector-specific requirements, skills, and expectations to prepare them for subsidized employment.
 - Train youth participants in basic financial literacy.
3. **Subsidized and Unsubsidized Employment Development:** Grantees must recruit and work with private sector employers to develop and secure meaningful transitional jobs for youth in the program's targeted industry sector(s) and occupation(s). In order to qualify as a transitional job, grantees should work with employers to develop a work experience with a minimum of

480 hours of subsidized employment, Grantees must orient and train worksite supervisors to ensure that subsidized employment experiences will provide on-the-job learning and prepare participants for unsubsidized employment and advancement in the industry.

4. **Subsidized Employment Assistance and Support:** The service provider must provide ongoing support to young adults throughout the 6 months of participation in subsidized employment. For example, grantees must:
 - Conduct site visits to ensure the subsidized employment offers meaningful work-based learning experiences and career advancement potential, and to troubleshoot any issues.
 - Support worksite supervisors with any professional development, information, or coaching necessary to fully support young adults' work-based experience.
 - Ensure that internships lead to unsubsidized employment opportunities within the same worksite or within the identified sector, and transition to support the unsubsidized placements.
5. **Unsubsidized Employment Assistance and Follow-up Support:** Grantees must support participants' success for 12 months following their connection to unsubsidized employment by engaging worksite supervisors as appropriate; coordinating with case managers, parents, or other involved individuals; referring participants to any needed wraparound or support services; and conducting post-placement skills assessments to determine effectiveness of work-based support and training.

If necessary, during Year 1 of Young Adult Subsidized Employment program implementation, grantees will be permitted to conduct start-up activities, including but not limited to the following:

- Establish WIOA eligibility, enrollment, documentation, payroll, assessments, and administrative systems needed to support subsidized employment.
- Conduct targeted outreach and build a recruitment pool/client base.
- Research and develop employment opportunities in high demand/promising sectors and map career ladders within them.
- Work with employers to develop research-based, on-the-job training modules that will address TAY work-readiness and occupational skills relevant to the targeted sectors and occupations.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Successful Young Adult Subsidized Employment applicants will demonstrate the following special qualifications, in addition to the Preferred Qualifications described in the RFP:

1. Minimum 3 years of experience providing youth-specific workforce development programming and/or youth programs offering the services described above.
2. Demonstrated understanding of the unique needs of young adults and youth development principles.
3. Demonstrated success serving transition age youth (TAY) in an employment services program.
4. Demonstrated expertise and experience implementing a dynamic TAY Job Readiness Training program.
5. Demonstrated experience providing supported employment programs and educational attainment services for TAY.
6. Demonstrated success in connecting youth to paid or unpaid employment or work-based learning opportunities, including work experience, internships and service learning.
7. Demonstrated success in engaging private sector employers to provide unsubsidized job opportunities, work experience or mentorship.

8. Equipped with an appropriate facility capable of hosting Young Adult Workforce Services, with available rooms for individual client meetings, computer access and high speed internet, and compliant with ADA regulations.
9. Demonstrated infrastructure to provide human resources support and process payroll and stipends for youth participants in the Subsidized Employment Program.

PERFORMANCE MEASURES

Target Service Numbers: 40-50 Annually, 100-150 to be served over 3 years (all grantees combined)

Performance Measure	OEWD Performance Goal
Enrollment and placement in subsidized employment in desired sector or industry	40-50 participants annually
Placement in unsubsidized employment in desired sector or industry during the 2 nd quarter after exit	85% of participants who complete subsidized employment
Measurable Skills Gains:	60% of participants who qualify for one of the measurable skills gains must achieve one or more of the applicable measurable skills gains. To qualify for a measurable skills gain, the participant needs to be enrolled in education or training at the time of participation.
Retention in placement (during 4 th quarter after exiting the program)	75% all participants placed in unsubsidized employment

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Subsidized Employment	(1-3)	\$200,000	\$600,000	20-50	17-43

PROGRAM AREA E. SECTOR WORKFORCE PROGRAMS

OVERVIEW

OEWD seeks through this RFP to fund Sector Workforce Programs in several priority industry sectors, which are identified in the current OEWD Strategic Plan and have been validated by labor market data. Targeted sectors and occupations demonstrate local and regional growth, employ a significant number of employees, and/or face staffing shortages, while providing career pathways leading to self-sufficiency and economic mobility. The four priority industry sectors identified by OEWD are:

1. Construction
2. Healthcare
3. Hospitality/Retail
4. Information & Communications Technology (ICT)

Sector Workforce Programs are designed to improve the responsiveness of San Francisco's workforce system to the demands of these significant and growing industries, providing employers with skilled workers and expanding employment opportunity for residents through a dual customer approach. These programs deliver a full spectrum of services necessary to develop job-seekers' industry-relevant skills, experience and knowledge, and to help them secure unsubsidized employment within that sector. Sector Workforce Programs include the following components solicited through this RFP:

1. **Sector Coordinators:** manage and coordinate all activities and services provided through a Sector Workforce Program, and are responsible for the connection of participants to sector-related, unsubsidized employment.
2. **Occupational Skills Training (OST) Providers:** deliver contextualized training that prepares unemployed, underemployed, and low-wage workers to attain credentials that lead to employment or career advancement opportunities.
3. **Sector Bridge Programs (Healthcare, and ICT):** deliver contextualized training and career exploration that equips participants with basic academic and technical skills, preparing them for Occupational Skills Training and education in a targeted industry sector.
4. **Specialized Construction (CityBuild):** provide Construction Career Development Services to CityBuild Training graduates, and hands-on Construction Skills Training integrated into San Francisco's Interrupt, Predict and Organize (IPO) program.

While each Sector Workforce Program component is solicited separately, OEWD strongly encourages applicants to partner with secondary, post-secondary and other workforce partners to coordinate in the submission of proposals. Competitive proposals will document evidence of working partnerships and mutual accountability for successfully implementing and achieving goals of the Sector Workforce Program model in the targeted sector.

Sector Workforce Programs primarily target adult (age 18 and over) San Francisco residents who are unemployed, underemployed, have been dislocated from their jobs, and/or are incumbent workers seeking advancement within their industry. Priority is given to participants who are among the priority populations as defined previously in this RFP). All Sector Workforce Programs should further be prepared to accept referrals from the Mayor's Interrupt, Predict, and Organize program (IPO), whom have shown interest in and aptitude for a career in that sector.

OEWD seeks to build upon existing programs, policies, tools and services in the City's workforce system and described in this RFP. Proposals for Sector Workforce Programs in OEWD's targeted sectors must reflect the service priorities, strategies and requirements outlined in this solicitation; however, activities are not limited to those outlined here. Successful proposals will indicate how the applicant(s) will build upon, streamline, and leverage existing and proposed services and funding (e.g., Pell Grants, Perkins loans, FTE/ADA funding, and/or other funds) in order to increase the successful outcomes of jobseekers and the overall performance of programs.

In the proposal submission, applicants must identify the industry and occupations that will be targeted through the program, including an explanation of how and why the applicant selected the industry and/or occupation(s), and any particular applicant qualifications that affirm the applicant can effectively deliver Sector Workforce Programs to prepare participants for success in their chosen industry or occupation. Strategies targeting occupations that offer competitive wages, health and pension benefits, shared profits, and paid sick leave and paternity/maternity leave will receive preference for funding, as will strategies targeting occupations that experience low turnover and have verifiably demonstrated career pathways towards individual self-sufficiency. Local labor market information, employer attestations for sector training needs, labor demand, and existing employment services must be presented by the applicant to affirm sector programming need and exhibit formal collaborations with industry employers and stakeholders.

Where applicable, applicants must also identify the specific post-secondary and/or industry-recognized credential(s), certification(s), or degree that participants will attain through participation in the program, and describe how credential(s)/certification(s)/degree awarded will help support participants to find sector employment and advance along career pathways within the target industry or occupation(s).

PRIORITY SECTORS

CONSTRUCTION

CityBuild is OEWD's most established sector initiative. CityBuild offers two distinct construction trainings, which are operated in partnership with local community colleges, labor unions, apprenticeship programs, community-based organizations and construction contractors. CityBuild Academy (CBA) is an 18-week, full-time, hands-on pre-apprenticeship construction training that prepares candidates to enter construction trade apprenticeship programs with union employers; and the Construction Administration and Professional Services Academy (CAPSA) is an 18-week, training program that prepares candidates to perform back office functions on construction sites or home base offices. CBA and CAPSA have established eligibility requirements and industry-specific service delivery models that successfully prepare candidates to enter the construction industry.

Construction Sector Workforce Programs prepare participants for occupations such as the following:

Targeted Industry	Example Occupations
Construction	Construction Trades, Bookkeeper, Human Resources Assistant, Construction Office Assistant, Document Reviewer, Surveyors, Project Coordinators, Hiring Managers, Estimators, Permit and Safety Coordinators, and Payroll Accounts

Applicants for Construction Sector Workforce Programs must maintain the currently developed CBA and CAPSA models. The CBA curriculum must cover the following subjects: Physical Education, Math, "Hands-On" Construction, Labor and Community Studies, Life Skills, Welding, Vocational English as a Second Language (VESL), and include presentations by union members from various apprentice programs and other construction-related guest speakers. CBA trainees should obtain industry certifications in CPR and First Aid; OSHA 10; Fall Protection and Scaffolding, Forklift Training, and any other certificates that OEWD staff and partners consider appropriate. The customized training must meet the needs and requirements specified by CityBuild.

The CAPSA curriculum must cover construction terminology and computer applications (Microsoft Word, Excel, and Powerpoint), and must meet the needs and requirements specified by OEWD and CityBuild. In addition, students must learn basic onsite construction roles and activities through industry leader lectures. Upon program completion, students must participate in a 120-hour internship which should lead to an employment opportunity. The internship must include development of soft skills, communication, and office decorum.

The Construction Sector Coordinator must:

- Assist OEWD with the management and coordination of CityBuild trainings.
- Develop internships and employment opportunities for Construction Administration and Professional Services trainees. [Note: CityBuild Academy graduate referrals to potential job openings will be led by OEWD staff.]
- Work with OEWD and other partners to establish special training initiatives and projects with targeted employers (Metropolitan Transportation Agency, San Francisco Airport, San Francisco Port Authority, San Francisco Public Utilities Commission, etc.)

HEALTHCARE

The healthcare industry and occupations have been identified both nationally and locally as a priority for workforce investment due to increasing demand for new workers, replacement of retirees, and changing skills requirements in response to new technologies, treatments, and service delivery options. OEWD's Healthcare Sector Workforce Programs prepare San Francisco job-seekers for both clinical and non-clinical positions, in a wide variety of settings and requiring various levels of education and skill.

Healthcare Sector Workforce Programs prepare participants for occupations such as the following:

Targeted Industry	Example Occupations
Healthcare	Home Health Aides; Medical Assistants; Medical Administrative Assistants/Patient Access Reps; Medical Coding & Billing Specialists, Pharmacy Technicians, Patient Care Assistants; Certified Nurse Assistants (Acute Care), & Personal Caregivers; Certified Health Workers; Specialized Medical Technicians; Phlebotomists

Applicants for Healthcare Sector Workforce Programs must target preparation and/or training for one or more targeted high-growth occupations. The Healthcare Sector Coordinator manages the coordination and internal alignment of all healthcare related training and employment activities conducted within the sector. The Healthcare Coordinator ensures the seamless and supported

delivery of services that meet participants where they are and ensures their participation within one or more sector programs results in the maximum potential employment result. Healthcare OST providers must partner with employer partners to review and vet curriculum, facilitate classroom instruction, create and implement employer-customized or incumbent worker training, offer paid internships, and/or a commitment to hire graduates. Incumbent worker training applications are encouraged to assist existing entry-level sector employees to gain skill upgrades needed to attain higher paid employment opportunities, thus creating entry-level opportunities for Sector Workforce Program participants. Trainings that have formal partnerships with post-secondary education, employers (customized or incumbent worker training) and/or a joint labor-management, multi-employer training fund will be given special consideration. Healthcare Bridge programs offer sector-informed foundational skills training that prepare participants to participate fully in Healthcare OST programs.

HOSPITALITY/RETAIL

A vibrant and thriving industry, hospitality plays a critical role in the economy and culture of San Francisco. A diverse and qualified hospitality workforce is therefore vital to the City’s overall economic stability. By partnering with local hospitality industry employers, industry associations, unions and workforce education, training and service providers, OEWD has coordinated workforce efforts in this industry through Hospitality/Retail Sector Workforce Programs to address the growing workforce needs of industry employers. Hospitality/Retail Sector Workforce Programs target three priority sub-sectors: Culinary (front-of-house and back-of-house), Hotel Facilities Maintenance & Safety (janitorial, maintenance, housekeeping and security) and Guest Services (hotel front-desk and retail sales associates).

Hospitality/Retail Sector Workforce Programs prepare participants for occupations such as the following:

Targeted Industry	Example Occupations
Hospitality/Retail	Cooks/Prep Cooks; Janitorial/Maintenance Worker; Housekeepers; Counter Attendants (Dining Room, Cafeteria, Deli, Bar, Fast Food); Restaurant Bussers/Servers; Hotel Desk Clerk, Hotel Concierge; Reservations Agent; Catering Event Staff, Customer Service Representatives; Retail Sales Associates

Applicants for Hospitality/Retail Sector Workforce Programs must target preparation and/or training for one or more targeted high-growth occupations. The Hospitality/Retail Sector Coordinator(s) ensure that participants in the sector are assessed and connected to OST training providers that offer programs strongly aligning to an individual’s interests and aptitudes. Further the Coordinator(s) ensure that participants are supported during training and after employment in a dynamic industry and that OST providers are connected to relevant employers offering career pathway opportunities for graduates. Hospitality/Retail OST providers must identify employer partners that will review and vet curriculum, facilitate classroom instruction, create and implement employer-customized or incumbent worker training, offer paid internships, and/or a commitment to hire graduates. Proposed curricula and program models must address employers’ identified challenges: outreach and retention of high quality staff, hiring staff who have a strong understanding and commitment to the industry and recruiting staff with strong customer service skills. Proposals must include strong sector-based JRT and post-placement retention services that provide on-going support to the new hire and/or employer. Proposals for culinary training must also address how programming will have a strong

outreach component to diversify and support the culinary workforce, with an emphasis on the re-entry population.

INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT)

TechSF is San Francisco’s citywide Information & Communications Technology (ICT) sector initiative. TechSF provides education, training and employment assistance to both jobseekers and employers, and in doing so, helps everyone involved benefit from the major job growth in technology occupations and opportunities. TechSF has existing employer, education, training and community-based partners that provide collaborative services to jobseekers and employers in tech occupations across industries in the pursuit of three goals: 1) Address the local technology workforce talent supply and demand through a coordinated labor exchange; 2) Provide access to a continuum of training and employment services that prepare individuals to enter and advance in the industry; and 3) Partner with secondary, post-secondary and other education partners to develop career pathways and opportunities for a future pipeline of technology workers. As part of the TechSF career pathways strategy, OEWD has identified the following high-growth occupational clusters: IT and Administration, Software Engineering and Programming, Networking and Cybersecurity, and Multimedia and Data Science. TechSF targets services to long-term unemployed and individuals who are currently underrepresented in the ICT sector.

ICT Sector Workforce Programs prepare participants for occupations such as the following:

Targeted Industry	Example Occupations
Information & Communications Technology	Computer and Information Systems Managers; Computer Support Specialists (e.g. Tech Support); Security Specialists; Computer Systems Analysts; Computer Software Engineers; Network Systems and Data Communications Analysts; Audio and Video Equipment Technicians; Web Designers; Graphic Designers; Multimedia Artists and Animators; Data Scientists

Applicants for ICT Sector Workforce Programs must target preparation and/or training for one or more targeted high-growth occupations proven to be in-demand by current labor market information. Curriculum must be vetted and validated through industry employers and linked to appropriate credential(s), certification(s) or degree upon successful completion of training. Any proposed curricula must meet the specific needs of employers participating in TechSF, and successfully prepare OEWD target populations, particularly those under-represented in technology jobs, for a role within the ICT Sector.

OTHER SECTORS

While the sectors outlined above remain workforce system priorities, OEWD will also accept proposals targeting other industry sectors that are in-demand and provide multiple entry points and opportunity for advancement through career pathways towards self-sufficiency. Examples of other sectors that could be addressed through Pilot Projects include Manufacturing, Professional and Technical Services, Alternative Fuel and “Clean Technology” Automotive Services, and Administrative and Support Services. Applicants proposing to provide Sector Workforce Programs in other sectors should refer to, the Pilot Projects Section below, for further description of solicited services.

OVERVIEW OF SECTOR WORKFORCE PROGRAM SERVICES

Sector Workforce Programs are designed to provide job-seekers with a full spectrum of services necessary to develop skills, gain industry experience and knowledge, and secure industry-specific employment. Sector Workforce Programs provide job preparation, vocational training, credentialing and certification, employment assistance, job retention, and other services in order to develop a pipeline of skilled and prepared workers for industries that can offer job-seekers career development opportunities and advancement. Together, the various components of a Sector Workforce Program provide all of the services required of Access Points but contextualized to impart sector-specific information and align the skills imparted with the requirements of the sector.

Applicants for any of the four components (I. Sector Coordinator, II. Occupational Skills Training Provider, III. Sector Bridge Program, and IV. Specialized Construction Services) must address how the following services will be offered to participants as part of a comprehensive Sector Workforce Program and as part of San Francisco's broader workforce system.

Through a coordinated approach, all Sector Workforce Program providers must deliver or make accessible the full range of Access Point services described earlier in this RFP. Specific service areas are required by different roles within the Sector Workforce Programs as appropriate to their function within the sector and described below. All Access Point services must be customized to the sector as summarized below:

1. **Participation in Access Point Provider Network.** Grantees must be willing to participate in Sector Workforce Program Provider Network events, sector-specific events and other relevant trainings and events organized by OEWD and its partners. Grantees may be asked to provide sector-based expertise and labor market information to the workforce system and to OEWD on a regular basis.
2. **Outreach and Recruitment:** In coordination with other partners in the workforce system, Sector Workforce Programs must conduct outreach and recruitment activities designed to make San Francisco residents and employers aware of the training and services offered, to identify appropriate/eligible participants to be enrolled in Sector Workforce programs and services. Outreach efforts should target job-seekers with interest in the industry sector and provide sector-specific information on career pathways and workforce and training services.
3. **Information, Orientation, Assessment, and Enrollment**
Orientation: Orientations must provide an overview of the sector, occupational and career pathway information, and services and trainings provided through Sector Workforce Programs. Orientations will provide a clear process of referrals to training programs through Sector Workforce Programs and next steps for assessment and enrollments..

Assessment: Assessment activities assist participants in determining their skill level, interests, aptitude and ability as they begin to define/redefine career goals in a specific sector, and identify barriers to employment that are relevant to each individual participant. Sector-specific assessments are required to be implemented by Sector Access Point Coordinators to properly refer orientation customers to appropriate trainings. In addition, Occupational Skills Training providers are required to utilize assessment tools to assess participants' needs and aptitudes in order to enter sector training and employment.

Enrollment: Enrollment activities must establish documentation of eligible individuals' participation in a Sector Workforce Program. Prior to enrollment the grantee must work with

the prospective participant to determine eligibility, complete required forms and conduct required assessments.

4. **Individual Planning and Case Management** (optional for OST) Grantees are required to provide individual career planning and case management services to program participants. These services are intended to ensure that: the program experience and outcomes for each participant are aligned with the unique educational and occupational goals of the participant..

Individual Planning: Grantees must work jointly with eligible program participants to develop Individual Employment Plans (IEPs) or Individual Service Strategies (ISSs) (for WIOA Youth eligible participants). Individual planning should help the participant to identify necessary steps for success in an industry sector and create an individual career plan for potential career paths within the jobseeker's selected industry. The plan must include specific information on the training and skill development needed to succeed in the specific industry and services provider under Sector Workforce Program Model.

Case Management: The grantee must provide integrated case management services to appropriate program participants. Case Management must incorporate individualized one-on-one engagement (group engagement strategies are also strongly recommended), and monitor participants' progress and assist them with any challenges in the pursuit of program completion, employment and employment retention.

5. **Information and Guided Referral Services** (optional for OST) *Information:* Information must be provided on how to access services within the Sector Workforce Programs portfolio and the larger public workforce system. Information on sector employment opportunities should include employment statistics, labor market (local/state/national) information, training opportunities, job vacancy listings, required job skills, and available services. The Sector Access Point Coordinator should maintain a job board with information on job leads and openings.

Referral: Referral services must be planned and operated in close collaboration with all providers that deliver services within and across the workforce system. Referrals from the Sector Workforce Programs to Job Readiness providers must be coordinated for individuals who do not meet minimum qualifications for training and/or employment, as determined by the assessment process.

6. **Supportive Services** (optional for OST) Supportive services necessary for successful completion of sector training programs and achieving employment goals, as described in the Access Point services may be provided directly by the grantee or through referrals to another service provider.

7. **Sector-Specific Job Readiness Training (JRT)** (required of all): Sector-specific JRT services must be designed to build workplace skills, foster positive workplace attitudes and behaviors, and provide positive teamwork experiences that prepare job-seekers for work experience and employment. Sector Workforce Program providers must develop sector-specific, customized JRT curriculum based on industry requirements and priorities stated by sector-employers. Curriculum components must include:

- a. **In-Depth Industry Overview:** Participants receive an overview of the industry that includes labor market information, sector occupations, career pathways, and employment eligibility requirements.

- b. Career Exploration: Participants conduct career exploration within the sector and understand employer expectations, work culture and norms, and career pathways.
 - c. Sector Soft Skills: Participants attain soft skills/customer service skills that are essential to employment within the sector. Training modules should be informed by and contextualized to the sector.
 - d. Life Skills: Participants attain life skills that address goal achievement, development of support systems, and balancing work and home.
 - e. Job Search Skills: Participants develop a sector-specific portfolio that includes customized resume, cover letter, applications, interview skills, etc.
8. **Business Services** (optional for Bridge) Sector Programs must work with OEWD and its Business Services Coordinator to broker and develop relationships with sector employers and develop customized solutions to meet specific business and industry employment requirements, supporting employer competitiveness and involvement in the workforce development system and strengthening the local economy. Sector Programs will be expected to participate in sector specific employer networking events and provide space for workshops and hiring events developed to increase employer engagement in the workforce system.
9. **Job Search and Employment Services** (optional for Bridge and OST, and not required for CityBuild Academy) Job search and placement services must provide information and assistance regarding effective job search strategies to successfully connect to employment opportunities in the Sector as well as offering assistance in resume development and interviewing for jobs in the Sector. Sector Programs must have the ability to market their customers to local employers, as well as develop and maintain relationships with local employers to connect job seekers served through the Sector Workforce Programs to viable employment opportunities.
10. **Retention Services** (required of all but CityBuild Sector Workforce Programs): Bridge providers must support the retention of participants in training and/or employment, as appropriate. Sector Coordinator and OST providers must support the retention of participants in employment. In addition to the Retention Services required of all Access Points, Sector Workforce Program providers are encouraged to propose new, evidence-based, or innovative employment retention strategies that meet WIOA employment retention requirements.

While some services described above are optional according to the type of Sector Program, proposals that address how access to optional components will be facilitated for participants (either through onsite delivery or established partnerships with service providers) will be given preference.

The Sector Coordinator, in addition to delivering the services indicated as required above, must coordinate the various components of the Sector Workforce Program, provided by the various other grantees, to ensure that sector participants benefit from all available services seamlessly. In addition, each Sector Coordinator has the option to include Individual Training Accounts (ITAs) and On-the-Job Training (OJT) components to its proposal if the applicant wants the flexibility to use some of its own programmatic funding to execute and administer these contracts without going through the Comprehensive Access Point.

PROGRAM AREA E1: SECTOR COORDINATOR (SECTOR LEAD)

The Sector Coordinator serves as the lead coordinator of a Sector Workforce Program. In close consultation with OEWD, the Coordinator manages and coordinates all activities and services provided through the Sector Workforce Program, a partnership that includes employers, training providers, community-based training organizations, secondary and post-secondary educational institutions, unions, sector associations, workforce system partners, and other stakeholders. The Sector Coordinator is also responsible for the connection of both training and direct placement of program participants to sector-related, unsubsidized employment.

Each Sector Coordinator must collaborate with Sector OST Providers and Sector Bridge Programs (if applicable) to create a seamless delivery model for all employer and job-seeker customers, and a “hub” for jobseekers interested in pursuing a career in the relevant sector. Staff must serve as sector subject matter experts; with a dual-customer approach, staff must serve both jobseekers and employers in order to effectively support the industry’s workforce supply and demand needs.

Each Sector Coordinator must facilitate connections to OEWD’s workforce system, including the CAP, NAPs, SAPs, JRS, Young Adult Access Points, and Business Services providers. The CAP and NAPs, in particular, may be leveraged to provide space and logistical coordination for sector-specific outreach, orientations, vocational assessment, or employment and hiring fairs, as appropriate.

SECTOR COORDINATOR SERVICE DESCRIPTION

In addition to providing services for all of the required Activities noted above, Sector Coordinator grantees must also deliver the following:

1. Collaborate with all of the Sector Workforce Program partners, and act as the lead in service coordination and implementation of program activities, including initial outreach, recruitment, assessment and referral for Sector Workforce Program services.
2. Create and implement a business plan for the Sector Workforce Program that includes a detailed business strategy, program implementation strategy, and fund development strategy for the long-term sustainability of the Sector Workforce Program.
3. In coordination with OEWD staff, conduct program design, coordination, and implementation activities to complement and enhance existing sector program models, incorporating existing OEWD strategies, priorities, program structures, eligibility requirements and/or other specific policies and procedures.
4. Deliver Sector Workforce Program Orientations that provide an overview of the industry, occupational and career pathway information, and detailed information about services and trainings provided through Sector Workforce Programs. The Sector Coordinator will be responsible for conducting regular Orientations citywide at various NAPs. Orientations will provide a clear process of referrals to training programs through Sector Workforce Programs and next steps for assessment and enrollments.
5. Conduct sector-specific assessment to determine a participant’s skill level, interests, aptitude and ability, barriers to employment, and work tolerances required for sector-specific employment; and to inform the referral of orientation customers to appropriate trainings. The grantee will assess eligibility for Sector Workforce Programs and, if the workforce system customers do not meet minimum qualifications, provide referrals to services for other

- necessary employment resources. Sector-specific assessment must reference and complement assessments delivered by the CAP and other workforce system partners.
6. Support OEWD in the development of a strong, sector-specific Business Services component, including:
 - a. Assist OEWD in convening a Citywide WISF Sector Committees and/or formal employer convenings to discuss labor market trends and create mechanisms for collaboration and commitment.
 - b. Document articulated sector career pathways.
 - c. Engage employers in formal convenings, such as roundtables, employer panels, student showcases, etc.
 - d. In collaboration with OEWD's Business Services grantees (particularly in relation to First Source employers), generate job leads for Sector Workforce Program participants, and develop a system for distributing them to Sector partners, referring appropriate candidates accordingly.
 - e. Provide direct connections to viable employment opportunities for "at-large," entry-level to advanced-skilled jobseekers.
 - f. Work closely with OEWD to leverage first-source local hiring agreements, OJT opportunities, hiring tax credits, federal bonding program services, and other business service strategies.
 7. In coordination with OEWD CityBuild staff develop relationships with industry partners to plan and implement specialized trainings to enhance the skills development of CityBuild Academy and Construction Administration and Professional Services Academy Trainees.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to the Preferred Qualifications described in this RFP, Sector Coordinator proposers must demonstrate the following special qualifications:

1. Clear understanding of the relevant industry sector, including previous experience operating a large-scale workforce program in this industry.
2. Ability to propose and implement a service model with strong training (occupational and sector JRT) and direct connections to viable employment opportunities for the new and existing workforce.
3. Demonstrated history of successful connection of trainees to training-related employment.
4. Strong and existing sector employer relationships and ability to prove employer commitment via MOUs.

Area Specific Questions:

1. Describe how you will work with OEWD in the engagement of industry, including outreach and coordination for any employer advisory or industry focus groups currently conducted by your organization for a given sector. Explain how you will align these engagement efforts with WISF sector committees and OEWD staff to avoid duplication of services.
2. Describe your experience and/or how you plan to partner with local community colleges in order to expose jobseekers to higher education, career pathways and credentials. Be specific in your response and explain what this experience will entail for a jobseeker.
3. Provide a detailed explanation for how you will coordinate service provision with other educational, community-based or training partners providing workforce services in the sector through outreach, orientation and referral for service. In your response, please include a summary of the organizations with whom you currently partner or intend to partner with for

such services, the scope of these services and any formal agreements planned or in place to deliver services.

Strong proposals will include memoranda of understanding (MOUs) and/or letters of support detailing how the Coordinator will collaborate with other workforce agencies..

Applicants must demonstrate that the proposed services are aligned to industry standards for the occupations identified.

Applicants are strongly encouraged to partner with local community college(s) and other post-secondary institutions to ensure that Occupational Skills Training (OST) graduates are able to build upon training and matriculate into higher education for lifelong learning and career advancement.

Sector Coordinator applicants must provide strategies for incorporating OJT and ITA mechanisms into the Sector Workforce Programs. A Sector Coordinator may choose to set aside a portion of the grant budget to fund ITAs and OJTs that they administer themselves, though this is not a requirement. All applicants are encouraged to provide, from a jobseeker perspective, detail for how the services outlined in the proposal are connected to post-secondary education and career pathways in the pursuit of lifelong learning; how services and client outreach are connected to other Access Points; and how the proposed service model is connected to the broader workforce development system.

PROGRAM AREA E2: OCCUPATIONAL SKILLS TRAINING (OST) PROVIDER(S)

Sector-specific Occupational Skills Training (OST) providers must create, vet and implement contextualized curricula that will effectively prepare unemployed, underemployed, and low-wage workers to attain employer-recognized credential(s), certification(s) or degree(s) that lead to training-related employment or create advancement opportunities for incumbent workers. OEWD is soliciting through this RFP Occupational Skills Training in the following categories:

- Entry-Level OST
- Mid-Skilled OST
- On-the-Job OST
- Employer-Customized OST
- Incumbent Worker/Skills Advancement OST

Training must be designed to complement and leverage the services and resources of the Sector Coordinator, and client flow processes must connect to those established within each Sector Workforce Program. Grantees must coordinate program logistics and training delivery with OEWD and with the Sector Coordinator, to ensure that trainings are marketed accurately across the workforce ecosystem and that clients are referred to appropriate OST. OST providers are responsible for achieving participant program completion and employment outcomes; therefore, providers must implement or leverage Sector Coordinator case management and support services to ensure program retention and overall participant success. OST may also connect to the CAP or NAPs to provide space for instruction and other activities.

OST curriculum must be vetted and approved by OEWD, as well as validated through industry employers and linked to appropriate credential(s), certification(s) or degree upon successful completion of training and testing.

SECTOR OCCUPATIONAL SKILLS TRAINING SERVICE DESCRIPTION

In addition to meeting the general Sector Workforce Program requirements above, Sector OST Programs must also address the following specific requirements:

Curriculum Development:

1. In conjunction with and with the approval of OEWD, design an OST curriculum that: (1) is customized to meet industry requirements and successfully prepare participants for sector occupations, based on current employer demands and future labor market trends and validated by research and data; and (2) leads to industry-recognized credential(s), certification(s) or degree and clearly exhibits skill development.
2. Utilize assessment tools to assess participants' needs and aptitudes to enter Sector OST and employment.
3. Provide a detailed description of the occupations for which the curriculum prepares participants, and a clear argument for inclusion in the Sector Workforce Program based on current and future employer demand for the identified occupations.
4. For providers whose primary populations are monolingual, integrate Vocational English as a Second Language (VESL) classes into JRT, job search skills classes, and other relevant components.
5. For providers whose primary populations have limited basic skills, integrate Adult Basic Education (ABE) into JRT, job search skills classes, and other relevant components.

6. Propose innovative and responsive training models to enhance new and existing Sector Workforce Programs, such as incumbent worker training, customized training, and contextualized work-based learning strategies.

Implementation:

1. Incorporate experiential learning, including internships, externships and credit-based learning into training (preferred).
2. Facilitate courses through a cohort model or through open enrollment, as appropriate for participants.
3. Address participants' academic and non-academic needs by connecting them to resources for financial aid, basic skills training, VESL training, GED assistance, and support services.
4. Coordinate and partner formally with community colleges and other post-secondary education providers, including potential transfer of higher education course credit (preferred).
5. For training targeting incumbent workers, coordinate and partner formally with employers and/or unions to assist existing entry-level sector employees to gain skill upgrades needed to attain higher paid employment opportunities, thus creating entry-level opportunities for Sector Program participants.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to the Preferred Qualifications described in this RFP, Sector OST proposals must demonstrate the following special qualifications:

1. A regionally- or nationally-accredited institution of higher education; or ETPL Certified; or have the capacity to become ETPL Certified before the start of training.
2. Demonstrated capacity to customize curriculum to meet real-time industry requirements.
3. Demonstrated history of successful connection of trainees to training-related employment.
4. Provide or have access to the provision of financial aid, ABE, VESL, tutoring, career counseling, employment assistance, GED assistance, and support services.

Area Specific Questions:

1. Describe specifically what occupations will be targeted for proposed trainings or educational offerings, the average entry level wage for such occupations and how placement meets 'high quality' job criteria. If occupations targeted do not provide a living wage (i.e. Self-sufficiency) or meet other 'high quality' job criteria at entry level placement, please describe what services and opportunities provided through the proposed training, placement and retention services will be provided to enable an individual to advance in a career pathway towards a 'high quality' job.
2. Provide a summary of how the proposed occupational skills training(s) are connected to the local workforce system and sector access point(s) proposed to be offered through this RFP. Additionally, detail how the occupational skills training is connected to career pathway(s), postsecondary education credentials and/or degree pathways.

Applicants are encouraged to provide information on career pathways that exhibit opportunities for upward mobility, career growth and self-sufficiency within a given industry. OST applicants must include letters of support from at least two sector employer partners that identify commitment to collaborate in one or more of the following areas: review and vet curriculum, facilitate classroom instruction, create and implement employer-customized or incumbent worker training, paid internships, and/or commitment to hire graduates. Applicants must demonstrate that the proposed services are aligned to industry standards for the occupations identified.

Applicants that are not themselves post-secondary institutions are encouraged to have established formal partnerships with these institutions, in order to inform industry-relevant curriculum and classroom instruction and to facilitate participant referrals to extended career pathway education.

OEWD is particularly interested in proposals that leverage paid work experience opportunities using private funding, public employment subsidies such as HSA JobsNow, joint labor management funds, employer training panel (ETP), and other sources.

OST provider applicants are encouraged to incorporate one or more of the following program priorities for OST:

1. Customized training in partnership with employers.
2. Incumbent worker training to advance workers in the sector.
3. Other contextualized work-based learning strategies, such as internships.
4. Pre-apprenticeship training (training articulated to an Apprenticeship)
5. Apprenticeship (Note: Classroom-based apprenticeship OST but be connected to employer-led, paid on-the-job training, according to the apprenticeship model, and must lead to a federal- or State-approved Registered Apprenticeship credential).

PROGRAM AREA E3: SECTOR BRIDGE PROGRAMS

Sector Bridge Programs deliver sector-contextualized foundational learning and career exploration within the Healthcare and ICT Sector Workforce Programs. Bridge services equip participants with basic academic and technical skills in order that they may participate fully and benefit from the other programs within the Sector. Sector Bridge Programs serve as feeders to the OEWD Sector Coordinator(s) and to more advanced OST; provide an articulated path to post-secondary education/degree, further industry-recognized sector training (resulting in stacked certifications), or unsubsidized sector-related employment. Successful models will incorporate post-secondary education enrollment, financial incentives, and work-based learning opportunities, so that participants can build education credentials while learning skills and earning money.

Sector Bridge Programs may be partially funded by WIOA Youth dollars, enabling them (unlike any other sector provider) to target individuals as young as 17; however, Sector Bridge Programs may also be designed to target adults of any age, in an effort to remove barriers and develop a pipeline of interested job-seekers in a given sector.

Sector Bridge Programs are responsible for participants' program completion and outcomes; therefore, intensive support services through case management, barrier remediation, academic supports, etc. are essential to ensure program retention and overall participant program success. Upon completion of Sector Bridge programming, transition services must be provided to ensure participants are job-ready and will successfully connect to sector-related unsubsidized employment, enrolled in a Sector OST program, or enrolled in post-secondary education.

SECTOR BRIDGE PROGRAM SERVICE DESCRIPTION

In addition to meeting the general Sector Workforce Program requirements above, the following requirements also apply specifically to Sector Bridge Programs:

1. Planning and Design
 - a. Develop research-based occupational programming that is employer-driven, meets local and industry labor market needs, and advances participants along career pathways targeted by OEWD's Sector Workforce Programs.
 - b. Develop formal transition linkages, or articulated agreements, to advanced job training leading to a certificate/degree, including the City's Sector Workforce Programs and/or higher education.
2. Coordination and Implementation
 - a. Develop an Individual Service Strategy (ISS) for each participant, including measurement of basic math and reading skills (pre- and post-training).
 - b. Deliver innovative, classroom-based Bridge Program instruction, including the following:
 - i. Innovative delivery methods such as accelerated learning, online learning and experiential learning.
 - ii. Integrated instruction on soft skills, career exploration, career goals, pathways, and education planning.
 - iii. Contextual work-based learning that integrates basic language and math learning.
 - iv. Flexible programming to meet the needs of individual learning styles.
 - c. Provide sector-specific, paid internship or mentorship opportunities during or upon completion of training.

- d. Using the ISS as a guide, provide each participant with transition services to help them navigate and succeed through next steps following completion of the Sector Bridge Program.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to the Preferred Qualifications described in this RFP, Sector Bridge Program proposals must demonstrate the following:

1. Existing and formal connections with post-secondary education and Occupational Skills Training programs leading to a degree/certification;
2. Unsubsidized, sector-related employment opportunities that, if entry-level, are part of a long-term career pathway in a given industry. Applicants must submit evidence of robust partnership efforts or agreements with community college, sector training, or employers, including record of positive participant outcomes achieved through such partnership.

Area Specific Questions:

1. Explain how the job readiness, occupational skills training and other services offered through the sector bridge program are formally connected or articulated to sector coordinator services or occupational skills training and education programs offered (or proposed to be offered through this RFP) in the local workforce system.

Strong applications will describe and provide evidence of partnership with a prospective Sector Coordinator. Applicants are also encouraged to describe and provide evidence of existing connections to other OEWD sector or workforce system providers.

PROGRAM AREA E4: SPECIALIZED CONSTRUCTION SECTOR SERVICES (SPECIFIC TO CITYBUILD CONSTRUCTION)

In addition to Construction Sector Workforce Programs in the areas above (Coordinator, Occupational Skills Training, and Bridge), OEWD is soliciting through this RFP two types of Specialized Construction Services: (1) delivery of Construction Career Development Services to CityBuild Training graduates; and (2) delivery of hands-on Construction Skills Training that will be integrated into the Interrupt, Predict and Organize (IPO) program, a Mayoral initiative.

CONSTRUCTION CAREER DEVELOPMENT SERVICES

Construction Career Development Services are offered pre- and post- training completion to all CBA and the CAPSA trainees. The goals of Construction Career Development Services are to:

- Maintain regular contact with training graduates and continue their engagement.
- Address barriers to employment after training completion, through referrals and connection to needed services.
- Provide information and services to further graduates' professional development and growth.

The grantee(s) will be responsible for tracking the employment activities of CBA and CAPSA graduates, in partnership with OEWD, the Construction Sector Coordinator, Occupational Training Providers, and other construction workforce partners.

Construction Career Development Services providers will establish strategies to support a wide range of graduates and San Francisco construction professionals. Services will include, but not be limited to the following:

- Life skills and professional workshops.
- Information and referrals.
- Access to barrier removal services.
- Case management services.
- Access to additional skills development, tutoring services, VESL classes, career counseling, non-construction employment assistance, and other support services as designated by CityBuild.

CONSTRUCTION CAREER DEVELOPMENT SERVICES ADDITIONAL REQUIREMENTS

Responsibilities specific to Construction Career Development Services providers include the following:

1. Assist OEWD with the implementation of an employment retention service delivery model for CBA and CAPSA graduates.
2. Customize Career Development Services to meet requirements identified by employers and CityBuild partners.
3. Provide direct pre- and post-training services for CBA/CAPSA graduates, including:
 - a. On-going case management, career counseling, and referral services.
 - b. Job search and non-construction employment assistance.
 - c. Information on employment and community resources.
 - d. Facilitated access to barrier removal services.
 - e. Facilitated access to on-going skill development opportunities.

- f. Notification of the dates and times of union examinations.
 - g. Tutorials and other trade examination preparation strategies.
 - h. Post-training mentoring.
 - i. Professional and life skills workshops and other group services.
4. Track CBA and CAPSA graduates and their employment status.
 5. Assist OEWD with the establishment and ongoing support of a CityBuild Graduate Alumni Board composed of past graduates, community-based organization partners, labor unions and contractors.

CONSTRUCTION SKILLS TRAINING FOR THE INTERRUPT, PREDICT AND ORGANIZE PROGRAM (IPO)

The Mayor's Office has implemented the Interrupt, Predict and Organize (IPO) Employment Program to focus on at-risk or in-risk, transitional age youth (TAY) ages 18-25 who reside in specific high crime neighborhoods of San Francisco. This collaboration involves the Mayor's Office of Violence Prevention Services, OEWD, and various City Departments and community-based organizations to monitor and assist with a participant's progress in the program. IPO is a 12-month program that exposes the individual to employment, education and mental health services.

OEWD is seeking through this RFP an organization to provide Construction Skills Training to IPO participants. The training must provide a combination of classroom and hands-on training, and must lead to recognizable industry certifications in hands-on construction. Upon completion of the training, participants should be prepared to transition directly into an apprenticeship program or other construction-related employment.

CONSTRUCTION SECTOR TRAINING FOR THE IPO PROGRAM ADDITIONAL REQUIREMENTS

Responsibilities specific to Construction Sector Training for the IPO program include the following:

1. Deliver classroom and hands-on vocational skills training to IPO participants, leading to recognizable construction industry certifications.
2. Assist OEWD in the development and implementation of the IPO service delivery model.
3. Provide guidance to participants on how to remain employable after they graduate from IPO training.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

None for this program area

SECTOR WORKFORCE PROGRAM PERFORMANCE MEASURES

Target Service Numbers: 1350-1655 to be served (all grantees combined)

Performance Measure	OEWD Performance Goal
Placement in unsubsidized employment (2 nd quarter after exit)	80% of direct placement and occupational skills training participants
Attainment of a State/industry recognized credential (within 4 th quarter after exit) <i>*Of those participants enrolled in vocational skills training, up to 15% may be placed in a post-secondary degree pathway (i.e. community college or four-year university) in lieu of unsubsidized employment, resulting in a regionally accredited degree or certification.</i>	85% of participants enrolled in occupational skills training
Measurable skills gain (within 4 th quarter after exit)	75% of participants enrolled in advanced training or post-secondary education
Retention in placement (4 th quarter after exit)	75% of all participants placed in unsubsidized employment

In addition to the performance measures noted above for all sector programs, OST providers should also be prepared to track and report on measures such as:

- i) Classroom attendance
- ii) Interpersonal and communication skills attainment
- iii) Occupational skills attainment
- iv) Attainment of certification, credential or degree

Specific measures and outcome expectations will be negotiated individually with successful bidders.

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
<i>Healthcare</i>					
Healthcare Sector Coordinator	(1)	400,000	600,000	250-325	200-260
Healthcare Occupational Skills Training Providers	(5-7)	100,000	400,000	35-130	28-100
Healthcare Sector Bridge	(1-3)	75,000	200,000	35-100	20-40

<i>Hospitality/Retail</i>					
Hospitality/Retail Sector Coordinator	(1-2)	250,000	500,000	125-250	100-200
Hospitality/Retail Occupational Skills Training Providers	(3-5)	100,000	350,000	25-50	20-40
<i>ICT</i>					
ICT Sector Coordinator	(1)	400,000	600,000		
ICT Occupational Skills Training Providers	(5-8)	100,000	500,000	15-200	8-160
ICT Sector Bridge	(1-3)	75,000	250,000	25-100	
<i>Construction</i>					
CBA/CAPSA Sector Coordinator	(1)	750,000	1,500,000	300-500	n/a
CBA/CAPSA Occupational Skills Training Providers	(1)	750,000	1,000,000	100-150	n/a
Construction Career Development Services	(1-4)	200,000	400,000	300-1,000	n/a
Construction IPO	(1)	150,000	250,000	50	n/a

PROGRAM AREA F PILOT PROGRAMS

OVERVIEW OF SOLICITED PILOT PROGRAMS

OEWD seeks pilot proposals to develop services that bolster existing or initiate new Program Areas that will enhance the effectiveness of San Francisco's workforce development system. Pilot proposals for services and/or programs that contribute significantly to supporting San Franciscans' ability to maximize their full economic potential will be given serious consideration.

This section identifies several priority Pilot Project areas; however, OEWD will consider proposals that make a convincing case for other service needs.

RETENTION SERVICES

OEWD workforce development programs have historically included retention support as a required service module. Through the current RFP, OEWD invites proposals to develop, implement, and test evidence-based strategies for efficiently: tracking retention, identifying individuals that require support to retain their employment; and/or providing interventions to help at-risk participants successfully retain their employment. Examples of pilot proposals that would fall into this category include:

- A technology application that automates communications with employers and/or participants in order to identify and prevent issues that could lead to job loss.
- A job maintenance and/or intervention program that provides preventative services to participants in jeopardy of losing their employment.
- A job coaching or mentoring program that offers group or 1:1 support to newly employed individuals.
- Provision of limited-duration financial support (childcare vouchers, work clothing, etc.) to mitigate unexpected situations for new employees, as well as robust referral services to more permanent solutions.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to meeting the Preferred Qualifications described in this RFP, applicants proposing to pilot Retention Services must provide in the narrative Project Description the following required information:

1. A clear definition of the retention problem or issue that the pilot is aiming to rectify.
2. A description of the method and service components that the pilot is testing.
3. Evidence that supports the adoption of the proposed solution.
4. Proposal to leverage the existing workforce system infrastructure in order to maximize the value of the proposed program.

Preference will be given to Pilot Programs with existing partnerships and/or the ability to coordinate services with other OEWD providers and/or WIOA Core Partners.

INCUMBENT WORKER SERVICES

San Francisco is currently experiencing a period of full employment, with an unemployment rate lower than any seen since before the Great Recession. San Francisco employers are hungry for talent to fill existing, new, and expanding job opportunities and are experiencing difficulty finding appropriate candidates. An exciting opportunity exists to partner with companies to assist them in identifying current employees that could be skilled-up into better paying occupations. In addition to benefiting the existing employees by moving them to jobs with higher sustainable wages, a robust career ladder strategy for incumbent workers can create openings for entry-level positions to be filled with un- and underemployed residents participating in the City's workforce system. OEWD will consider proposals that present interesting and effective models to address employer and incumbent worker needs.

Examples of pilot proposals that would fall into this category include:

- Needs assessment of a particular employer or group of employers hiring for middle skill positions, including identification of skill upgrading requirements among downstream employee classifications leading to the development of customized training solutions.

- Identification of occupations that are phasing out of the San Francisco economy, analysis of transferable skills among incumbent workers, and outreach strategies and training programs that would support transition of the employees within those occupations into new careers and/or industries.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to meeting the Preferred Qualifications described in this RFP, applicants proposing to pilot Incumbent Worker Services must provide in the narrative Project Description the following required information:

1. A clear definition of the incumbent worker need or issue that the pilot is aiming to rectify.
2. A description of the method and service components that the pilot is testing.
3. Evidence that supports the adoption of the proposed solution.
4. Proposal to leverage the existing workforce system infrastructure in order to maximize the value of the proposed program.

Preference will be given to Pilot Programs with existing partnerships and/or the ability to coordinate services with other OEWD providers and/or WIOA Core Partners.

PILOT SECTOR WORKFORCE PROGRAMS

OEWD will consider proposals for pilot Sector Workforce Programs that target high-demand or high-growth industries other than those indicated in the Sector Workforce Programs section of this RFP, and that provide multiple entry points to jobs that offer upward mobility and lead to self-sufficiency. Examples of pilot industry sectors include Professional and Technical Services, Administrative and Support Services, Manufacturing, and Alternative Fuel and “Clean Technology” Automotive Services.

As with OEWD’s other sector initiatives, pilot Sector Workforce Programs must provide Job Readiness Training (JRT) and case management, Occupational Skills Training, and other services in order to develop a pipeline of skilled and prepared workers for targeted industries. Each Sector Coordinator will be a “hub” for job seekers interested in pursuing a career in the relevant sector, with clear referral mechanisms and pathways to available training and service options for individuals from a variety of educational and employment backgrounds. The design must include connection of job-seekers to viable employment opportunities within the industry sector.

Successful applicants for pilot Sector Workforce Programs will be funded through this RFP to conduct the following feasibility analysis and planning activities during the grant term:

- 1) Conduct analysis of the selected industry sector that demonstrates regional high-demand and/or high-growth occupations, including: (a) the hiring demand and wages associated with targeted, entry-level occupations, and (b) accessible career pathways leading to middle- and high-skill occupations.
- 2) Identify and engage significant regional employers within the sector.
- 3) In partnership with employers, map and articulate targeted career pathways, and develop curriculum needed to prepare job-seekers for employment and to advance entry-level employees to middle-skill positions.
- 4) Establish relationships with organizations having capacity to deliver a breadth of Sector Workforce Programs, including OST, Sector Bridge Programs, and other relevant services; and with other partners in San Francisco’s workforce system.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to the Preferred Qualifications described in this RFP, applicants proposing to pilot Sector Workforce Programs in sectors other than those indicated in the Sector Workforce Programs section of this RFP must demonstrate the following special qualifications:

1. Demonstrated understanding of and experience working in the relevant industry sector.
2. Experience conducting labor market analysis, including engagement of industry advisors.
3. Previous experience operating a large-scale, sector-specific workforce program.
4. Ability to propose and implement a service model with strong training (occupational and sector JRT) and direct employment services for the new and existing workforce.
5. Demonstrated history of successful connection of trainees to training-related employment.
6. Strong and existing relationships with employers, and capacity to conduct employer engagement.
7. Strong and existing relationships with post-secondary education and training providers.
8. Capacity to administer ITA and OJT funds specific to the Sector Workforce Program.

Proposals for Other Sector Programs must include detailed labor market data and real-time intelligence to document job demand and jobseeker interest. This can be demonstrated through the use of published labor market data; employer attestations on availability of job opportunities or other tools; industry-recognized credentials, certifications or degrees that participants will attain through participation in the program, or commensurate skill attainment that will prepare participants for entry and advancement in the targeted industry or occupation; formal partnerships with employer partners; and identification of the position(s) participants will be eligible to pursue following completion of the program. Applicants in this category must clearly identify the occupational demands in the target industry, average wage for target occupations, and skills necessary for successful connection to employment.

OEWD is particularly interested in proposals that are responsive to both labor market demand and the quality of job opportunities. Strategies targeting industry sectors, subsectors or individual occupations that offer competitive wages, health and pension benefits, paid sick leave and paid paternity/maternity leave or shared profits will receive preference for funding, as will targeted occupations that experience low turnover and have verifiably demonstrated career pathways towards individual self-sufficiency.

Applicants for pilot Sector Workforce Programs must describe how the services outlined in the proposal are connected to post-secondary education and career pathways in the pursuit of lifelong learning; how services and client outreach are connected to other Access Points; and how the proposed service model is connected to the broader workforce development system. Applicants must provide a compelling justification of the proposed sector's strategic importance to the broader San Francisco workforce development system. Applicants that include memoranda of understanding (MOUs) and/or letters of support detailing how the Coordinator will collaborate with other workforce system partners and leverage existing resources will be given special consideration.

MODULAR CORE CURRICULUM

San Francisco's workforce system is made up of a diverse set of providers who serve residents with a variety of skills and interests. Many of these providers must develop service strategies, curriculum, and activities on a one-off basis. OEWD will consider proposals to develop and

implement standardized curriculum in one or more service areas required of Access Point service providers, to ensure maximum efficacy and consistent quality system-wide. OEWD is particularly interested in proposals that can be delivered in multiple ways, including online/self-paced formats and in-person supported options.

Examples of pilot proposals that would fall into this category include:

- Short-term, highly interactive, soft skills or Job Readiness Training that is contextualized in existing OEWD targeted sectors or in-demand cross-sector occupations.
- Short-term, interactive workshops that inform residents about how to access services and benefits through the workforce system or its referral partners, such as the Human Services Agency (HSA), Department of Public Health (DPH), and Department for Children, Youth and their Families (DCYF).
- Other coordinated programming that brings together existing curriculum from online portals, MOOCs, or other similar venues into focused tracks for job-seekers. Programming should not only be self-paced but also offer opportunities for system providers to tailor and supplement online offerings in meaningful ways.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to meeting the Preferred Qualifications described in this RFP, applicants proposing to pilot Modular Core Curriculum must provide in the narrative Project Description the following required information:

1. A clear definition of the need for modular core curriculum that the pilot is aiming to rectify.
2. A description of the proposed curriculum that the pilot will develop and implement.
3. Evidence that supports development of the proposed curriculum.
4. Evidence that supports the proposed delivery methods and/or dissemination strategies.
5. Proposal for a robust feedback and adjustment loop that incorporates the input of service providers, individual participants, and employers to ensure that topics and methods are responsive to and evolving with the economy and needs of employers.
6. Proposal to leverage the existing workforce system infrastructure in order to maximize the value of the proposed program.

Preference will be given to Pilot Programs with existing partnerships and/or the ability to coordinate services with other OEWD providers and/or WIOA Core Partners.

ENTREPRENEUR AND GIG WORKER PROGRAMMING

Small businesses and non-traditional jobs have long been a staple of San Francisco's economy and are becoming more prevalent in many industries. Large agencies such as The Aspen Institute, Institute for the Future (IFTF) and even the Department of Labor have been studying these trends, including the effects of the gig economy on the US workforce. Platforms such as Lyft, Uber, Etsy, Care.com, Fivrr, Instacart, and Taskrabbit have made flexible work options more available to the mainstream – but also present challenges for workers, such as ensuring a steady income stream or offering access to benefits, retirement planning, and other options that traditional workplaces offer.

OEWD will consider proposals to offer services tailored to the needs of entrepreneurs and gig workers that are *not already* being addressed by other City programs or offices (such as the Small Business Development Center or the Office of Small Business).

Examples of pilot proposals that would fall into this category include:

- Short-term, modular curriculum addressing topics such as individual financial planning, marketing your business, maximizing networks to generate business leads, basic business accounting and tax requirements, and identifying health care options.
- Projects that bring existing resources as well as new services together into programming that includes short-term tailored internships, mentorships, and/or apprenticeships to increase the stability and success rate of San Franciscans that choose non-traditional employment.
- Curriculum and navigation services to help job-seekers in Sector Occupational Skills Training to explore careers and earn income through online platforms by completing gigs that are related or applied to the relevant sector training or career pathway.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to meeting the Preferred Qualifications described in this RFP, applicants proposing to pilot Entrepreneur and Gig Worker Programming must provide in the narrative Project Description the following required information:

1. A clear definition of the need among entrepreneurs and gig workers that the pilot is aiming to rectify.
2. A description of the proposed model and service strategies the pilot will develop and implement.
3. Evidence that supports the proposed model and service strategies.
4. Proposal for a robust feedback and adjustment loop to assess effectiveness and make adjustments to the services offered.
5. Proposal to leverage the existing workforce system infrastructure in order to maximize the value of the proposed program.

Preference will be given to Pilot Programs with existing partnerships and/or the ability to coordinate services with other OEWD providers and/or WIOA Core Partners.

MOTIVATING COLLABORATIVE COMPETITION

Reward systems are inherent to almost all products and processes in the 21st century. Frequent flier miles and other consumer-based reward models that drive product loyalty have become common place. Badging of skills and credentials in addition to peer endorsements are commonly posted to individuals' social media profiles. The study and application of gamification have become more sophisticated with the increase in popularity and integration of casual gaming platforms. In recent years, the scope of gamification has expanded with the development of several online platforms, helping companies create and track rewards systems geared to drive employee performance.

In order to build a powerful motivational system, however, technology is only a small piece of the puzzle. The key to succeeding at gamification is understanding how successful games are built, not just computer games and board games, but the game mechanics that influence everyday life. Designers must target the right metrics, activities, and rewards to encourage collaborative competition. Fairness and transparency of information and ranking is a necessity, as is a system that is easily managed and updated.

OEWD will entertain models under this pilot section that would drive provider performance and collaboration within or across programs. OEWD is interested in proposals that present models for

leader boards, reward systems, badging, or other creative ways to encourage co-credit and collaboration while also inspiring healthy competition.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to meeting the Preferred Qualifications described in this RFP, applicants proposing to pilot approaches to Motivating Collaborative Competition must provide in the narrative Project Description the following required information:

1. The elements of performance the proposed system will address.
2. How the proposed project will drive excitement and adoption among OEWD grantee staff and program managers.
3. Proposed metrics that will be used to track and incentivize adoption, including suggested ranking calculations or weighting to ensure that different levels of participation are accounted for (i.e., reward of performance increases as well as top performance).
4. Description of the proposed platform or process for collecting and disseminating information, ranking, and rewards.
5. Description of rewards to be offered and how those suggested will drive motivation.
6. Any available evidence that supports the proposed approach.
7. Description of a robust monitoring and feedback loop to ensure any unintended consequences are addressed and the project proposed can be adjusted to account for changes in metrics or programming.
8. Proposal to leverage the existing workforce system infrastructure in order to maximize the value of the proposed approach.

Preference will be given to Pilot Programs with existing partnerships and/or the ability to coordinate services with other OEWD providers and/or WIOA Core Partners.

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Retention Services	(0-2)	50,000	125,000	TBD	n/a
Incumbent Worker Strategy	(0-2)	30,000	75,000		
New Sector Programs	(0-2)	50,000	100,000		
Modular Core Curriculum	(0-2)	30,000	75,000		
Entrepreneurial and Gig Worker	(0-2)	30,000	100,000		
Collaborative Competition	(0-1)	30,000	50,000		

PROGRAM AREA G. BUSINESS SERVICES COORDINATORS FOR THE FIRST SOURCE HIRING PROGRAM

OEWD seeks through this RFP to identify qualified contractor(s) to assume two Business Services functions: (1) Business Services Coordinator for the First Source Hiring Program – General Non-Construction, and (2) Business Services Coordinator for the First Source Hiring Program - San Francisco International Airport (SFO). [Note: CityBuild, described under Sector Workforce Services, assumes the coordination role for First Source Hiring in the construction sector.]

Business Services offer customized solutions to meet specific business and industry employment requirements, supporting employer competitiveness and involvement in the workforce development system and strengthening the local economy. Business Services develop and leverage workforce, employer and industry partnerships to enhance an employer's ability to capitalize on the diverse skills and experience of local job seekers.

FIRST SOURCE HIRING PROGRAM OVERVIEW

The City and County of San Francisco's First Source Hiring Program – enacted in 1998 and last modified in 2006 -- connects dislocated workers and economically disadvantaged individuals with entry-level jobs generated by the City and County of San Francisco's investments. Additional information about First Source is available at <http://oewd.org/first-source>.

The First Source Hiring Program applies to the following:

- Entry-level Construction and "End-Use" positions created by businesses or non-profits issued construction contracts by the City in excess of \$350,000 and private developments that fall within the scope of the Chapter 83 requirements. CityBuild works with construction contractors to identify local residents for hire into first-source apprentice positions.
- Entry-level "End-Use" positions created by businesses or non-profits who receive a non-construction or professional services contract from a City Department over \$50,000. OEWD Business Services documents the projected number of entry-level job openings and has the first opportunity to refer qualified candidates to those positions.
- All entry-level positions hired by San Francisco International Airport (SFO) and its tenants. OEWD Business Services documents entry-level job openings and has the first opportunity to refer qualified candidates to those positions.

End-use entry-level jobs are defined as those non-construction, non-managerial position that require either no education above a high school diploma (or equivalency) OR no more than 2 years of specific training or work experience. While the ordinance does not require an employer to hire a specific candidate into these jobs, it does require that employers make a good faith effort to hire referrals from the City's workforce development system.

In coordination with OEWD, the two Business Services Coordinators for the First Source Hiring Program must provide customized staffing solutions for non-construction First Source Hiring Program employers and other employers. Collaboration with the CAP, NAPs, SAPs, Sector Coordinators, and Young Adult Access Points is critical to connecting these employers with qualified San Francisco employees. The Business Services Coordinators must provide enhanced coordination among providers of employer engagement, job posting, participant screening, and

employment activities delivered through the Access Points in order to facilitate matching of qualified Access Point participants with open positions.

PROGRAM AREA G1: BUSINESS SERVICES COORDINATOR FOR THE FIRST SOURCE HIRING PROGRAM – GENERAL NON-CONSTRUCTION

OVERVIEW

OEWD seeks to identify a Business Services Coordinator for the First Source Hiring Program applicable to all businesses or non-profits (with the exception of SFO, which is serviced by the SFO-specific Business Services Coordinator) who receive a non-construction or professional services contract from a City Department over \$50,000, and to other employers that elect to participate. Services may include but are not limited to, business engagement, job development, candidate pipeline development, connection of candidates to employment opportunities, event coordination and staffing for special events. Types of Positions may include permanent, temporary, First Source, and subsidized On-The-Job Training (OJT).

DESCRIPTION OF SERVICES

The Business Services Coordinator for the First Source Hiring Program – General Non-Construction must offer the following services:

Outreach and Business Development

1. Create and implement an outreach and marketing strategy to inform the business community about available Business Services.
2. Proactively conduct new business development and continuous business engagement with employers, in order to address the needs of both employers and job-seekers through targeted job connections.
3. Participate in employer, community, and other networking events, including events that occur outside of business hours.
4. Organize, host and implement career fairs that showcase training providers and/or local businesses, at the Access Points and in various communities, in order to educate customers/participants about available employment and training opportunities.
5. Partner with the CAP, NAPs, and other Access Points as appropriate, to utilize Access Point facilities for Business Services-related activities, including free workshops for the business community, business group meetings, etc. Workshops must be designed to effectively draw businesses into the Access Point, create good will among employers, provide opportunities for Access Point staff to network with employers, and educate employers about available services and opportunities to use the Access Point facility to conduct business and generate local employment opportunities.
6. Coordinate with and contribute to existing business resources, such as the Office of Small Business, Small Business Assistance Center, other OEWD Business Services initiatives, and training sessions given by OEWD staff on tax credits, Business Development section initiatives, etc.
7. Deliver trainings to Access Point job development staff about engaging employers and representing OEWD First Source programs and business services.

Job Development and Connecting Job-Seekers to Employment Opportunities

1. Work directly with the hiring authority or human resources representative at local businesses to clearly define the specific tasks and responsibilities associated with a new position and the required skills, abilities, education, and any other screening criteria the business may mandate.
2. Partner with the CAP, NAPs, SAPs, Sector Coordinators, Young Adult Access Points, and other agencies in the community (including community-based organizations, public and private service providers, and educational institutions and training providers) to ensure a pool of applicants that consists of individuals with varying degrees of education and experience, and to facilitate the filling of job postings by Access Point participants.
3. Identify, screen, match and refer applicants of varying education and experience levels in order to meet the hiring needs of businesses, utilizing OEWD's online job matching and customer relationship management systems to facilitate connections between job-seekers and employers.
4. Partner with the CAP, and with other Access Points as appropriate, to host hiring events and one-on-one or group interviews at Access Point facilities. Hiring fairs should be organized when a group of similarly skilled/educated applicants are in immediate need of connections to employment and are likely to return to the same type of industry, such as in the case of a Rapid Response referral of employees affected by a workforce reduction. Hiring Fairs should only include businesses that are actively recruiting applicants and are prepared to interview applicants onsite whenever possible.

On-the-Job Training (OJT)

1. Adhere to OJT outreach strategies developed by OEWD and the CAP to engage employers in the targeted industry sectors and market OJTs.
2. Assist the CAP with identifying the occupational demands in targeted industry sectors, average wage for target occupations, and the skills needed for successful connection of program participants to OJT positions.
3. Refer interested employers and/or job-seekers to the CAP, which will establish OJT contracts.

Job Retention Services

1. Provide businesses that have hired applicants referred by any of the Access Points with new-hire employee retention coaching services, as needed.
2. In collaboration with OEWD and its contracted service providers, assist both employers and participants to access services that allow them to address new or on-going barriers that may interfere with employment.
3. Implement a formal process to regularly survey employers about satisfaction with First Source employees and responsiveness of OEWD workforce services to their needs.

Administration and Data Management

1. Develop a Business Services Coordinator Policies and Procedures Manual that defines systems, procedures and staff roles needed to implement an effective Business Services strategy.
2. Administer a performance tracking system that includes weekly reports on staff activities, including but not limited to outbound calls to employers; appointments set with employers; employer presentations; employer job openings posted; employer job openings filled; and any other necessary indicators of meeting performance expectations.
3. Collect data and report on performance measures including but not limited to: employer satisfaction; number of employers participating in the OEWD workforce system; and number of "return customers" listing multiple job position with the OEWD workforce system.

PROGRAM AREA G2: BUSINESS SERVICES COORDINATOR FOR THE FIRST SOURCE HIRING PROGRAM – SFO

OVERVIEW

OEWD seeks to identify a Business Services Coordinator for the First Source Hiring Program serving the San Francisco International Airport (SFO). Services may include but are not limited to: business engagement, job development, candidate pipeline development, candidate connection to employment opportunities, event coordination and staffing for special events. Types of Positions may include permanent, temporary, First Source, and subsidized On-The-Job Training (OJT), both with the Airport Commission and with private, SFO-based employers.

DESCRIPTION OF SERVICES

The Business Services Coordinator for the First Source Hiring Program - SFO grantee must offer the same set of comprehensive services described above for the Business Services Coordinator for the First Source Hiring Program – General Non-Construction, as they relate to SFO and its hiring needs. In addition, the Business Services Coordinator serving SFO must deliver the following SFO-specific services:

Outreach and Recruitment

1. Conduct targeted recruitment for SFO jobs through the Access Points, with a focus on socio-economically disadvantaged San Francisco residents.
2. With OEWD and the Airport Commission's workforce development staff, host job fairs at Access Points and other locations.

Job Readiness Services

1. Provide initial pre-screening, career and job opportunity information to job-seekers interested in jobs at SFO.
2. Provide background check assistance, including past employment and/or criminal record verification.
3. Advise NAPs on Job Readiness Training (JRT) or other preparation assistance specific to SFO sectors and occupations, incorporating OEWD's existing Hospitality/Retail JRT.
4. Through the NAPs, provide transportation, child care, and other supportive services assistance for individuals hired into SFO jobs.

Job Development and Connection to Employment

1. Maintain a pre-screened pool of SFO job candidates, to ensure timely response to SFO's First Source position openings.
2. Provide direct application assistance for job-seekers.
3. Proactively generate SFO employment leads.
4. Work with OEWD and its designee for SFO businesses to define specific tasks, skills, abilities, education, and responsibilities associated with a new position, to facilitate appropriate referrals.

Retention Services

1. Place a high emphasis on and deliver retention support services, including coaching for employers and participants, referrals to NAPs and other Access Points for barrier removal services, and re-employment services as appropriate.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

In addition to meeting the Preferred Qualifications described in this RFP, the two Business Services Coordinators for the First Source Hiring Program must meet the following qualifications specific to these roles:

1. Strong evidence of previous success in connecting low-income San Francisco residents and dislocated workers to viable employment opportunities.
2. Demonstrated, established, and productive relationships with local employers.
3. History of successful retention strategies for new employees.
4. High degree of familiarity with local subsidized training programs and ability to communicate services available to employers.
5. At least three staff assigned to the Business Services program who have a minimum of two years of experience in job development, recruitment, or sales and marketing.

PERFORMANCE MEASURES

Business Services Coordinator for First Source Hiring - General
Target Service Numbers: 400 served

Performance Measure (Job-Seekers)	OEWD Minimum Performance Goals
Placement in unsubsidized employment	300
Retention in unsubsidized employment (6 - 12 months after exit)	80% of candidates placed in unsubsidized employment

Performance Measure	OEWD Minimum Performance Goals
Development of new business partners that provide job openings	10 per month
Number of employment positions posted	50 per month
Continuous communication and networking with business partners	90% of existing business partners
Hosting of events, such as job fairs, open houses, and employer spotlights	5 per month
Average time from date job opening notification is received to date job is filled	7 days
Average number of candidate submittals per job opening	3 candidates per job opening
Percentage of submitted candidates interviewed	80% of job candidates interviewed

Business Services Coordinator for First Source Hiring – SFO
Target Service Numbers: 200 served

Performance Measure	OEWD Minimum Performance Goals
Submission of SFO job application(s)	200
Placement in unsubsidized employment	125
Retention in unsubsidized employment (6 - 12 months)	80
Participation in supportive services	70%

Performance Measure	OEWD Minimum Performance Goals
Recruit participation in SFO orientations	200 participants
Number of employment positions posted	25 per month
Hosting of events, such as job fairs, open houses, and employer spotlights	2 per month
Average time from date job opening notification is received to date job is filled	7 days
Average number of candidate submittals per job opening	3 candidates per job opening
Percentage of submitted candidates interviewed	80% of job candidates submitted

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Business Services Coordinator for First Source Hiring Program - General	1	300,000	450,000	400	300
Business Services Coordinator for First Source Hiring Program - SFO	1	150,000	250,000	200	150

PROGRAM AREA H. DATABASE MAINTENANCE

OVERVIEW

OEWD is seeking proposals to contract application service provider(s) to maintain OEWD's Workforce Central Database System (WFC), a fully hosted, web-based application for OEWD and its grantees that tracks and reports client data to appropriate funders.

The WFC database system fully integrates with the State of California's current CalJOBS API system (CalJOBS) to report all required client activities under the Workforce Innovation and Opportunities Act (WIOA). System maintenance activities must ensure that WFC continues to connect to CalJOBS or any future replacement. Additionally, the successful provider will be asked to conduct system upgrades and minor customizations (e.g. adding new fields, customized report templates) in response to new reporting requirements or new client tracking needs.

DESCRIPTION OF SERVICES

The WFC database system and the new program should address, at a minimum, the needs of four identified user types:

1. **Case Managers** need a tool to efficiently track client services and progress toward employment or other appropriate goals. Case managers must be able to create, update, and maintain client records, including uploading all documentation supporting eligibility for the fund source associated with the client's services.
2. **Job Developers** need a tool to manage lists of job-ready clients and to be able to pair those candidates with employer partners based on skill, experience, and other relevant factors.
3. **Grantee Management Staff** need a tool to manage progress toward goals for all OEWD-funded grants/contracts; and to access reports to evaluate the effectiveness of past or current program practices, including a data download interface that allows providers access to all client data and the ability to customize reports.
4. **OEWD Administrators** need the ability to monitor the performance of workforce development grantees, to easily report appropriate performance measures and individual client data to a variety of other systems (including CalJOBS), and to provide system solutions/business rules to ensure that data is accurate and consistent. The proposed system must also provide OEWD with access to reports to evaluate the effectiveness of past or current grantee and program practices, including access to all client data and the ability to customize reports.

Specific maintenance activities will include:

1. Providing daily Application Status File Download for OEWD staff to access and produce ad hoc reports, review and approve applications, pre-exits, exits, and follow-up.
2. Provide daily error report logs for OEWD staff to review and manage,
3. Manage user accounts – create new accounts, passwords, custom groups, assigns access levels, roles and rights.
4. Manage assignment of Grant Code System, Agency Codes, Agency Rules, programs and activities.
5. Regular SFTP updates and file transfer of required tables into WFC.
6. Manage and track and resolve technical support issues.

It is expected that the successful bidder(s) will provide one-time and ongoing training of OEWD and grantee users at various levels of skill and experience. Training should be offered in a format that not only clearly conveys concepts to those attending the training but is also recorded or otherwise offered in a format that can be accessed by users remotely to create efficiencies in on-going training or topical technical assistance. Suggested formats are short videos or webinars, in combination with FAQ documents and a complete user manual.

The Workforce Central Database Maintenance grantee will work with OEWD to maintain the integration with or interface to the client tracking system for the purposes of creating and updating client information as needed, and supporting the reporting mechanisms currently in place at OEWD.

SPECIAL QUALIFICATIONS, STIPULATIONS, AND AREA-SPECIFIC QUESTIONS

Applicants to provide Database Maintenance services must demonstrate the following special qualifications:

1. Experience as an application service provider for a fully-hosted, web-based application with similar functionality to the above requirements.
2. Experience training workforce staff and developing technical assistance documentation/user manuals.
3. Flexible system-compatibility requirements for client workstations, including operating system requirements, Internet/server connection speeds, and firewall constraints, etc.
4. Strong references from clients utilizing services/products similar in scope to this RFP and summarized deliverables.
5. Experience maintaining customer service and technical support.
6. Experience maintaining confidential client information.
7. Able to integrate swipe card technology as a means to recording client activity (in conjunction with traditional grantee staff data entry).

PERFORMANCE MEASURES

Performance Measure	OEWD Minimum Performance Goals
User satisfaction	85% responding to OEWD administered survey and reporting positive experiences
Average turn-around time for solving system defects that effect users	1 hour
System up-time (as % of total time)	99.8%

RECOMMENDATIONS

Program Area	Anticipated Number of Grantees	MIN	MAX	Number Served (1-year)	Number Placed (1-year)
Database Maintenance	1	100,000	250,000	N/A	N/A

APPLICATION EVALUATION AND SELECTION INFORMATION

Applications competing for financial assistance will be reviewed and evaluated using the criteria described in this section. Point values indicate the relative importance placed on each section and points will be allocated based on the extent to which the application addresses the criteria listed. Applicants should prepare their proposals with these criteria in mind, as they are the basis on which all applications will be judged and ranked in the review process.

Overview (10 points)

The overview must be clear, accurate and concise. It should provide a brief description of the proposed grant project, including the needs to be addressed, the proposed services and the population(s) that will be served.

This section should clearly identify the economic, social, financial, institutional or other issues that require a solution. The nature and scope of the issue(s) and the need for assistance should be clearly stated; judicious use of supporting documentation such as demographic data, studies, or assessments is encouraged. The overview should briefly address the principal objectives of the proposed project, and establish clear connections between the issues/need for assistance and specific objectives that will be implemented through Access Points, programs and service modules to address them. The overview should further note how the proposed project is aligned with and leverages the mission, programs, and expertise of the applicant organization or collaborative partnership.

Reviewers will rate with the following items in mind:

- a. The application demonstrates an understanding of the goals, objectives and outcomes listed in the RFP.
- b. The proposed project will contribute to achieving the goals and objectives stated in the RFP.
- c. The application presents a clear description of the proposed project, including a clear statement of goals and objectives
- d. The application demonstrates a thorough understanding of the economic, social, financial, institutional or other issues that require a solution.
- e. The application suggests compelling, clear and feasible strategies to deliver services in a manner that will achieve strategic goals and updated vision for workforce services presented in the RFP.

Approach, Work Plan Outline, and Neighborhood Services Grid (40 points)

The approach should outline a plan of action that describes in sufficient detail the specific scope of services applicant(s) propose and how the proposed work will be accomplished. The plan should address all functions and activities for which applicants seek funds. Cite factors that might accelerate or decelerate work, explain rationales for strategies selected, and describe any unique or unusual features of the proposed project, such as design or technological innovations, cost or time saving strategies, or methods to increase engagement of targeted stakeholders in services. Describe how the project will help San Francisco residents build skills and obtain employment, and how businesses or employers will benefit.

Specific recommendations:

- Describe the population to be served and how the proposed program will address the barriers and limitations such individuals may experience, including special needs.
- Describe the services to be provided. For each service component provide detail on the types of activities, number of hours, frequency, location and methods that will be used to deliver services as appropriate.
- Provide monthly, quarterly, annual projections of the accomplishments to be achieved for each activity or function proposed, such as the number of activities or steps to be accomplished or number of individuals to be served. If accomplishments cannot be quantified, list them in chronological order to show a sequence of steps and their projected start and end dates.
- Include and make clear the organizations, cooperating entities, consultants or key individuals who will work on the proposed activities, with a short description of the nature of their contributions.
- Address demographic and geographical areas of focus where appropriate.
- Address all required services, strategies, preferred qualifications, and any supplemental questions pertaining to the area of service completely and appropriately.

In the work plan outline, provide a detailed list of anticipated outcomes for the services being proposed using the drop down list provided in the TGS system. Proposer must respond to all required activities for the service area proposed and provide an anticipate number of unduplicated clients to be served by the proposed program.

In the neighborhood services grid in TGS, Identify the neighborhoods to be served and the percentage of total clients from each neighborhood. The total percentage must equal 100%. If it's anticipated that the proposed program will serve individuals residing outside of San Francisco, choose "Other" as the neighborhood. The specific programs that would benefit from the funding being requesting should be based in and primarily benefit low-income residents of San Francisco neighborhoods.

Reviewers will rate with the following items in mind:

- a. The application presents a plan of action that describes in sufficient detail the specific scope of services applicant(s) propose and how the proposed work will be accomplished. Project strategies are logically linked to performance outcomes.
- b. All required services, strategies, preferred qualifications, and any supplemental questions pertaining to the area of service are completely and appropriately addressed.
- c. The application describes a process by which the services will be planned, provided and improved.
- d. The application presents a reasonable timeline for implementing the proposed project including major milestones and target dates. It addresses factors that might speed or hinder implementation and explains how these factors would be managed.
- e. The plan describes the population to be served and how the proposed program will address the barriers and limitations such individuals may experience, including special needs.
- f. The project would be culturally appropriate for and responsive to target populations.
- g. The design of the project reflects current knowledge on effective practices supported by applicants' experience, research and literature.
- h. The proposed project would involve the collaboration of partner organizations, cooperating entities, consultants or key individuals who would maximize the effectiveness and efficiency of service delivery. If a collaborative application is proposed, letters of commitment or

memoranda of understanding describe organizations' specific activities and the role, capacity, and contributions each partner will make to the proposed project.

- i. The proposed project reflects performance targets appropriate for the program and the participants served and is within a range consistent with the recommendations chart.

Performance Measurement and Reporting (20 Points)

In the performance measurement and reporting section, provide a narrative addressing how data on project activities and outcomes will be collected and reported. Describe measures that will be developed and/or used to determine the extent to which the project has achieved its stated objectives and describe how data will be used to determine whether the needs identified are being met and whether project results are being achieved. Describe any processes and procedures that are or will be in place to determine whether the project is being conducted in a manner consistent with the work plan and how effectiveness and efficiency will be improved.

Reviewers will rate with the following items in mind:

- a. Applicant addresses how data on project activities, outputs and outcomes will be collected and reported.
- b. Applicant demonstrates they have or will develop the capacity to collect and manage timely data submissions.
- c. The application provides an appropriate and feasible plan describing how data will be used to determine whether the needs identified are being met and whether project results are being achieved.
- d. The application provides an appropriate plan describing ways the agency would adjust strategies or services to address under performance, implementation delays, or other issues that impede delivery of services as proposed.

Organizational Capacity (10 Points)

This section should provide a description of applicant's history and experience providing workforce development services. Present a clear picture of how applicant's qualifications are related to requirements in the RFP for the services proposed. Describe the organization's history, mission, and service strategies; characteristics of the job seekers currently served (e.g. demographics, income levels, employment barriers, skill needs, etc.), and industry or business services provided. If applicant is a collaborative partnership, discuss the partners' history of working together, with specific attention to providing the services proposed. For collaborative proposals, clearly identify the experience each subcontractor brings to this proposal.

Identify the key individuals or positions who will work on this project on behalf of your organization or partnership, and percent % of time allocated to this program. Include name, job title, organization, skills, and experience. Identify the anticipated point person at the agency who will lead programming. Discuss fiscal and data management staff experience, specifically working with federal funds. For organizations serving as a fiscal agent, discuss organizational management structure and board of directors. Describe how you will develop the capacity and skills of all staff engaged with these services.

Specific recommendations:

- Discuss your organization's ability to implement the proposed project and how it fits with your past performance and experiences providing workforce services.

- Describe the roles of each organization or partner that will participate in the proposed project.
- Describe your organization's experience with Workforce Investment Act (WIA), Workforce Innovation and Opportunity Act (WIOA), Community Development Block Grant (CBDG) or other restricted funds and programs, if applicable, including both programmatic and administrative experience.
- Provide specific details regarding your past performance as a provider of workforce services including any current and/or on-going grants or contracts.
- Include a list of all current, on-going, and recently funded workforce services (within the past 3 years) and an overview of performance on each.

Reviewers will rate with the following items in mind:

- a. The applicant(s) individually and collectively have relevant experience with the development, administration, implementation, management and measurement of workforce development services.
- b. Each participating organization possesses the organizational capacity to fulfill its assigned roles and functions effectively.
- c. The proposed project director and key project staff demonstrate sufficient relevant knowledge and experience to effectively institute and manage a project of the size, scope and complexity proposed. Roles, responsibilities and time commitments of all proposed project staff are clearly defined and appropriate to successful implementation of the proposed project.
- d. The proposal demonstrates a sound management plan for achieving the objectives of the proposed project on time and within budget, including clearly defined milestones, timelines and activities for accomplishing project tasks and ensuring project quality. Roles, responsibilities of the lead agency are clearly defined.
- e. The proposal demonstrates clear linkages and mutually beneficial relationships between the proposed project and other system partners including other program areas described in this RFP, complementary services offered by other City Departments, or other relationships explicitly noted within the program area under which the proposal is submitted.

Financial Management and Budget (20 Points)

This section should provide a narrative detailing the financial management of the organization. This section must describe in detail the applicant's financial management processes. Applicants must operate a system that satisfactorily accounts for and documents the receipt and disbursement of all workforce development funds. While a separate accounting system is not required, each operator must maintain financial records that adequately identify the source and application of all workforce development funds.

Specific recommendations:

- Describe the key features of your organization's financial system that maintains effective control and ensure accountability over all funds, property and other workforce development assets including the adequate safeguard of such assets.
- Describe the key features of your organization's financial tracking system and confirm it is capable of generating all financial information needed for required reports, including data needed to monitor, evaluate and if necessary, modify program performance.
- Describe how records are currently maintained at your organization and confirm that accounting records are supported by source documentation for each transaction. Records must be traceable to documentation and maintained in such a manner as to provide a complete and accurate audit trail during any internal or external examination.

- Identify all positions that are authorized to receive or deposit workforce development funds, issue financial documents, checks or other instruments of payment for workforce development program costs. The individuals in these positions must be bonded in a minimum amount of the contract award should WIOA funds be part of the award. If you currently have bonding in place, identify the insuring agency, policy number, term of the bond, and the total dollar amount of the bonding coverage. If you do not have bonding currently in place, confirm that your organization will obtain and maintain coverage if awarded a grant/contract requiring it.
- Confirm that all financial and program records, including any supporting documents, will be retained for at least three years from the date of the WIB's submission of close-out reports or for at least 3 years from the close of the grant term whichever is later. In addition, if any litigation, claims or audits are begun prior to expiration of the three-year period, all records shall be retained until such litigation, claims or audits relating to the records have been resolved. Confirm that records relating to non-expendable personal property that are authorized to be purchased with workforce development funds will be retained for at least three years after the final disposition of the property.
- Describe in detail any cost allocation plan utilized when costs are chargeable to more than one cost category, or to more than one program and/or funding source. Identify common costs. Applicants must follow the guidelines established in the OMB circular or Code of Federal Regulations applicable to their type of organization.
- Confirm that the actual and accrued expenditures will be reported on invoices and that reconciliation between actual and accrued expenditures will be conducted on a payment-by-payment basis.
- Confirm that your agency will utilize generally accepted accounting principles in order to account for and control all workforce development funds.
- Any program income received as a result of this contract must be reported to OEWD. Program income must be used prior to payment of any workforce development funds. Confirm that your agency will sufficiently track and report any program income earned as a result of the contract for services and that it will be used for job training purposes only. The use of program income against workforce development services must be documentable and traceable through the financial system. It must be reported as part of the invoice.
- In order to ensure fiscal accountability and prevent waste, fraud and abuse in programs administered under WIOA, the applicant shall have a procurement system, which adequately provides, maximum, free, and open competition. To accomplish this, applicants must have a system which: 1) provides for full and open competition, 2) has written procedures for procurement transactions, and 3) has a code of ethical standards, which adequately provide for the avoidance of any conflict of interest. To evaluate this, please confirm that your organization will comply with the WIB's/OEWD's procurement policies and directives for materials, supplies, and services.

Budget Narrative

This narrative provides justification for items in the budget as well as a high level view of the agency's overall budget. For the budget narrative, please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., the annual salary for each position multiplied by the FTE, etc.

Provide the following information concerning the agency's overall financial picture and proposed programming:

Total agency budget for current fiscal year: \$

Total agency budget currently funded by OEWD programs:	_____ %
Total projected agency budget for 2013-14 fiscal year:	\$ _____
Amount requested under this application:	\$ _____
Leveraged funding identified to support proposed program:	\$ _____ = _____ % of total program budget
Total Program Budget (requested funds + leveraged funds):	\$ _____

Identify all staff, their roles and related functions to the program and related costs (rent, supplies, etc.) for functions that directly deliver services to the customer (job seeker and/or employer). This may include direct supervision and support directly related to these roles.

This narrative should also address any in-kind or leveraged support that the organization will provide to ensure the success of the program.

Potential cost savings for awarding a contract for multiple service areas may be addressed in the budget narrative. However, each proposal should be submitted with a stand-alone budget and the majority of the narrative should address it as such. Please address all leveraged or matching funds being offered to support the program as well including a brief description of source.

Budget

Include a budget for your proposed project activities using the TGS budget module. No other budget formats will be accepted. The drop down descriptions offered in the system are possible cost items; all line items available may not be necessary depending on the service(s) you are proposing to provide and the fund sources supporting the area under which you are proposing.

Reviewers will rate with the following items in mind:

- a. The proposal provides a detailed narrative budget justification presenting reasonable costs in view of activities proposed and expected results. Required services the agency anticipates will be provided with leveraged dollars are also addressed.
- b. Applicants' fiscal controls and accounting procedures conform to requirements and would ensure the prudent use, proper and timely disbursement and accurate accounting of funds awarded under this RFP.
- c. Agency's funding is diverse enough to suggest sustainability and the organization appears able to operate a cost-reimbursement based contract with Federal funding.

Nothing herein shall obligate the City to make any grant, or guarantee any proposer the right to any grant money. The City reserves the right not to award grants based upon the ability of the proposer to meet the City's objectives including consideration of past performance. Any grant awards are contingent upon budget approval and funding availability. **Proposers may seek funding in more than one area described below, however, a separate application must be filed for each funding area that the organization wishes to provide services for.** Each application will be considered individually and the organization's overall capacity in relation to the number of projects proposed will also be considered when projects and proposals are recommended for funding.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN

Dept. Code: ECN

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

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

Type of Service: Specialized Services for Reentry Job Seekers

Funding Source: Federal - CDBG & Gen Fund

PSC Duration: 3 years

PSC Amount: \$550,000

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) is seeking a contractor to support the expansion of workforce development services customized to meet the specific needs of jobseekers with criminal histories. The selected contractor will build upon existing programs, policies, tools, and services to include, but not limited to counseling services, workshops and employment assistance customized to and targeting the employment needs of jobseekers with criminal records, especially those newly re-entering the workforce from the criminal justice system. The contractor must deliver services at its own designated location, and should additionally provide services at OEWD's Comprehensive Access Point (CAP) and Neighborhood Access Points (NAPs), as appropriate in order to spread awareness of the specialized services. Services must also be connected to the CAP and NAPs as appropriate through built-in cross-referral mechanisms.

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

OEWD has determined an increased need for specialized services to address populations with significant barriers to sustainable employment. The reentry population is one of three target populations for which expanded, specially targeted services are necessary (the other two being jobseekers with disabilities and veterans). In prior years, OEWD has funded a nonprofit agency to provide a reduced scope of the services outlined in this request, and the need has far exceeded the available resources. Without this comprehensive approach, services are likely to continue happening in a piecemeal fashion and eligible candidates may not have their needs addressed efficiently and cost-effectively. With this population, it is especially important to get candidates well-positioned for employment opportunities quickly to mitigate potential recidivism and to maximize their ability to benefit from secure housing and other needed supports.

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 specific set of services has not been provided previously.

D. Will the contract(s) be renewed?
Unknown at this time.

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:

The need for data-proven, high quality interventions for the reentry population is especially important as the City struggles to respond to rising unemployment rates for individuals with significant barriers. If these services are not made available, this population stands to continue cycling through systems and services that do not meet their specific needs.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: The contractor will demonstrate the following special qualifications: 1. Demonstrated success in providing employment services and employment barrier remediation services to adults re-entering the workforce after one or more episodes of criminal justice system involvement. 2. Established relationships with citywide service providers and resources for ex-offender/ reentry services. 3. Strong collaboration, partnership, and referral relationships with City and County San Francisco's Adult Probation Department and other key stakeholders within the Criminal Justice system. 4. Strong collaboration and partnership with providers of educational assessment, tutoring, and high school diploma and equivalency services. 5. Ability to address multiple barriers to employment, including inadequate/outdated vocational skills, low literacy and numeracy skills, limited digital literacy, mental or behavioral health issues, and substance abuse issues.

B. Which, if any, civil service class(es) normally perform(s) this work? 1824, Pr Administrative Analyst; 2593, Health Program Coordinator 3;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes – the services are expected to take place primarily at the contractor's designated service site. The contractor may also co-locate additional services to utilize existing City-funded resources.

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

The Department has worked closely with other agencies that provide direct services to the reentry population through the Reentry Council and the local workforce alignment process. The services included in this request have been recognized as a needed complement to existing workforce programming, to include a focus on the attainment of industry-recognized credentials/certificates and access to long-term, sustainable employment.

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

A. Explain why civil service classes are not applicable.

This is anticipated to be a short-term program.

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 is anticipated to be a short-term program.

6. Additional Information

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

No.

- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No. The contractor will primarily conduct program planning activities with employees in the following classifications: 9775, 9774. The contractor will provide curriculum/service delivery reports and participate in regular meetings and events with other OEWD service providers, but no ongoing training will be necessary.
- 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 04/11/2017, the Department notified the following employee organizations of this PSC/RFP request:
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: Kris Damalas Phone: 415-701-4870 Email: kristine.damalas@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43116 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

Damalas, Kristine (ECN)

From: dhr-psccordinator@sfgov.org on behalf of kristine.damalas@sfgov.org
Sent: Tuesday, April 11, 2017 12:41 PM
To: Damalas, Kristine (ECN); pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Bloom, Marissa (ECN); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 43116 - 16/17

RECEIPT for Union Notification for PSC 43116 - 16/17 more than \$100k

The ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN has submitted a request for a Personal Services Contract (PSC) 43116 - 16/17 for \$550,000 for Initial Request services for the period 07/01/2017 -- 06/30/2020. 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/8745> 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)

PSC 41074-16/17 ECN

PSC 43116-16/17 ECN

PSC 49882-16/17 ECN

Request for Proposals #121

Please see page 25 of the CSC Packet for the Request for Proposals #121 for Workforce Services

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN Dept. Code: ECN

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

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

Type of Service: Business Services Coordinator for First Source Hiring Program

Funding Source: Federal Dept of Labor & Gen Fund PSC Duration: 3 years

PSC Amount: \$900,000

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) seeks to identify a contractor to partner with OEWD staff and serve as the Business Services Coordinator for the City's Non-Construction First Source Hiring Program. This contractor will be responsible for delivering services to all San Francisco businesses or non-profits (with the exception of San Francisco International Airport/SFO, which is serviced by a separate SFO-specific Business Services Coordinator). Services may include but are not limited to, business engagement, job development, candidate pipeline development, connection of candidates to employment opportunities, event coordination and staffing for special events.

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

OEWD coordinates the City's workforce development system and is focused on designing services that can be flexible and responsive to the needs of a diverse range of job seekers and employers. In support of this dual-customer model, OEWD has dedicated resources to leading business engagement activities and bridging the gap between the business community and our local talent pool. OEWD is additionally responsible for monitoring compliance with the First Source Hiring initiative, which applies to all firms (both for-profit and nonprofit) who receive a non-construction or professional services contract from a City Department over \$50,000, and to other employers that elect to participate. The Business Services Coordinator is a key collaborator in this effort, responsible for driving referrals to First Source opportunities and offering customized staffing solutions that exceed what the Department has the internal capacity for. The Business Services Coordinator will work at multiple levels, developing tailored services for employers with a variety of hiring needs, conducting candidate screening events, and leading other key engagement activities. OEWD procured this set of services through a competitive request for proposals and anticipates the program to run for at least the next three (3) years. Denial of this request would severely hamper the Department's capacity to utilize the First Source policy to encourage employers to hire local residents, which would have an adverse effect on our economy and unemployment rate.

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 set of services is similar in scope to PSC #4006-13/14 (Business Assistance Services), which included services to SFO as a client. Over the past four program years, OEWD has spent considerable time evaluating the administration of the program, ensuring alignment with the Department's strategic plan and State Workforce Development Plan. Through this evaluation process, the Department has determined that the refreshed version of this program will include a deeper investment in coordinating best practice employer engagement strategies across the system to complement the case management and training functions offered by other providers. Further, OEWD has removed the requirement to serve SFO, as that client requires a different set of customized services for their end use positions.

D. Will the contract(s) be renewed?

Unknown at this time.

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

2. Reason(s) for the Request

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

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

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

B. Explain the qualifying circumstances:

The selected contractor must possess very specific expertise around a variety of business engagement strategies and corporate business solutions, beyond the internal capacity of the Department or the City.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: At a minimum, the selected contractor should demonstrate significant experience with the following: - Outreach and business development; - Job development and connecting job-seekers to employment opportunities; - Employer referrals to available On-the-Job Training (OJT) opportunities; - Job retention services, and; - Administration and data management. The selected contractor must employ data-driven analysis to adjust services around local economic trends and identify new challenges and opportunities. Additionally, the contractor must be able to offer proven resources and tools to improve the business engagement performance of the broader workforce system.

B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst;

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?

OEWD has worked closely with other City departments that offer workforce development services and has not identified any other divisions with the capacity to provide the on-demand, integrated employer engagement services that this role requires.

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

A. Explain why civil service classes are not applicable.

OEWD has determined, through providing similar services over the last four program years, that the functions described in this scope are best provided in collaboration with a private staffing firm with business industry experience outside of the City/government system. The needs of the local employer community grow and change rapidly, and a Business Services Coordinator that can anticipate and respond to industry-specific changes in real time is key to the success of the overall workforce 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 - this program is anticipated to be short-term.

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. The contractor will work in partnership with several workforce service providers and will interface most with City staff in the following classifications -- 0922, 9774.

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. Manpower will continue to provide services for at least the next program year (FY17-18). Contracts beyond that term may be rebid or negotiated with other entities at the Department's discretion.

7. Union Notification: On 04/14/2017, the Department notified the following employee organizations of this PSC/RFP request:

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: Kris Damalas Phone: 415-701-4870 Email: kristine.damalas@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49882 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

Damalas, Kristine (ECN)

From: dhr-psccordinator@sfgov.org on behalf of kristine.damalas@sfgov.org
Sent: Friday, April 14, 2017 10:51 AM
To: Damalas, Kristine (ECN); pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Bloom, Marissa (ECN); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 49882 - 16/17

RECEIPT for Union Notification for PSC 49882 - 16/17 more than \$100k

The ECONOMIC AND WORKFORCE DEVELOPMENT – ECN has submitted a request for a Personal Services Contract (PSC) 49882 - 16/17 for \$900,000 for Initial Request services for the period 07/01/2017 – 06/30/2020. 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/8760> 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)

PSC 41074-16/17 ECN

PSC 43116-16/17 ECN

PSC 49882-16/17 ECN

Request for Proposals #121

Please see page 25 of the CSC Packet for the Request for Proposals #121 for Workforce Services

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

Third Amendment

THIS AMENDMENT (this "Amendment") is made as of **July 1, 2016**, in San Francisco, California, by and between **ManpowerGroup US, Inc.** ("Contractor"), and the City and County of San Francisco, a municipal corporation ("City"), acting by and through its Director of the Office of Contract Administration.

RECITALS

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

WHEREAS, City and Contractor desire to modify the Agreement on the terms and conditions set forth herein to **extend the performance period, increase the contract amount, and update standard contractual clauses;**

NOW, THEREFORE, Contractor and the City agree as follows:

1. Definitions. The following definitions shall apply to this Amendment:

1a. Agreement. The term "Agreement" shall mean the Agreement dated **July 16, 2013** between Contractor and City, as amended by the:

First amendment,	dated July 1, 2014
Second amendment,	dated July 1, 2015

1b. Contract Monitoring Division. Contract Monitoring Division. Effective July 28, 2012, with the exception of Sections 14B.9(D) and 14B.17(F), all of the duties and functions of the Human Rights Commission under Chapter 14B of the Administrative Code (LBE Ordinance) were transferred to the City Administrator, Contract Monitoring Division ("CMD"). Wherever "Human Rights Commission" or "HRC" appears in the Agreement in reference to Chapter 14B of the Administrative Code or its implementing Rules and Regulations, it shall be construed to mean "Contract Monitoring Division" or "CMD" respectively.

1c. Other Terms. Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

2. **Modifications to the Agreement.** The Agreement is hereby modified as follows:

2a. **Section 2. Section 2 Term of the Agreement** of the Agreement currently reads as follows:

“Subject to Section 1, the term of this Agreement shall be from July 16, 2013 to June 30, 2016”.

Such section is hereby amended in its entirety to read as follows:

“Subject to Section 1, the term of this Agreement shall be from July 16, 2013 to June 30, 2017”.

2b. **Section 5 Compensation** of the Agreement currently reads as follows: :

Compensation shall be made in monthly payments on or before the 30th day after a complete invoice is submitted for the prior month's work, as set forth in Section 4 of this Agreement that the Director of Workforce Development, in his or her sole discretion, concludes has been performed as of the last day of the immediately preceding month. In no event shall the amount of this Agreement exceed **Nine Hundred Thousand Dollars (\$900,000)**. The breakdown of costs associated with this Agreement appears in Appendix B, “Calculation of Charges,” attached hereto and incorporated by reference as though fully set forth herein. No charges shall be incurred under this Agreement nor shall any payments become due to Contractor until reports, services, or both, required under this Agreement are received from Contractor and approved by Director of Workforce Development as being in accordance with this Agreement. City may withhold payment to Contractor in any instance in which Contractor has failed or refused to satisfy any material obligation provided for under this Agreement. In no event shall City be liable for interest or late charges for any late payments.

Such section is hereby amended in its entirety to read as follows:

Compensation shall be made in monthly payments on or before the 30th day after a complete invoice is submitted for the prior month's work, as set forth in Section 4 of this Agreement that the Director of Workforce Development, in his or her sole discretion, concludes has been performed as of the last day of the immediately preceding month. In no event shall the amount of this Agreement exceed **One Million and One Hundred Thousand Dollars (\$1,100,000)**. The breakdown of costs associated with this Agreement appears in Appendix B, “Calculation of Charges,” attached hereto and incorporated by reference as though fully set forth herein. No charges shall be incurred under this Agreement nor shall any payments become due to Contractor until reports, services, or both, required under this Agreement are received from Contractor and approved by Director of Workforce Development as being in accordance with this Agreement. City may withhold payment to Contractor in any instance in which Contractor has failed or refused to satisfy any material obligation provided for under this Agreement. In no event shall City be liable for interest or late charges for any late payments.

2c. **Insurance.** Section 15 is hereby replaced in its entirety to read as follows:

15. Insurance.

a. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

1) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and

2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; and

3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

Liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, protected health information or other personally identifying information, stored or transmitted in electronic form;

b. Commercial General Liability and Commercial Automobile Liability Insurance policies must be endorsed to provide:

1) Name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

2) That such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought.

c. All policies shall be endorsed to provide thirty (30) days' advance written notice to the City of cancellation for any reason, intended non-renewal, or reduction in coverages. Notices shall be sent to the City address set forth in the Section entitled "Notices to the Parties."

d. Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.

e. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

f. Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder.

g. The Workers' Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.

h. If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.

2d. Replacing “Earned Income Credit (EIC) Forms” Section with “Consideration of Criminal History in Hiring and Employment Decisions” Section. Section 32 “Earned Income Credit (EIC) Forms” is hereby replaced in its entirety to read as follows:

32. Consideration of Criminal History in Hiring and Employment Decisions.

a. Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T “City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions,” of the San Francisco Administrative Code (Chapter 12T), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at www.sfgov.org/olse/fco. A partial listing of some of Contractor’s obligations under Chapter 12T is set forth in this Section. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

b. The requirements of Chapter 12T shall only apply to a Contractor’s or Subcontractor’s operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, shall apply only when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco, and shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

c. Contractor shall incorporate by reference in all subcontracts the provisions of Chapter 12T, and shall require all subcontractors to comply with such provisions. Contractor’s failure to comply with the obligations in this subsection shall constitute a material breach of this Agreement.

d. Contractor or Subcontractor shall not inquire about, require disclosure of, or if such information is received, base an Adverse Action on an applicant’s or potential applicant for employment’s, or employee’s: (1) Arrest not leading to a Conviction, unless the Arrest is undergoing an active pending criminal investigation or trial that has not yet been resolved; (2) participation in or completion of a diversion or a deferral of judgment program; (3) a Conviction that has been judicially dismissed, expunged, voided, invalidated, or otherwise rendered inoperative; (4) a Conviction or any other adjudication in the juvenile justice system; (5) a Conviction that is more than seven years old, from the date of sentencing; or (6) information pertaining to an offense other than a felony or misdemeanor, such as an infraction.

e. Contractor or Subcontractor shall not inquire about or require applicants, potential applicants for employment, or employees to disclose on any employment application the facts or details of any conviction history, unresolved arrest, or any matter identified in

subsection 32 (d), above. Contractor or Subcontractor shall not require such disclosure or make such inquiry until either after the first live interview with the person, or after a conditional offer of employment.

f. Contractor or Subcontractor shall state in all solicitations or advertisements for employees that are reasonably likely to reach persons who are reasonably likely to seek employment to be performed under this Agreement, that the Contractor or Subcontractor will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of Chapter 12T.

g. Contractor and Subcontractors shall post the notice prepared by the Office of Labor Standards Enforcement (OLSE), available on OLSE's website, in a conspicuous place at every workplace, job site, or other location under the Contractor or Subcontractor's control at which work is being done or will be done in furtherance of the performance of this Agreement. The notice shall be posted in English, Spanish, Chinese, and any language spoken by at least 5% of the employees at the workplace, job site, or other location at which it is posted.

h. Contractor understands and agrees that if it fails to comply with the requirements of Chapter 12T, the City shall have the right to pursue any rights or remedies available under Chapter 12T, including but not limited to, a penalty of \$50 for a second violation and \$100 for a subsequent violation for each employee, applicant or other person as to whom a violation occurred or continued, termination or suspension in whole or in part of this Agreement.

2e. Appendix A. Appendix A, A-1, and A-2, of the Aforesaid Agreement describes the services to be provided.

Such section is hereby amended in its entirety to include Appendix A-3, pp. 8-19, attached to this Modification Agreement, which displays the additional services to be provided under this Modification Agreement.

2f. Appendix B. Appendix B, B-1 and B-2, Budget, of the Aforesaid Agreement displays the original total amount.

Such section is hereby amended in its entirety to include Appendix B-3, Budget, pp. 20, which displays the budget for the increased contract amount for the additional services included in this Modification Agreement.

3. Sugar-Sweetened Beverage Prohibition. Contractor agrees that it will not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 101, as part of its performance of this Agreement.

4. Effective Date. Each of the modifications set forth in Section 2 shall be effective on and after the date of this Amendment.

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

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

CITY

Recommended by:

Todd Rufo
Director
Office of Economic and Workforce
Development

Approved as to Form:

Dennis J. Herrera
City Attorney

By: _____

Anne Pearson
Deputy City Attorney

Approved:

Jaci Fong
Director of the Office of Contract
Administration, and Purchaser

CONTRACTOR

ManpowerGroup US, Inc.
275 Battery Street, Suite 710
San Francisco, CA 94111

By: _____

Business Law Paralegal
100 Manpower Place
Milwaukee, WI 53212

City vendor number: 95096

Appendix A-3

Definition of Grant Plan
Manpower, Inc.

The term "Grant Plan" shall mean

I. Purpose of Grant

The purpose of this grant is for Manpower Inc. to provide the following services:

Comprehensive Access Point (CAP) – Business Services Coordinator

- A. Serves as a centralized entry point/resource for all workforce system services. Collaboration with Neighborhood, Sector-based, and Young Adult WorkLink Access Points is critical to meeting the needs of all San Francisco job seekers.
- B. Services offered through the Comprehensive Access Point will be organized along five program components, to provide enhanced coordination and support for job search and placement, assessment and education, job readiness and business services activities.
- C. All Access Points must work with the Assessment and Education services provider housed in the Comprehensive Access Point to coordinate requests for academic assessment and services provision.
- D. The Comprehensive Access Point will work with all mandated WIOA partners to implement and manage WIOA Title I services. The CAP will also work with other partners needed to implement and manage services offered through the CAP and through other Access Points and workforce programs, to improve coordination of and access to workforce services across the City.

Definitions

DEWD	Department of Economic and Workforce Development, City and County of San Francisco
SF Jobs Portal	The DEWD centralized database utilized to both distribute First Source employment opportunities and refer DEWD workforce system candidates to those opportunities

WIA	Workforce Investment Act (WIA) – This Act was signed into law in 1998, in an effort to consolidate and streamline the nation’s employment and training programs. WIA replaced the Job Training Partnership Act (JPTA, 1982). Under WIA, the federal government, states, and local communities join efforts to develop a system providing workers with job search assistance, training, and advice. In addition, all entities will work together to provide employers with skilled workers.
WIOA	Workforce Innovation and Opportunity Act (WIOA) - This Act was signed into law in 2014 and designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.
Workforce Investment San Francisco Board	Policy and programmatic oversight body for workforce development in San Francisco
Sector Subcommittee of the WISF	Programmatic oversight body of the Sector Academy. Will include employers, Sector Academy partners, and other key stakeholders of the industry. Also serves as an advisor body to the WISF on matters related to workforce policy and programs.
Participant Case File	A record of a Participant’s client information that includes all documentation of services and personal information.
WFC	WorkForce Central is a data collection database system of participants receiving service

II. Target Population

This grant is designed to establish services for a variety of San Francisco job seekers that includes unskilled, semi-skilled and high skilled individuals. Further, services provided by this grant must prioritize the target populations identified by the WISF as appropriate. These target populations include:

- Dislocated Workers
- Formerly Incarcerated Individuals
- Homeless Individuals
- Public Housing Residents
- People with Disabilities
- Individuals with limited English proficiency
- Veterans
- Out-of-school youth
- In-school youth not on track to graduate
- Youth in the juvenile justice and foster care systems
- Pregnant and parenting teens

III. Description of Services

The Contractor will plan and implement centralized Citywide Business Services program that targets permanent, temporary, First Source and (subsidized) "On-The-Job Training" job development with employers throughout San Francisco, including specialized employment services for special projects. Services include workforce services to business and the coordination of employment services to job seekers. The Contractor will be co-located or have office hours at the CAP.

The Contractor will be responsible for the day-to-day operations of Business Services Coordination ensuring that programming meets contractual deliverables.

A. Services (Implementation)

Access points will offer a combination of required and optional service modules. Each service module should be configured so it is: consistent with the goals and objectives of the Access Point through which it is offered; aligned and coordinated with the other required and optional service modules offered through the Access Point; and tailored and targeted to meet service priorities and outcomes for individuals being served.

The Contractor shall be responsible for delivering the following Service Modules:

1. **Module A – Access Point Coordinator:**

The Access Point Coordinator will have primary responsibility for designing, coordinating, and/or implementing the Access Point service model in collaboration with DEWD, and will oversee the day-to-day operations and provide the administrative support for successful implementation of the Access Point.

Staff will serve as workforce experts; using a dual customer approach, staff will provide services to both job seekers and employers to build a workforce qualified in industry pipelines.

The Access Point Coordinator will serve as the lead coordinator for the Access Points, providing information on workforce system program services and a broad continuum of employment and training services through a coordinated and seamless service delivery structure. The Access Point Coordinator is also responsible for placing program participants into unsubsidized employment.

The Contractor will be responsible for the following Access Point Coordinator deliverables:

- a. Coordinate the smooth referral and transfer of clients and services between types of Access Points.
- b. Plan and design services relevant to needs of individuals served by the Access Point.
- c. Coordinate outreach and recruitment efforts for the Access Point, and disseminate information to the general public and/or prospective participants.

- d. Coordinate services provided through the Access Point by partner organizations.
- e. Manage facilities to assure that operations are running smoothly and programming meets the needs of participants and employers accordingly.
- f. Actively participate in collaborative service planning, implementation, and coordination with other Access Point providers and other workforce system programs and services, including communication, training, marketing and evaluation activities.
- g. Collect and report data.

2. Module H – Direct Job Search, Placement and Retention Services:

Contractor will provide job search, placement and retention services to participants when they are ready for employment. Contractor will offer resources to help them find and obtain employment, assess their progress and determine the need for additional services to help them adjust to their new work environment.

Job Search and Placement: Contractor will provide services, prepare jobseekers to conduct an effective job search, and will create an ample amount of appropriate employment opportunities available to jobseekers as they conduct their searches.

Contractor will generate employment leads for jobseekers and place jobseekers into employment, and should work closely with DEWD-funded Business Services to leverage first-source local hiring agreements, hiring tax credits, federal bonding program services, and other business service strategies to maximize employment opportunities.

Job search and placement services will provide information and assistance regarding job search, resume development, and interviewing as well as career counseling as appropriate, and provide or establish operations support for participants, including computer assistance to contact potential employers.

Contractor will assure that assigned staff must have the ability to market their customers to local employers, as well as develop and maintain relationships with local employers that explore ways in which job seekers served through the Access Point and employers may share cultural or community connections.

Job search and placement services will also include career fairs that showcase local businesses with employment opportunities and hiring fairs that connect a group of similarly skilled/educated applicants in immediate need of placement assistance and businesses that are actively recruiting applicants and are prepared to interview applicants on site.

Each Access Point will coordinate with Business Services staff to schedule space at the Access Point for one-on-one and/or group interviews for Access Point Center clients and employers as required.

Retention Services: Contractor will provide retention services including follow-up activities and documentation to determine whether a program participant is still on the job and may be in need of additional support to achieve positive program participation and employment outcomes.

Retention services must identify and address barriers that may jeopardize the participant's new employment. Contractor will offer coaching services to assist both employers and participants to address new or on-going barriers that may interfere with employment, and provide reemployment services if the participant has quit or been terminated.

The Contractor will coordinate with all other appropriate service providers to help participants address obstacles to continued employment or reasons for job loss, and implement appropriate solutions to secure employment. Retention and re-employment services can include referring participants to appropriate training services and providing additional job search and job placement assistance in re-placing the individual in unsubsidized employment.

3. Module I – Partner and Employer Development:

These services initiate, build and maintain regular, continuous relationships and partnerships with service organizations and employers in targeted industries or sectors relevant to the services provided through Access Points.

The Contractor will develop and implement strategies that capitalize on the strengths of multiple agencies and organizations working toward common workforce development service goals. Contractor will develop high-quality partnerships, or collaborations, particularly those that leverage resources from other source to maximize partner and employer relationships.

Contractor will work with DEWD to broker and develop relationships with mandated workforce partners. Contractor will develop partnerships with other agencies and service providers to provide free workshops to the business community to be held at the Access Point (i.e., small business tax tips, HR issues/guidance, etc.). Workshops will be designed to effectively draw businesses into the Access Point, create good will among employers, provide opportunities for the Access Point staff to network, and educate employers about available services and opportunities to use the Access Point facility to conduct business and generate local employment opportunities.

4. Module J – Business Services:

Business services offer customized solutions to meet specific business and industry employment requirements, supporting employer competitiveness and involvement in the workforce development system and strengthening the local economy.

Contractor will integrate a business services component into program model to develop and leverage workforce, employer and industry partnerships. This will enhance employer's ability to capitalize on the diverse skills and experience of local job seekers and to create a diverse applicant pool available to businesses. Contractor will proactively seek out employment opportunities and match the most appropriate job seekers to those positions.

Contractor will partner with other agencies and service providers to provide free workshops to the business community, and provide space for businesses to conduct one-on-one interviews, conduct group interviews, and hold association or business group meetings at the Access Point.

Contractor will host on-site career fairs that showcase training providers and/or local businesses throughout the calendar year in effort to educate customers/participants about available employment and training opportunities.

Contractor will also proactively seek out various industry associations to sponsor their monthly, quarterly, or annual meetings at the Access Point.

B. Requirements

Comprehensive Access Point:

Business Services Coordinator: In addition to providing services for all of the required modules, Contractor will meet the following deliverables:

1. General Business Service Responsibilities
 - a. Proactively seeking employment opportunities and matching the most appropriate job seekers to those positions. Jobs developed must be driven by balancing the needs of businesses and the appropriate jobs desired by job seekers.
 - b. Work directly with the hiring authority or human resources representative at local businesses to clearly define the specific tasks and responsibilities associated with a new position and the required skills, abilities, education, and any other screening criteria the business may mandate in order to facilitate the referral of the most appropriate candidates.
 - c. Work with DEWD to establish appropriate policy and procedures around usage of the web-based job matching tool (currently SF Jobs Portal) by various workforce system stakeholders and clients.
 - d. Collaborate with Comprehensive, Sector, Neighborhood and WorkLink Access Point staff to ensure that job postings are filled by Access Point clients.
 - e. Track the number and nature of direct job placements made (including wage, benefits, permanent/full time status, etc.).
 - f. Make a diverse applicant pool available to businesses. Partner with the Comprehensive Access Point, Neighborhood Access Points, Sector Access Points, WorkLink Access Points and other agencies in the community and making use of other applicant resources is required to ensure a pool of applicants that consists of individuals with varying degrees of education and experience. Partners in this effort should include, but not be limited to CBOs, public and private service providers, and placement department staff from educational institutions and training providers.
 - g. Identify, screen, match and refer applicants of varying education and experience levels in order to best serve the businesses in need of workforce assistance. Business Services staff will also ensure that job-ready workforce

system clients utilize DEWD's SF Jobs Portal, so as to facilitate job placements citywide. Reaching out to the other Sector and Neighborhood Access Points should also be pursued when the CAP is unable to provide applicants for a specific job opportunity, in accordance with a demand-driven approach to job placement.

- h. Create and implement an outreach and marketing strategy to inform the business community about available Business Services. Business Services staff should participate in employer events that occur outside of regular business hours (Chamber of Commerce networking events, etc.)
- i. Partner with other agencies and service providers to provide free workshops to the business community to be held at the CAP (i.e., small business tax tips, HR issues/guidance, etc.). These workshops create goodwill among employers, provide opportunities for Access Point staff to network, and provide another opportunity to draw businesses into the Access Points to educate them about available services and to remind them that the CAP site is a place that could act as a location at which they could conduct some of their business. Contractor should coordinate with existing business resources, such as the Office of Small Business or the Small Business Assistance Center, other DEWD Business Services initiatives and participate in and/or deliver training sessions given by DEWD staff on tax credits, Business Development section initiatives, etc.
- j. Provide businesses, which have hired applicants referred by any of the Access Points, with new hire employee retention coaching services as needed. Assist both employers and participants to address new or on-going barriers that may interfere with employment and provide support services in the form of direct assistance or service referral and follow up. Services should include a minimum of 30, 60 and 90 day documented retention check-ins after a placement has occurred, including verification of employment as well as a check-in at the 12 month mark as required by WIOA. Conduct retention services for participants with other Access Point service providers.
- k. Make sufficient space available for businesses to conduct one-on-one interviews, group interviews, and hold association or business group meetings.
- l. Act as a liaison or a single point of contact for the CAP and other Access Points to assist businesses with identifying and contacting appropriate agencies/individuals within the City of San Francisco.
- m. Implement a follow up strategy that includes a formal process to survey both participants and employers 30 days after a placement has occurred. All participants on a job developer's caseload and the employers that hired them will be surveyed utilizing the DEWD SF Jobs Portal. Employer satisfaction may also be measured by rates of referral and reuse. Survey responses must be reviewed at the managerial level and Contractor must provide responses and/or develop action plans to address concerns expressed.
- n. Host career fairs that showcase training providers and/or local businesses at the Access Points throughout the calendar year in an effort to educate customers/participants about available employment and training opportunities. Conduct and coordinate hiring fairs when a group of similarly skilled/educated applicants are in immediate need of placement and are likely

to return to the same type of business/industry (as in the case of groups of employees affected by a workforce reduction). Hiring Fairs should only include businesses that are actively recruiting applicants and are prepared to interview applicants on site whenever possible.

- o. Administer a performance tracking system that includes weekly reports on staff activities including but not limited to: 1) outbound calls to employers, 2) appointments set with employers, 3) employer presentations given, 4) employer job openings posted, 5) employer job openings filled, and any other necessary indicators of meeting performance expectations utilizing DEWD identified database (currently SF Jobs Portal).
- p. Collect data and report on process measures including but not limited to the following areas:
 - i. Increased market penetration of the CAP/Access Point System, resulting in higher number of repeat customers and new customers (Employers).
 - ii. Increased system capacity with better trained staff.
 - iii. Process goals such as:
 - The number of employer outreach calls, visits, etc. made by each job developer,
 - The number of job openings developed (as opposed to job leads-those previously published or found online, in the newspaper, etc.),
 - Participant and employer satisfaction survey results

2. Citywide Specific Business Service Responsibilities

- a. Target recruitments through the Access Points
- b. Partner with DEWD to recruit socio-economically disadvantaged local residents for Citywide and First Source positions, including non-construction private and public end use employers.
- c. Make First Source job opportunities available to a larger population of potential job applicants through DEWD's Access Points.
- d. Work with DEWD staff and in coordination with other public agency staff to hold Job/Hiring Fairs at Access Points throughout the City as well as at other locations identified by employers and DEWD.
- e. Proactively perform targeted recruitments through the Citywide Workforce system to recruit socio-economically disadvantaged local residents for non-construction public and private end use job opportunities.
- f. Coordinate with Access Points to provide the following services to local residents seeking employment from non-construction public and private end use opportunities:
 - i. Work-readiness preparation to qualified clients in the Citywide Workforce system, including screening, coaching, resume preparation and preparing candidates for interviews. Work-readiness preparation may occur in a combination of small group sessions and/or one-on-one meetings.
 - ii. Maintain a pre-screened applicant pool. Additionally, for Hiring Fairs, contractor will be responsible for assembling a pool of prescreened candidates.

- iii. Post-hire employee follow-up; services include verification of employment, and may include periodic telephone follow up calls to employees and/or employers.

C. Data Collection and Evaluation

1. The Contractor shall collect, store, review, and report complete and accurate data on programs and services including: operational, administrative and program performance; services; and participant demographics, barriers, assessment progress, and outcomes. Contractor will be required to enter data into DEWD's data management system (Work Force Central, SF Jobs Portal/ or 7c²) and ensure complete, accurate, and timely data entry that is in compliance with DEWD's specific funding requirements. Contractor will create and maintain records of individual case files for each participant enrolled in approved programs. Such case files will record all participant contacts including any assessments and evaluations, all services indicated and provided, services to which the participant is referred, and case notes documenting all client contact. Case files must be shared across DEWD partners, if necessary.
2. Interim Program and Participant Measures: Output, or process, data for all programs and services must be consistent with the measures and definitions provided below. Contractor is required to gather and track or report Interim program measures. These measures may include:
 - a. Recruitment
 - b. Eligibility determination
 - c. Participants enrolled
 - d. Development of ISS/IEP
 - e. Work readiness
 - f. Job Search
3. Outcome Measures: Outcome data for all programs and services must be consistent with the measures and definitions provided below. Contractors are required to gather and report outcome data that will allow for an evaluation as to whether or not participants are well-served as a result of their participation in the program. These measures include:
 - a. Placement in unsubsidized employment
 - b. Retention in placement (3-12 months)

IV. Location and Time of Services

275 Battery Street Suite 710, San Francisco, CA 94111; Comprehensive Access Points and other sites as appropriate

V. Project Deliverables

The Contractor will develop the following deliverables that will be furnished to DEWD:

- Business Services Coordinator Policies and Procedures Manual to reflect current scope of services, due on September 15, 2016

- Samples copies of assessment, prescreening, workshop and job fair materials, due August 29, 2016.
- Staff roles and responsibilities to reflect current scope of services, due August 15, 2016
- Citywide recruitment plan to reflect current scope of services, including an outreach and marketing for new candidate engagement strategy to grow candidate pipelines who utilize DEWD's workforce services system due September 1, 2016
- Monthly Projection and Placement Plan, due July 29, 2016
- Sample and master copies of external communication and media, including flyers, job/hiring fair announcements, testimonials and marketing materials, due July 29, 2016
- Sample of resume submittal format, due July 29, 2016
- Signed non-compete agreement, due by July 29, 2016
- Monthly calendar of activities due last Friday of each month.

VI. Service and Outcome Objectives

The Contractor will meet the following service objectives and provide monthly progress reports for each of these benchmarks:

Activity	# GOAL	Description
Participants Served	400	<i>Number of participants served in the program (work readiness and job search assistance)</i>
Work Readiness	200	<i>Number of participants who demonstrate proficiency in work readiness skills by: Assessment through a pre- and post- measurement tool approved by DEWD</i>
Job Search	200	<i>Number of participants who complete a resume and/or cover letter; Number of participants who submit job application(s); Number of participants who complete mock job interview(s); Number of participants who complete job interview(s)Other job search competencies</i>
Placement in Unsubsidized Employment	100	<i>The number of participants who were placed in jobs or otherwise obtained employment as a result of services used or received.</i>
Retention in Unsubsidized Employment (3-12 mo)	75	<i>Participants who are placed continue to be employed for 90 or more days after placement.</i>

VII. Monitoring Activities

Contractor shall make all reasonable efforts to accommodate DEWD and appropriate partners monitoring activities. DEWD will make all reasonable efforts to ensure that such monitoring activities are not unduly disruptive of Contractor's normal course of programs and activities.

- A. Program Monitoring:** DEWD Program Compliance staff will conduct a minimum of one program monitoring site visit during the program year. Program monitoring may include, but is not limited to: site visits to Contractor and partner facilities; conduct facility review; interviews or surveys of program participants; review of client eligibility; and back-up documentation for reporting progress towards meeting service and outcome objectives.

- B. Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Contractor's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

VIII. Reporting Requirements

As noted in Appendix C, all monthly program and invoice reports must be submitted via the online invoicing system, Total Grant Solution (TGS).

A. Program Performance Reporting

Grantee must enter data, collect information and upload documents in DEWD's data management system by the 10th day of each month to credit and capture DEWD Outcomes, Interim Program and Interim Participant Measures. In addition, Grantee shall submit quarterly narrative reports that describe goals versus accomplishments, challenges, share best practices, and plans to achieve contractual goals. Grantee will make every reasonable effort to provide additional or non-customary on data as requested by DEWD.

B. Ad-Hoc Reporting

Contractor will make every reasonable effort to provide additional or non-customary reports on data as requested by DEWD.

Failure to submit invoices, program reports, audits, close-out reports and requested documents within the times specified in the document or in other written DEWD directives will result in withholding of contract payments in part or full or contract termination. As noted in Appendix C, all monthly program and invoice reports must be submitted via the online invoicing system, Total Grant Solution (TGS).

C. Close-Out Reporting

Within 30 days after the end of the contract period, Contractor shall submit a final (close-out) report reflecting actual expenditures, which will be supported by the Contractor's accounting records. If a refund is due DEWD, it must be submitted with the final report. Any expenses submitted after the 30 days following the fiscal year end will not be paid. Contractor will prepare an annual report in consultation with DEWD.

D. Audits

Contractor is responsible for the arrangement for and payment of any costs associated with audits of its programs. In accordance with OMB Circular A-133, contractor single audits must be submitted to DEWD within nine months after the completion of the program year. If the contractor is not required to submit a single audit in accordance with OMB Circular A-133, contractor agrees to provide DEWD annual accounting of WIA expenditures.

E. Ad-Hoc Reporting

Contractor will make every reasonable effort to provide additional or non-customary reports on data as requested by DEWD.

Failure to submit invoices, program reports, audits, close-out reports and requested documents within the times specified in the document or in other written DEWD directives will result in withholding of contract payments in part or full or contract termination.

IX. Other Requirements

A. Meetings and Trainings

Contractor will attend all required DEWD meetings and trainings. Contractor will minimally be required to attend one monthly meeting/training per program strategy for which they are contracted. Contractor will make reasonable efforts to implement DEWD innovation strategies and methods.

B. Capacity Building Activities

Contractor will participate in OEWD sponsored Capacity Building Initiative. A contractor with a Capacity Building Action Plan will be mandated to participate in specific activities. Participation in appropriate (optional and mandatory) Capacity Building activities, as determined by DEWD, will be considered when Contractor progress is assessed.

C. Marketing Collateral

Contractor will create program marketing collateral (flyers, postcards, invitations, etc.) in close collaboration with DEWD and will not publish/distribute program marketing collateral without prior approval from DEWD. Contractor will ensure that specific program contact information is kept up to date at all times.

D. Workforce Innovations

Contractor will utilize and/or disseminate information on DEWD-sponsored tools and services, including but not limited to new job search technologies and resources such as DEWD approved labor exchange database (Currently, the SF Jobs Portal).

E. Communication

By mutual agreement and in order to ensure a more streamlined process and clear communication; assignments, request, guidance and technical assistance with respect to program operations will be exchanged between OEWD's Program Officer and Contractor's Single Point of Contact (SPOC). This should not impede or otherwise restrict a collaborative relationship between other team members. As necessary and/or in the absence of either SPOC other team members can assume SPOC functions.

F. Reasonable Accommodation

DEWD funded programs will ensure that reasonable accommodations are provided to qualified individuals with disabilities. The Contractor shall follow the process to provide

reasonable accommodations as it is set forth in DEWD's *Reasonable Accommodation Policy and Procedure Guide*. Further, the Contractor shall notify the DEWD Program Officer and coordinate with the Disability Employment Initiative (DEI) to fulfill reasonable accommodation requests.

- **Cost Reimbursement:**
 - The cost of this contract is \$200,000. Manpower will invoice on a monthly basis for costs incurred.
- **Contracted Performance-Based Fees:**
 - First Source Job Placement category, a First Source Job placement, either full-time or part-time, results in a \$500 fee.
 - Contractor will meet with DEWD quarterly to review progress on performance.
 - Contractor may not invoice additional performance-based fees that exceed Total Contracted Performance Goals.
- **Billing:**
 - Manpower will include in their monthly invoice an itemized accounting for all performance fees incurred over the previous month. Performance fees are incurred 30 days after a placement's first date of work, with verification that the employee is still employed with the same employer (i.e. 30 days after their first date of work).
 - As verification of the placement, Manpower must include either a Written Employment Verification Form (provided by DEWD) signed by the employer, or an employee pay stub, which shall include first day of work, hours of work per week, and pay rate for the 30 day period of hire, as part of the back-up documentation accompanying the invoice requesting payment for specific placements.
As verification of the 30 day employment retention, Manpower must include either a paystub documenting that the placement was still employed 30 days after the first date of work, or an attestation from the employer to that effect.

Appendix B-3 Budget

Subcategory	Budget Line Item	Staff Last Name & Title	% of staff person budgeted to grant	General Fund	Total Line Item (all sources)
Personnel	Staff 1	Brigitte Garay, Business Services Specialist	100%	\$ 51,000.00	\$ 51,000.00
Personnel	Staff 2	Tangy Francisco Business Services Specialist	100%	\$ 50,000.00	\$ 50,000.00
Personnel	Staff 3		0%	\$	\$
Personnel	Staff 4	Heather Leach, Program Director	30%	\$ 30,000.00	\$ 30,000.00
Total budgeted FTE (column E)					
Total staff salaries by activity (column F-2)			2.30	\$ 131,000.00	\$ 131,000.00
Subcategory	Budget Line Item	Types of fringe included (eg FICA, SUI, Medical, etc)	Total fringe % budgeted to grant		
Personnel	Fringe benefits	FICA, Medical, Retirement, SUI, WC, Other	100	\$ 37,800.00	\$ 37,800.00
Staff Expenses	Staff Development			\$ 300.00	\$ 300.00
Staff Expenses	Staff Travel/Mileage/Per Diem			\$ 8,000.00	\$ 8,000.00
Operating Costs					
Indirect/Fees	Performance Based Fees			\$ 21,000.00	\$ 21,000.00
Internal Control/Compliance	Audit Fees			\$ 1,500.00	\$ 1,500.00
Marketing	Marketing Costs			\$ 400.00	\$ 400.00
Subtotal Operating expenses				\$ 22,900.00	\$ 22,900.00
Subtotals				Total GF	
Totals				\$ 200,000.00	\$ 200,000.00

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ETHICS COMMISSION -- ETH

Dept. Code: ETH

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

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

Type of Service: Electronic Filing System

Funding Source: General Fund

PSC Amount: \$1,374,750

PSC Est. Start Date: 05/10/2017 PSC Est. End Date 06/30/2020

1. Description of Work

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

The Ethics Commission currently contracts with a private vendor to provide an electronic filing system to file ethics forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, Statement of Economic Interests, lobbyist reports and campaign consultant reports. The Secretary of State's approval is required for filing systems that submit electronic FPPC campaign finance forms and the Ethics Commission can only contract with vendors on the Secretary of State's certified vendor list. The FPPC's approval is required for filing systems that submit electronic Statement of Economic Interest filings. The Ethics Commission requires a service that includes web-based filing software for filers, a back-office administration system, a database, and a search engine for online public disclosure. This system must be hosted by the vendor's server infrastructure.

This personal services contract will include developing additional components for the Ethics Commission's existing electronic filing system, technical support, and system maintenance. The new components include new reporting requirements for Expenditure Lobbyists as required by Measure C (adopted by San Francisco voters in the November 3, 2015 election), new electronic forms required by the Committee on Information Technology (COIT)-funded Efilling Conversion Project, and new lobbyist registration requirements included in Measure T (adopted by San Francisco voters in the November 8, 2016 election). On January 20, 2017, the Mayor signed into law an ordinance requiring the electronic filing of behested payment reports by City boards and commissions, which becomes operative on January 1, 2018. The new contract will also provide flexibility to add additional forms and functionality to the system when new legislation is passed during the contract term.

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

The Ethics Commission is required by state and local law to provide an electronic filing system. See San Francisco Campaign and Governmental Conduct Code § 1.112, California Government §§ 84600 et seq, FPPC Regulation 18756(c), and Ethics Commission Regulation 2.140(a)1. The Ethics Commission currently offers an electronic filing system to comply with these laws and regulations by contracting with the only agency vendor solution in the state that produces an electronic filing and management system that is currently certified by the Secretary of State. This system is used by over 88 other local California jurisdictions. By working with other California jurisdictions with similar or the same ethics filing requirements, the Commission significantly reduces the cost of providing electronic filing and management systems by using the same software statewide. Voters provided funding through the Expenditure Lobbyist program (Measure C) and the new Lobbyist registration requirements (Measure T) with the specific intent that the Ethics Commission establish an electronic filing system that complies with the law. The Ethics Commission must also comply with COIT project requirements to add several electronic forms to the existing Statement of Economic Interests (SEI Form 700) system and to expand the electronic filing of SEI Form 700 to more than 3,500 designated filers at the department level. In addition, recently passed legislation (Ordinance #160478) proposes that the Ethics Commission produce an

electronic filing system to allow members of boards and commissions to electronically file behested payment reports, which becomes operative on January 1, 2018. Failure to provide these services will, in some cases, require forms to be filed on paper, which is contrary to what the law will require.

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

The Department of Technology (DT) provided an electronic filing system to the Ethics Commission from 1999-2007. This provided for the electronic submission of one type of FPPC campaign finance form. In 2007, DT terminated support for the system and was unable to provide a cost-effective replacement or build the additional electronic forms and public disclosure services that the Ethics Commission required. On August 20, 2007, the Civil Service Commission approved the Ethics Commission request to contract out for an electronic filing system with PSC# 4000-07/08. On February 1, 2010, the Civil Service Commission approved the Ethics Commission request to continue its vendor agreement for an electronic filing system with PSC# 4081-09/10. On August 4, 2013, the Civil Service Commission approved the Ethics Commission modification request to amend the 2010 contract to extend the contract for five years to 2018 with PSC# 4081-09/10. Contact Lobbyists currently file their routine disclosure reports with the Ethics Commission electronically. Due to lack of available technology, Expenditure Lobbyists comply with the Lobbyist Ordinance (amended via Measure C) by filing paper reports with the Ethics Commission. The Commission will not be able to meet the requirements of Measure T without the proposed contract for services. Moreover, recently passed legislation (Ordinance #160478) requires commissioners to file behested payment reports with the Ethics Commission beginning January 1, 2018. Without the components included in this contract proposal, filers would have to comply by filing paper reports. Finally, City Officers that file Certification of Ethics Training, Sunshine Declarations, and Form 700 with department filing officers file on paper, which is overly burdensome and inefficient for tracking compliance of more than 3,500 annual filings.

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

Yes, the contract will need to be renewed in the future to be in compliance with state and local law.

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

- B. Explain the qualifying circumstances:

DT has informed the Commission that it is not in the practice of competing with viable and cost effective private software solutions. Since private vendors offering these services use proprietary software and their own server infrastructure, development and maintenance is only performed by the vendor. Civil service employees would be unable to provide support for the system. In addition, the vendor has over a decade of experience working with the Secretary of State's electronic format for financial disclosure documents.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Requires knowledge of the Commission's existing electronic filing system, local and state campaign finance, lobbyist and financial disclosure laws and regulations, local campaign consultant regulations, and Secretary of State and FPPC regulations and data requirements. Programmers, database administrators and server technicians would be needed for the City to independently create an electronic filing system service to match the capabilities of a private service provider. Support technicians would be needed to provide support during business and after hours.

B. Which, if any, civil service class(es) normally perform(s) this work? 1041, IS Engineer-Assistant; 1042, IS Engineer-Journey; 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1051, IS Business Analyst-Assistant; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The vendor will use a server infrastructure that the Ethics Commission does not have the resources to reproduce as well as off-site backup facilities. The server infrastructure must be able to handle high volumes of traffic during filing deadlines. In addition, the vendor has over a decade of experience working with the Secretary of State's electronic format for financial disclosure documents.

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

No comparable system exists in the City because the system must be approved by the Secretary of State and FPPC.

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 Telecommunications has informed the Commission that it is not in the practice of competing with viable and cost effective private software solutions. Since private vendors offering these services use proprietary software and their own server infrastructure, development and maintenance is only performed by the vendor. Civil service employees would be unable to provide support for the 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. The Ethics Commission believes a new civil service class would be unnecessary for this 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.
Yes. The vendor will provide initial staff training on how to use and support the system. The Ethics Commission does not expect to receive more than 5 hours of training. After receiving training, the Ethics Commission staff will train filers how to use the system. The Ethics staff will receive training from the vendor, including clerks and administrative analysts.

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.
Yes.

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

**7. Union Notification: On 04/20/2017, the Department notified the following employee organizations of this PSC/RFP request:
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: Jessica Blome Phone: 415-252-3116 Email: Jessica.blome@sfgov.org

Address: 25 Van Ness Avenue, Suite 220 San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40949 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org
To: Blome, Jessica (ETH); pkim@ifote21.org; amakayan@ifote21.org; L21PSCReview@ifote21.org; Flores, Jarrod (ETH); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 40949 - 16/17
Date: Thursday, April 20, 2017 1:58:19 PM

RECEIPT for Union Notification for PSC 40949 - 16/17 more than \$100k

The ETHICS COMMISSION -- ETH has submitted a request for a Personal Services Contract (PSC) 40949 - 16/17 for \$1,374,750 for Initial Request services for the period 05/10/2017 -- 06/30/2020. 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/8712> 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)

SF Ethics Commission – PSC# 40949 – 16/17

1. Approved OCA Sole Source Waiver Requests (2017, 2013, 2010, and 2007) Pages 1-8
2. 2013 Netfile Amended Contract..... Pages 9-38
3. 2013 FPPC Application to Obtain Certification of Electronic Filing System..... Pages 39-41
4. California Secretary of State – Approved Vendors for Electronic Filing..... Pages 42-47
5. Ethics Commission Meeting Summaries Approving Netfile as Efiling Vendor..... Pages 48-52
6. 2013 PSC Form 1 - PSC# 4081-09/10 & Civil Service Commission Notice of Approval. Pages 53-58
7. 2009 PSC Form 1 – PSC# 4081-09/10 & Civil Service Commission Notice of Approval. Pages 59-64
8. 2007 PSC Form 1 – PSC # 4000-07/08 & Civil Service Commission Notice of Approval Pages 65-70

Sole Source Waiver Request

Administrative Code Section 21.5(b) provides that commodities or services available only from a sole source shall be procured in accordance with Purchaser's regulations. Purchaser's regulations provide that, "If a department needs a commodity or service which is unique and which is known to be provided by only one vendor, then only one price quotation is solicited from the single vendor. The requesting department must submit documentation to the Purchaser justifying the transaction as a sole source. From time to time, the Purchaser may conduct a formal bid to determine the continuing validity of the sole source determination." (Procurement Instruction 12.06, Exhibit A, Section IX.D, dated April 28, 1989)

Directions: Use this form to justify a sole source transaction. The department requestor must complete the information below and attach a written memo with appropriate supporting documentation to justify this request. The memo must provide specific and comprehensive information that explains why the requested transaction should be considered a sole source. Departments are encouraged to consult with the Human Rights Commission and the City Attorney prior to submitting this request.

Department: Ethics Commission Date Submitted: 2/28/2017
Contact: Jarrod Flores Phone: 415-252-3100
Vendor Name: Netfile Vendor # 68158
Type of Contract: Commodity _____ Professional Service: X Non-Professional Service _____
Other _____
Amount: \$ 1,374,750 ADPICS Doc #: _____

Describe the product or service:

Ethics Commission electronic filing system for filing FPCC and local campaign finance forms, statements of economic interests, lobbyist reports, campaign consultant reports, sunshine certifications, ethics training certifications, gifts of travel reports, and other related Ethics forms. The system includes a management tool for the agency to process filings, assess late fees, and issue letters. It also includes a public access portal to view disclosure records and access transactions via API web services.

Has the Contract Monitoring Division granted a sole source waiver on this transaction? YES
If yes, when was the sole source granted? 7/9/07, 2/24/10, 4/5/13, and 1/17/2017. Please attach a copy of the HRC Waiver.

Check the appropriate statement. Attach a memo and documentation to address the questions following each statement.

X Goods or services are available from only one source.

Explain why this is the only product or service that will meet the City's needs. Why is this the only vendor or contractor that can provide the services or products? What steps were taken to verify that the goods or services are not available from another source? Explain what efforts were made to obtain the best possible price. Why do you feel the price to be fair and reasonable? How was this vendor chosen? How long has the vendor been providing goods or services for your department? (See Attached)

_____ Only one prospective vendor is willing to enter into a contract with the City.

Explain why no other vendors are willing to contract with the City. If there are compliance issues, what have you done to get other possible sources to become compliant? Have you contacted HRC? Have you received a waiver from HRC?

X Item has design and/or performance features that are essential to the department, and no other source satisfies the City's requirements.

Explain why the design/performance features are essential. Have you contacted other suppliers to evaluate items/services with similar features and capabilities? If no, explain why not. If yes, list the suppliers and explain why their goods or services do not meet the department's needs. (See Attached)

_____ Licensed or patented good or service.

Provide proof that the license or patent limits the availability of the product or service to only one source.

_____ Other: _____

INSTRUCTIONS:

The Sole Source request must be approved before the department makes a commitment to the vendor, and before funds are encumbered. If the Sole Source request is denied, the department will be advised to conduct a competitive process to select the vendor/contractor. If the Sole Source request is to extend an existing professional service contract, attach a copy of the original contract and any prior sole source determinations made by HRC or Purchasing. When processing professional service contracts and modifications for signature, attach the approved sole source waiver form to the contract documents.

This form is required for every transaction, contract, or contract modification that the department wishes to be treated as a sole source. For additional information call the Purchaser assigned to your department.

The Department Head must sign this request before it is sent to OCA-Purchasing.

This Sole Source request is being submitted by:

Department Head Signature: _____

Date: _____

Name of Department: _____

OCA Review and Approval:

Sole Source Approved:

Sole Source Denied: _____

Reason for Determination

Refer to justification memo. Netfile is certified by the Secretary of State and the Fair Political Practices Commission. Software usage is supported by previous sole source waivers.

OCA Staff _____

Date: _____

OCA Staff _____

Date: _____

OCA Director: _____

Blenny for Jaci Fong

Date: 3/6/2017

RECEIVED
17 FEB 29 AM 11:57
PURCHASING DEPARTMENT

Sole Source Waiver Request

Administrative Code Section 21.5(b) provides that commodities or services available only from a sole source shall be procured in accordance with Purchaser's regulations. Purchaser's regulations provide that if a department needs a commodity or service which is unique and which is known to be provided by only one vendor, then only one price quotation is solicited from the single vendor. The requesting department must submit documentation to the Purchaser justifying the transaction as a sole source. From time to time, the Purchaser may conduct a formal bid to determine the continuing validity of the sole source determination. (Procurement Instruction 12.06, Exhibit A, Section IX.D, dated April 28, 1989)

Directions: Use this form to justify a sole source transaction. The department requestor must complete the information below and attach a written memo with appropriate supporting documentation to justify this request. The memo must provide specific and comprehensive information that explains why the requested transaction should be considered a sole source. Departments are encouraged to consult with the Human Rights Commission and the City Attorney prior to submitting this request.

Department: Ethics Commission Date Submitted: 4/22/13
Contact: Steven Massey or Mabel Ng Phone: 415-252-3100
Vendor Name: Netfile Vendor # 68158
Type of Contract: Commodity Professional Service X Non-Professional Service
Amount: \$ 687,000 ADPICS Doc #:

Describe the product or service:
Ethics Commission electronic filing system for filing FPPC and local campaign finance forms, statements of economic interests, lobbyist reports, campaign consultant reports, and sunshine certifications.

Has the Human Rights Commission granted a sole source waiver on this transaction? YES
If yes, when was the sole source granted? 7/9/07, 2/24/10, and 4/5/13 Please attach a copy of the HRC Waiver.

Check the appropriate statement. Attach a memo and documentation to address the questions following each statement.

X Goods or services are available from only one source.

Explain why this is the only product or service that will meet the City's needs. Why is this the only vendor or contractor that can provide the services or products? What steps were taken to verify that the goods or services are not available from another source? Explain what efforts were made to obtain the best possible price. Why do you feel the price to be fair and reasonable? How was this vendor chosen? How long has the vendor been providing goods or services for your department? (See Attached)

Only one prospective vendor is willing to enter into a contract with the City.

Explain why no other vendors are willing to contract with the City. If there are compliance issues, what have you done to get other possible sources to become compliant? Have you contacted HRC? Have you received a waiver from HRC?

X Item has design and/or performance features that are essential to the department, and no other source satisfies the City's requirements.

Explain why the design/performance features are essential. Have you contacted other suppliers to evaluate items/services with similar features and capabilities? If no, explain why not. If yes, list the suppliers and explain why their goods/services do not meet the department's needs. (See Attached)

Licensed or patented good or service.

Provide proof that the license or patent limits the availability of the product or service to only one source.

Other:

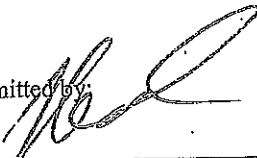
RECEIVED PURCHASER'S SERVICES DEPT APR 23 PM 3:13

INSTRUCTIONS:

The Sole Source request must be approved before the department makes a commitment to the vendor, and before funds are encumbered. If the Sole Source request is denied, the department will be advised to conduct a competitive process to select the vendor/contractor. If the Sole Source request is to extend an existing professional service contract, attach a copy of the original contract and any prior sole source determinations made by HRC or Purchasing. When processing professional service contracts and modifications for signature, attach the approved sole source waiver form to the contract documents.

This form is required for every transaction, contract, or contract modification that the department wishes to be treated as a sole source. For additional information call the Purchaser assigned to your department.

The Department Head must sign this request before it is sent to OCA-Purchasing.

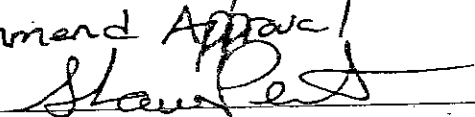
This Sole Source request is being submitted by 
Department Head Signature: _____ Date: 4/22/13
Name of Department: Ethics Commission

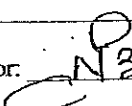
Only vendor that provides Secretary of State (Cal 2.01 format) approved electronic filing system for local government agencies with required features. Pricing is for 5 y's contract with extra features. Pricing shared with other counties to reduce cost.

OCA Review and Approval:

Sole Source Approved: Sole Source Denied:

Reason for Determination
NOS - Request is for contract renewal with Netfile who is the only Secretary of State approved service providers that produces a system with all four required software components.

Recommend Approval
OCA Staff:  Date: 5/1/13

OCA Staff: _____ Date: _____
OCA Director:  FOR JACI FONG Date: 5/6/13

COPY

Sole Source Waiver Request

Administrative Code Section 21.5(b) provides that commodities or services available only from a sole source shall be procured in accordance with Purchaser's regulations. Purchaser's regulations provide that, "If a department needs a commodity or service which is unique and which is known to be provided by only one vendor, then only one price quotation is solicited from the single vendor. The requesting department must submit documentation to the Purchaser justifying the transaction as a sole source. From time to time, the Purchaser may conduct a formal bid to determine the continuing validity of the sole source determination." (Procurement Instruction 12.06, Exhibit A, Section IX.D, dated April 28, 1989)

Directions: Use this form to justify a sole source transaction. The department requestor must complete the information below and attach a written memo with appropriate supporting documentation to justify this request. The memo must provide specific and comprehensive information that explains why the requested transaction should be considered a sole source. Departments are encouraged to consult with the Human Rights Commission and the City Attorney prior to submitting this request.

Department: Ethics Commission Date Submitted: 8/19/10

Contact: Steven Massey or Mabel Ng Phone: 415-252-3100

Vendor Name: Netfile Vendor # 68158

Type of Contract: Commodity _____ Professional Service X Non-Professional Service _____
Other _____

Amount: \$ 90,000 annually / 3 year contract ADPICS Doc #: _____

Describe the product or service:
Ethics Commission electronic filing system for filing FPPC and local campaign finance forms, statements of economic interests, lobbyist reports, campaign consultant reports, and sunshine certifications.

Has the Human Rights Commission granted a sole source waiver on this transaction? YES
If yes, when was the sole source granted? 7/9/07 and 2/24/10 Please attach a copy of the HRC Waiver.

Check the appropriate statement. Attach a memo and documentation to address the questions following each statement.

X Goods or services are available from only one source.

Explain why this is the only product or service that will meet the City's needs. Why is this the only vendor or contractor that can provide the services or products? What steps were taken to verify that the goods or services are not available from another source? Explain what efforts were made to obtain the best possible price. Why do you feel the price to be fair and reasonable? How was this vendor chosen? How long has the vendor been providing goods or services for your department? (See Attached)

_____ Only one prospective vendor is willing to enter into a contract with the City.

Explain why no other vendors are willing to contract with the City. If there are compliance issues, what have you done to get other possible sources to become compliant? Have you contacted HRC? Have you received a waiver from HRC?

X Item has design and/or performance features that are essential to the department, and no other source satisfies the City's requirements.

Explain why the design/performance features are essential. Have you contacted other suppliers to evaluate items/services with similar features and capabilities? If no, explain why not. If yes, list the suppliers and explain why their goods or services do not meet the department's needs. (See Attached)

_____ Licensed or patented good or service.

Provide proof that the license or patent limits the availability of the product or service to only one source.

_____ Other: _____

11 AUG 27 03 00 PM '10
AHS 01: 1300

INSTRUCTIONS:

The Sole Source request must be approved before the department makes a commitment to the vendor, and before funds are encumbered. If the Sole Source request is denied, the department will be advised to conduct a competitive process to select the vendor/contractor. If the Sole Source request is to extend an existing professional service contract, attach a copy of the original contract and any prior sole source determinations made by HRC or Purchasing. When processing professional service contracts and modifications for signature, attach the approved sole source waiver form to the contract documents.

This form is required for every transaction, contract, or contract modification that the department wishes to be treated as a sole source. For additional information call the Purchaser assigned to your department.

The Department Head must sign this request before it is sent to OCA-Purchasing.

This Sole Source request is being submitted by:

Department Head Signature: _____

Date: _____

Name of Department: _____

[Signature]
Ethics Commission

8/18/10

OCA Review and Approval:

Sole Source Approved:

Sole Source Denied:

Reason for Determination

21.30 continuation of netfile service for e-filing for the Ethics Commission. Netfile is the only provider who meets the requirements. Cost are shared over 19 jurisdictions.

OCA Staff: _____

Date: _____

8/20/10

OCA Staff: _____

Date: _____

8/20/10

OCA Director: _____

Date: _____

8/26/10

Netfile provides additional services not found with other providers.

Sole Source Waiver Request

Administrative Code Section 21.5(b) provides that commodities or services available only from a sole source shall be procured in accordance with Purchaser's regulations. Purchaser's regulations provide that, "If a department needs a commodity or service which is unique and which is known to be provided by only one vendor, then only one price quotation is solicited from the single vendor. The requesting department must submit documentation to the Purchaser justifying the transaction as a sole source. From time to time, the Purchaser may conduct a formal bid to determine the continuing validity of the sole source determination." (Procurement Instruction 12.06, Exhibit A, Section IX.D, dated April 28, 1989)

Directions: Use this form to justify a sole source transaction. The department requestor must complete the information below and attach a written memo with appropriate supporting documentation to justify this request. The memo must provide specific and comprehensive information that explains why the requested transaction should be considered a sole source. Departments are encouraged to consult with the Human Rights Commission and the City Attorney prior to submitting this request.

Department: Ethics Commission Date Submitted: 7/11/07
Contact: Steven Massey Phone: 415-252-3108
Vendor Name: Netfile Vendor # 68158
Type of Contract: Commodity _____ Professional Service X Non-Professional Service _____
Other _____
Amount: \$ 90,000 annually / 3 year contract ADPICS Doc #: _____

Describe the product or service:

Ethics Commission electronic filing system for filing FPPC and local campaign finance forms, statements of economic interests, lobbyist reports, campaign consultant reports, and sunshine certifications.

Has the Human Rights Commission granted a sole source waiver on this transaction? YES
If yes, when was the sole source granted? 7/9/07 Please attach a copy of the HRC Waiver.

Check the appropriate statement. Attach a memo and documentation to address the questions following each statement.

X Goods or services are available from only one source.

Explain why this is the only product or service that will meet the City's needs. Why is this the only vendor or contractor that can provide the services or products? What steps were taken to verify that the goods or services are not available from another source? Explain what efforts were made to obtain the best possible price. Why do you feel the price to be fair and reasonable? How was this vendor chosen? How long has the vendor been providing goods or services for your department? (See Attached)

_____ Only one prospective vendor is willing to enter into a contract with the City.

Explain why no other vendors are willing to contract with the City. If there are compliance issues, what have you done to get other possible sources to become compliant? Have you contacted HRC? Have you received a waiver from HRC?

X Item has design and/or performance features that are essential to the department, and no other source satisfies the City's requirements.

Explain why the design/performance features are essential. Have you contacted other suppliers to evaluate items/services with similar features and capabilities? If no, explain why not. If yes, list the suppliers and explain why their goods or services do not meet the department's needs. (See Attached)

_____ Licensed or patented good or service.

Provide proof that the license or patent limits the availability of the product or service to only one source.

_____ Other: _____

Section 401/501

INSTRUCTIONS:

The Sole Source request must be approved before the department makes a commitment to the vendor, and before funds are encumbered. If the Sole Source request is denied, the department will be advised to conduct a competitive process to select the vendor/contractor. If the Sole Source request is to extend an existing professional service contract, attach a copy of the original contract and any prior sole source determinations made by HRC or Purchasing. When processing professional service contracts and modifications for signature, attach the approved sole source waiver form to the contract documents.

This form is required for every transaction, contract, or contract modification that the department wishes to be treated as a sole source. For additional information call the Purchaser assigned to your department.

The Department Head must sign this request before it is sent to OCA-Purchasing.

This Sole Source request is being submitted by:

Department Head Signature: _____

Date: 7/10/07

Name of Department: _____

Ethics Commission

OCA Review and Approval:

Sole Source Approved:

Sole Source Denied: _____

Admin. code 21.30

Reason for Determination

Procurement of proprietary Netfile e-filing management system for campaign disclosure statements and statements of economic interests for the Ethics Commission to replace the current system that will no longer be supported by DTIS.

OCA Staff: _____

Patrick Rice

Date: _____

7/11/07

OCA Staff: _____

Marybeth Long Gubner

Date: _____

7-11-07

OCA Director: _____

Ann Kelly

Date: _____

7/23/07

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

First Amendment

THIS AMENDMENT (this "Amendment") is made as of **September 16, 2013**, in San Francisco, California, by and between **NetFile, Inc.**, ("Contractor"), and the City and County of San Francisco, a municipal corporation ("City"), acting by and through its Director of the Office of Contract Administration.

RECITALS

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

WHEREAS, Contractor was formerly named Westcoast Online Information Systems, Inc., dba Netfile, and Contractor has re-named itself NetFile, Inc.; and

WHEREAS, City and Contractor desire to modify the Agreement on the terms and conditions set forth herein to extend the performance period, increase the contract amount, and update the tasks to be completed by Contractor; and

WHEREAS, the Department received a sole source waiver from the Office of Contract Administration for this Amendment on May 6, 2013; and

WHEREAS, approval for this Amendment was obtained when the Civil Service Commission approved Contract number **4081-09/10** on **August 5, 2013**;

NOW, THEREFORE, Contractor and the City agree as follows:

1. Definitions. The following definitions shall apply to this Amendment:

1a. Agreement. The term "Agreement" shall mean the Agreement dated September 30, 2010, between Contractor and City, as amended by this First Amendment.

1b. Other Terms. Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

2. Modifications to the Agreement. The Agreement is hereby modified as follows:

2a. Term of the Agreement. Section 2 of the Agreement currently reads as follows:

2. Term of the Agreement. Subject to Section 1, the term of this Agreement shall be from October 31, 2010 to September 30, 2013.

Such section is hereby amended in its entirety to read as follows:

2. **Term of the Agreement.** Subject to Section 1, the term of this Agreement shall be from October 31, 2010 to September 30, 2018.

2b. **Services Contractor Agrees to Perform.** Section 4 of the Agreement currently reads as follows:

4. **Services Contractor Agrees to Perform.** The Contractor agrees to perform the services provided for in Appendix B, "Description of Services," attached hereto and incorporated by reference as though fully set forth herein.

a. **Program Development.** Subject to the terms and conditions of this Agreement, and in consideration for the payments to be made, Contractor agrees to design, develop, and install the Programs in the following discrete and sequential phases. In accordance with the Project Schedule in Appendix D, Contractor will implement Feature Set A, Feature Set B, and Feature Set C. The work included in each phase is specified in Appendix B. Upon completion of each phase, the Electronic Filing Service will be subject to Acceptance Testing to verify conformity with Appendix B.

b. **Change Order Requests.** All change order requests by City shall be made in writing by the Department's Liaison. Within five business days of its receipt of a change order request, Contractor will submit to the Department a written cost estimate, which shall include any adjustments to the project cost, the Project Schedule or the Acceptance Testing. Additional services by Contractor made necessary by the City's change order request shall be billed at Contractor's then-current consulting rates. The Department will notify Contractor in writing if it wishes to proceed with the change order within 30 days.

Such section is hereby amended in its entirety to read as follows:

4. **Services Contractor Agrees to Perform.** The Contractor agrees to perform the services provided for in Appendix B-1, "Description of Services," and incorporated by reference as though fully set forth herein.

a. **Program Development.** Subject to the terms and conditions of this Agreement and this Amendment, and in consideration for the payments to be made, Contractor agrees to design, develop, and install the Programs in the following discrete and sequential phases. In accordance with the Project Schedule in Appendix D-1 to this Amendment, Contractor will implement Feature Set A, Feature Set B, and Feature Set C. The work included in each phase is specified in Appendix B-1 to this Amendment. Upon completion of each phase, the Electronic Filing Service will be subject to Acceptance Testing to verify conformity with Appendix B-1.

b. **Change Order Requests.** All change order requests by City shall be made in writing by the Department's Liaison. Within five business days of its receipt of a

change order request, Contractor will submit to the Department a written cost estimate, which shall include any adjustments to the project cost, the Project Schedule or the Acceptance Testing. Additional services by Contractor made necessary by the City's change order request shall be billed at Contractor's then-current consulting rates. The Department will notify Contractor in writing if it wishes to proceed with the change order within 30 days.

2c. Compensation. Section 5 of the Agreement currently reads as follows:

5. Compensation. Compensation shall be made in quarterly payments, with the first quarter beginning on October 31, 2010 and ending on December 31, 2010, the second quarter beginning on January 1, 2011, and each subsequent quarter beginning three calendar months thereafter. City shall make quarterly payments within 30 days of the first day of each quarter. In no event shall the amount of this Agreement exceed \$90,000 in any 12 month period or \$262,500 for the term of this Agreement. The breakdown of costs associated with this Agreement appears in Appendix C, "Calculation of Charges," attached hereto and incorporated by reference as though fully set forth herein. City may withhold payment to Contractor in any instance in which Contractor has failed or refused to satisfy any material obligation provided for under this Agreement. In no event shall City be liable for interest or late charges for any late payments.

Such section is hereby amended in its entirety to read as follows:

5. Compensation. Compensation shall be made in quarterly payments, with the first quarter beginning on October 1, 2013 and ending on December 31, 2013, the second quarter beginning on January 1, 2014, and each subsequent quarter beginning three calendar months thereafter. City shall make quarterly payments within 30 days of the first day of each quarter. In no event shall the amount of this Agreement exceed \$157,000 in any 12 month period or \$949,500 for the term of this Agreement. The breakdown of costs associated with this Amendment, not to exceed \$687,000, appears in Appendix C-1 to this Amendment, "Calculation of Charges," and incorporated by reference as though fully set forth herein. City may withhold payment to Contractor in any instance in which Contractor has failed or refused to satisfy any material obligation provided for under this Agreement. In no event shall City be liable for interest or late charges for any late payments.

2d. Insurance. Section 15(a) of the Agreement currently reads as follows:

a. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

- 1) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and
- 2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; and

3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

Such section is hereby replaced in its entirety to read as follows:

a. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

(1) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and

(2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence, \$2,000,000 aggregate for bodily injury, property damage, contractual liability, personal injury, products and completed operations.

(3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

2e. **Liquidated Damages.** Section 19 of the Agreement currently reads as follows:

19. Liquidated Damages. By entering into this Agreement, Contractor agrees that in the event the Services, as provided under Section 4 herein, are delayed beyond the scheduled Critical Milestones and timelines as provided in Appendix D, or in the event the Electronic Filing Service is unavailable for more than 24 consecutive hours, City will suffer actual damages that will be impractical or extremely difficult to determine, unless the delay is a result of Contractor waiting for information from the Department to accomplish the scheduled Critical Milestones and timelines. Further, Contractor agrees that the sum of \$750 per day for each day of delay beyond scheduled Critical Milestones and timelines is not a penalty, but is a reasonable estimate of the loss that City will incur based on the delay, established in light of the circumstances existing at the time this contract was awarded. City may deduct a sum representing the liquidated damages from any money due to Contractor. Such deductions shall not be considered a penalty, but rather agreed monetary damages sustained by City because of Contractor's failure to deliver to City within the time fixed or such extensions of time permitted in writing by Purchasing.

Such section is hereby replaced in its entirety to read as follows:

19. Liquidated Damages. By entering into this Agreement, Contractor agrees that in the event the Services, as provided under Section 4 herein, are delayed beyond the scheduled Critical Milestones and timelines as provided in Appendix D-1 to this Amendment, or in the event the Electronic Filing Service is unavailable for more than 24 consecutive hours (other than mutually agreed upon scheduled maintenance), City will suffer actual damages that will be impractical or extremely difficult to determine, unless the delay is a result of Contractor waiting

for information from the Department to accomplish the scheduled Critical Milestones and timelines. Further, Contractor agrees that the sum of \$750 per day for each day of delay beyond scheduled Critical Milestones and timelines is not a penalty, but is a reasonable estimate of the loss that City will incur based on the delay, established in light of the circumstances existing at the time this contract was awarded. City may deduct a sum representing the liquidated damages from any money due to Contractor. Such deductions shall not be considered a penalty, but rather agreed monetary damages sustained by City because of Contractor's failure to deliver to City within the time fixed or such extensions of time permitted in writing by Purchasing.

2f. Term and Termination. Section 21(a) of the Agreement currently reads as follows:

Project Schedule. The Project Schedule is set forth in Appendix D and may be amended by mutual agreement between City and Contractor.

Such section is hereby replaced in its entirety to read as follows:

Project Schedule. The Project Schedule is set forth in Appendix D-1 and may be amended by mutual agreement between City and Contractor.

2g. Rights and Duties upon Termination or Expiration. Section 22 of the Agreement currently reads as follows:

22. Rights and Duties upon Termination or Expiration

This Section and the following Sections of this Agreement shall survive termination or expiration of this Agreement:

- | | |
|---|---|
| 8. Submitting false claims | 24. Proprietary or confidential information of City |
| 10. Taxes | 26. Ownership of Results |
| 11. Payment does not imply acceptance of work | 28. Audit and Inspection of Records |
| 13. Responsibility for equipment | 48. Modification of Agreement. |
| 14. Independent Contractor; Payment of Taxes and Other Expenses | 49. Administrative Remedy for Agreement Interpretation. |
| 15. Insurance | 50. Agreement Made in California; Venue |
| 16. Indemnification | 51. Construction |
| 17. Limitation of Liability | 52. Entire Agreement |
| 18. Liability of City | 56. Severability |
| | 57. Protection of private information |

Subject to the immediately preceding sentence, upon termination of this Agreement prior to expiration of the term specified in Section 2, this Agreement shall terminate and be of no further force or effect.

In the event of Termination or Expiration, Contractor shall return to the City, or otherwise make available, all data the Department, any filer or any member of the public entered into or created in the Electronic Filing Service described in Appendix B.

In the event that Contractor ceases to market and/or provide support for the Electronic Filing Service, and there is no successor in interest by merger, operation of law, assignment, purchase, or otherwise, it will provide City, without charge, one (1) copy of the then-current source code for all of the programs that comprise the Electronic Filing Service and all supporting documentation. In the event that Contractor and/or its assets are assigned to, merged with or purchased by with another entity, and that entity no longer markets and/or provides support for the Electronic Filing Services, for the term of this Agreement, Contractor or its successor in interest will provide City, without charge, one (1) copy of the then-current source code for all of the programs that comprise the Electronic Filing Service and all supporting documentation. If City should obtain the source code and any documentation pursuant to this paragraph, the only use made of the source code or documentation will be for the proper maintenance of the Electronic Filing Service in connection with City's use of the Electronic Filing Service as provided for, and limited by, the provisions of this Agreement. If City should obtain the source code and any documentation pursuant to this paragraph, the City may not sell the source code or documentation to any person, government agency or private business entity.

Such section is hereby replaced in its entirety to read as follows:

22. Rights and Duties upon Termination or Expiration

This Section and the following Sections of this Agreement shall survive termination or expiration of this Agreement:

- | | |
|---|---|
| 8. Submitting false claims | 24. Proprietary or confidential information of City |
| 10. Taxes | 26. Ownership of Results |
| 11. Payment does not imply acceptance of work | 28. Audit and Inspection of Records |
| 13. Responsibility for equipment | 48. Modification of Agreement. |
| 14. Independent Contractor; Payment of Taxes and Other Expenses | 49. Administrative Remedy for Agreement Interpretation. |
| 15. Insurance | 50. Agreement Made in California; Venue |
| 16. Indemnification | 51. Construction |
| 17. Limitation of Liability | 52. Entire Agreement |
| 18. Liability of City | 56. Severability |
| | 57. Protection of private information |

Subject to the immediately preceding sentence, upon termination of this Agreement prior to expiration of the term specified in Section 2, this Agreement shall terminate and be of no further force or effect.

In the event of Termination or Expiration, Contractor shall return to the City, or otherwise make available, all data the Department, any filer or any member of the public entered into or created in the Electronic Filing Service described in Appendix B-1.

In the event that Contractor ceases to market and/or provide support for the Electronic Filing Service, and there is no successor in interest by merger, operation of law, assignment, purchase, or otherwise, it will provide City, without charge, one (1) copy of the then-current source code for all of the programs that comprise the Electronic Filing Service and all supporting documentation. In the event that Contractor and/or its assets are assigned to, merged with or purchased by with another entity, and that entity no longer markets and/or provides support for the Electronic Filing Services, for the term of this Agreement, Contractor or its successor in interest will provide City, without charge, one (1) copy of the then-current source code for all of the programs that comprise the Electronic Filing Service and all supporting documentation. If City should obtain the source code and any documentation pursuant to this paragraph, the only use made of the source code or documentation will be for the proper maintenance of the Electronic Filing Service in connection with City's use of the Electronic Filing Service as provided for, and limited by, the provisions of this Agreement. If City should obtain the source code and any documentation pursuant to this paragraph, the City may not sell the source code or documentation to any person, government agency or private business entity.

2h. Ownership of Results. Section 26 of the Agreement currently reads as follows:

26. Ownership of Results. All data the Department, any filer or any member of the public enters into or creates in the Electronic Filing Service described in Appendix B is the property of the Department. Notwithstanding any other provision of this Agreement, the Department and Contractor shall have a right to a copy of any documentation prepared by the Contractor or its Subcontractors for the Electronic Filing Service.

Such section is hereby replaced in its entirety to read as follows:

26. Ownership of Results. All data the Department, any filer or any member of the public enters into or creates in the Electronic Filing Service described in Appendix B-1 to this Amendment is the property of the Department. Notwithstanding any other provision of this Agreement, the Department and Contractor shall have a right to a copy of any documentation prepared by the Contractor or its Subcontractors for the Electronic Filing Service.

2i. Requiring Minimum Compensation for Covered Employees. Section 43(a) of the Agreement currently reads as follows:

Contractor agrees to comply fully with and be bound by all of the provisions of the Minimum Compensation Ordinance (MCO), as set forth in San Francisco Administrative Code Chapter 12P (Chapter 12P), including the remedies provided, and implementing guidelines and rules. The provisions of Chapter 12P are incorporated herein by reference and made a part of this Agreement as though fully set forth. The text of the MCO is available on the web at www.sfgov.org/olse/mco. A partial listing of some of Contractor's obligations under the MCO is set forth in this Section. Contractor is required to comply with all the provisions of the MCO, irrespective of the listing of obligations in this Section.

Such section is hereby replaced in its entirety to read as follows:

Contractor agrees to comply fully with and be bound by all of the provisions of the Minimum Compensation Ordinance (MCO), as set forth in San Francisco Administrative Code Chapter 12P (Chapter 12P), including the remedies provided, and implementing guidelines and rules. The provisions of Sections 12P.5 and 12P.5.1 of Chapter 12P are incorporated herein by reference and made a part of this Agreement as though fully set forth. The text of the MCO is available on the web at www.sfgov.org/olse/mco. A partial listing of some of Contractor's obligations under the MCO is set forth in this Section. Contractor is required to comply with all the provisions of the MCO, irrespective of the listing of obligations in this Section.

2j. Requiring Minimum Compensation for Covered Employees. Section 44 of the Agreement currently reads as follows:

Contractor agrees to comply fully with and be bound by all of the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in San Francisco Administrative Code Chapter 12Q, including the remedies provided, and implementing regulations, as the same may be amended from time to time. The provisions of Chapter 12Q are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the HCAO is available on the web at www.sfgov.org/olse. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12Q.

Such section is hereby replaced in its entirety to read as follows:

Contractor agrees to comply fully with and be bound by all of the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in San Francisco Administrative Code Chapter 12Q, including the remedies provided, and implementing regulations, as the same may be amended from time to time. The provisions of section 12Q.5.1 of Chapter 12Q are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the HCAO is available on the web at www.sfgov.org/olse. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12Q.

2k. Appendix B-1. Appendix B-1 ("Services to be provided by Contractor") as attached is hereby added to the Agreement and hereby replaces "Appendix B."

2l. Appendix C-1. Appendix C-1 ("Calculation of Charges") as attached is hereby added to the Agreement and hereby replaces "Appendix C."

2m. Appendix D-1. Appendix D-1 ("Project Schedule") as attached is hereby added to the Agreement and hereby replaces "Appendix D."

2n. Appendix E-1. Appendix E-1 ("Acceptance Test Plan") as attached is hereby added to the Agreement and hereby replaces "Appendix D."

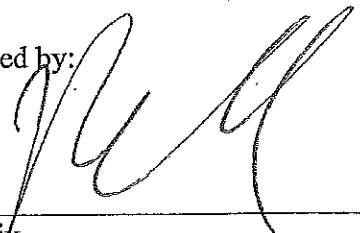
3. **Effective Date.** Each of the modifications set forth in Section 2 shall be effective on and after the date of this Amendment.

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

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

CITY

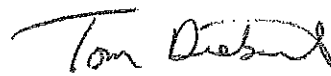
Recommended by:



John St. Croix
Executive Director
Ethics Commission

CONTRACTOR

Netfile, Inc.



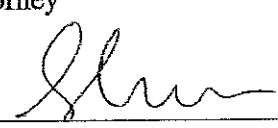
Tom Diebert
Vice President
Netfile, Inc.
2707 Aurora Road
Mariposa, CA 95338

City vendor number: 68158

Approved as to Form:

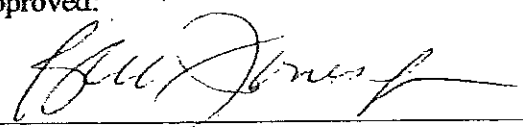
Dennis J. Herrera
City Attorney

By:



Andrew Shen
Deputy City Attorney

Approved:



Jaci Fong
Director of the Office of Contract
Administration, and Purchaser

Appendices

- B-1: Services to be provided by Contractor
- C-1: Calculation of Charges
- D-1: Project Schedule
- E-1: Acceptance Test Plan

Appendix B-1
Services to be provided by Contractor

1. Description of Services

Contractor agrees to perform the following services:

a. **General Description of Services.** Contractor will develop, implement and maintain a system that:

(1) permits the Department and persons authorized by the Department to file Fair Political Practices Commission ("FPPC") and Ethics Commission **Campaign Finance Forms** in electronic format and in Portable Document Format ("PDF") format;

(2) permits the Department and persons authorized by the Department to file **Lobbyist Forms** in electronic format and in PDF format;

(3) permits the Department and persons authorized by the Department to file **Campaign Consultant Forms** in electronic format and in PDF format;

(4) permits the Department and persons authorized by the Department to file **FPPC Form 700 Statements of Economic Interests, Certificates of Ethics Training, and Sunshine Ordinance Declarations** in electronic format and in PDF format;

(5) permits the Department and persons authorized by the Department to file **Additional Ethics Commission forms designated by City** in electronic format and in PDF format;

(6) hosts and makes publicly available (with redactions as determined by the Department) all such filed documents through a link on the City's website, in a manner that is accessible through most commercial web browsers and operating systems; and

(7) hosts, stores, and makes available to the Department a database for the aforementioned FPPC and Ethics Commission **Campaign Finance Forms, Lobbyist Forms, Campaign Consultant Forms, Form 700 Statements of Economic Interests, Certificates of Ethics Training, Sunshine Ordinance Declarations, and Additional Ethics Commission forms designated by City** that can be used to track filing deadlines, generate notices, and record correspondence and contact history.

The Electronic Filing Service provided by Contractor shall consist of four components described in sections c through f below.

Electronic formats will be mutually agreed upon by both parties.

Feature Sets A, B, and C consist of items that Contractor will deliver according to the Project Schedule set forth in Appendix D.

Prior to the Contractor's development of any feature set item in Feature Set B or C, the Department will prepare a Software Specification for each item, and the Contractor and the Department must mutually agree on the Software Specification.

b. **Forms.** In addition to those forms specified in sections c – g below, for Feature Sets A, B, and C, Contractor shall provide a system for filing the following forms, in the specified format:

Feature Set A

1. FPPC Form 410 – PDF only
2. FPPC Form 501 – PDF only
3. FPPC Form 460 – both electronic and PDF
4. FPPC Form 461 – both electronic and PDF
5. FPPC Form 465 – both electronic and PDF
6. FPPC Form 496 – both electronic and PDF
7. FPPC Form 497 – both electronic and PDF
8. FPPC Form 450 – both electronic and PDF
9. FPPC Form 470 – both electronic and PDF
10. FPPC Form 700 – both electronic and PDF
11. SFEC 112a – both electronic and PDF
12. Certificates of Ethics Training – PDF only
13. Sunshine Ordinance Declarations – PDF only
14. Lobbyist Forms: all forms required by the San Francisco Lobbyist Ordinance and implementing regulations – both electronic and PDF
15. Campaign Consultant Forms: all forms required by the San Francisco Campaign Consultant Ordinance and implementing regulations – PDF only
16. Additional Ethics Commission Campaign Finance Forms designated by City – PDF only

Feature Set B

1. FPPC Form 410 – electronic
2. FPPC Form 501 – electronic
3. Certificates of Ethics Training – electronic
4. Sunshine Ordinance Declarations – electronic
5. Mutually agreed upon additional Ethics Commission forms designated by City – both electronic and PDF

c. **Campaign Finance System Component.** The Electronic Filing Service provided by Contractor shall permit authorized users to register and file state (FPPC) and Ethics Commission campaign finance forms in electronic and PDF formats, allow the Department to manage information submitted by users and administer filing deadlines, and shall permit members of the public to access and view redacted versions of these forms via the Department's website.

CAMPAIGN FINANCE E-FILERS DESIGNATED BY THE DEPARTMENT CAN:

Feature Set A

1. Use a unique user identification and password to log onto a secure website hosted on Contractor's secure server that is accessible via the Department's website.
2. Where applicable, enter data and electronically file this data via Contractor's secure site in the most current production version of the electronic format prescribed by the Secretary of State.
3. Upload data created by third-party software vendors using the most current production version of the electronic format prescribed by the Secretary of State.
4. Be sent a notification from Contractor's secure server whenever the submitted filing is accepted or declined for any reason; and if declined, be sent an explanation why the filing was declined.
5. Print forms generated from data entered into or uploaded to Contractor's secure server.

6. Produce redacted copies of these forms in PDF format for public disclosure and produce unredacted versions in PDF format for internal City use and access on the City's premises in kiosk mode.
7. Securely log out of the system.
8. Allow filers to use previously filed data to submit additional forms or amendments without requiring re-entry of same data.
9. Match names entered previously into the system by the filer and search entries previously entered or submitted by the filer.
10. Automatically calculate summary page and calendar-year-to-date amounts of contributions and expenditures based on data entered.
11. Transmit filer data and webpage content over a secure connection.
12. Generate an ID number on each document created in the filer application and filed in electronic format for paper verification.
13. Export all transactions in an account with a user specified date range to Excel including columns mutually agreed upon by both parties.
14. Enter transactions that would appear on FPPC Form 460 schedules D and G based on a mutually agreed upon user interface.
15. Download Form SFEC 112a with form fields automatically completed by the system.
16. Obtain a signer ID number and PIN code to sign documents.
17. Sign electronic documents using a signer ID number and PIN code generated by the system.
18. Change system login password and PIN code at their discretion.
19. Control multiple committees from one user account.

Feature Set B

1. File mutually agreed upon Ethics Commission Campaign Finance Forms required by the City's public financing program, except for forms relating to qualifying or matching funds, in electronic formats.
2. File mutually agreed upon Ethics Commission Campaign Finance Forms required by the City's public financing program for qualifying or matching funds in electronic formats.
3. Enter additional data for contributions to apply for qualifying or matching funds in a mutually agreed upon format.
4. Indicate which contributions should be included on a qualifying or matching funds request.
5. Create draft of qualifying or matching funds requests in a mutually agreed upon electronic format.
6. Electronically file qualifying or matching funds requests.
7. Upload qualifying or matching funds requests created by third-party vendors.
8. File and amend FPPC Form 501 Candidate Intention Statement.
9. File and amend FPPC Form 410 Statement of Organization Recipient Committee.

CAMPAIGN FINANCE ADMINISTRATIVE USERS DESIGNATED BY THE DEPARTMENT CAN:

Feature Set A

1. Provide a person designated by the Department, an administrative user or "admin," with access to different features of the Electronic Filing Service.
2. Track filers, treasurers, and all filings entered into the system in either electronic or PDF format by admin in a database in a format to be agreed upon by the parties.
3. Attach redacted filings in PDF format to a filer's records for public access on the Department's website.

4. Attach unredacted filings in PDF format to a filer's records for access by the admin and the public in kiosk mode on the Department's premises.
5. View any records automatically attached to a filing submitted by the filer to Contractor's secure server.
6. Retain all data created in the system or submitted by filers or the Department, with the understanding that Contractor may not delete or archive any such data without express prior written authorization by the Department.
7. Add authorized administrative users at the Department's discretion.
8. Provide a person designated by the Department with a log to track user activity in the system.
9. Generate onscreen reports – including filing history by date, filing history by filer, and filing history by form.
10. Retrieve unique user identifications and passwords for filers.
11. View original and amended reports via website, in PDF format.
12. Generate notification, welcome, courtesy, delinquency, and fine notices within 90 business days from receipt of template language from the Department.
13. Notify admin of new filings, and identify the filers who submitted those filings.
14. Obtain data from the database, whether or not it would otherwise be redacted, for offline queries.
15. Enter notes where applicable to assist the Department's monitoring and record-keeping.
16. Track filing deadlines for individual filers.
17. Determine the identities of all late and delinquent filers for a particular filing deadline established by the Department.
18. Confirm submission of Form SFEC 112a and transmit a signer ID number and PIN code to the filer.
19. Add late fines attached to a filing.
20. Enter payments and view a filer's unpaid balance.
21. Download a revenues report including paid and unpaid fines.

Feature Set B

1. Receive notification on a task list when a qualifying or matching funds request has been received.

Feature Set C

1. Automate fine entry for scheduled filings, including but not limited to FPPC Form 460.
2. Store multiple addresses for each committee officer.
3. Provide mutually agreed upon additional reports, that would be available on the Department's website or may be exported to Microsoft Excel Format.
4. Provide for filing of mutually agreed upon additional forms as required by state or local law.
5. Provide additional mutually agreed upon reports regarding filers' activities that may include (but not be limited to): status reports, correspondence logs, delinquency reports, late status reports, monthly vendor reports, performance measure reports, fines reports, audit reports, and enforcement reports – to be accessible via the Department's website and a download into Microsoft Excel format.

IN THE CAMPAIGN FINANCE SYSTEM, ANYONE WITH INTERNET ACCESS USING A WEB BROWSER CAN:

Feature Set A

1. View forms and access filings via the Department's website.
2. On the Department's premises, use a computer terminal provided by the City (referred to as a "kiosk"): (i) to query or browse via the web, in unredacted form, all filings in PDF format; and (ii) to search for data across filings submitted in electronic format and view results in a table or download to Microsoft Excel to print on printer specified by the Department.
3. Outside of the Department's premises, use a computer terminal: (i) to query or browse via the web, in redacted form, all filings in PDF format; and (ii) to search for unredacted data across filings submitted in electronic format and view results in a table or download to Microsoft Excel.
4. Process queries on the publicly available sections of website using the following criteria: transaction date range, contributor/vendor name, filer name, state filing ID, transaction type including loans received and made, transaction amount, transaction amount range, and occupation/employer.
5. Produce search results that provide all relevant results and if necessary, provide results over several pages.
6. Determine, by examining data available through the Contractor's secure server, which filings are accessible on the web and which filings require inspection of the form on the Department's premises.
7. When reviewing filings, be able to determine whether a filing was an amended report, and determine the corresponding amendment number.
8. At the Department's discretion, view a list of filers tied to a particular election.
9. Download data submitted by a filer in Microsoft Excel format – from both original and amended forms - according to: time period and committees.
10. Sort filings by date range.

Feature Set B

1. Download a list of filings based on mutually agreed upon search criteria.
2. Link to mutually agreed upon Department designated webpages and files from external websites.
3. View financial summary reports mutually agreed upon by both parties, view via the web and download reports in Microsoft Excel format.

Feature Set C

1. Filter queries on the public website using additional mutually agreed upon to be defined criteria.
2. Download a Really Simple Syndication (RSS) feed of incoming filings.

d. Lobbyist System Component. The Electronic Filing Service provided by Contractor shall permit authorized users to register and file reports as required the San Francisco Lobbyist Ordinance in electronic format and PDF format, allow the Department to manage information submitted by users and administer filing deadlines, and shall permit members of the public to access and view redacted versions of these forms via the Department's website.

LOBBYIST E-FILERS DESIGNATED BY THE DEPARTMENT CAN:

Feature Set A

1. Use a unique user identification and password to log onto a secure site hosted on Contractor's secure server that is accessible via the Department's website.
2. Request a password change at their discretion.
3. Submit original and amended reports required by the San Francisco Lobbyist Ordinance in electronic format, retain an original report if an amendment is filed, and preview draft reports.
4. Receive notification from Contractor's secure server whenever the submitted e-filing is accepted or declined for any reason; and if declined, receive an explanation of why the filing was declined.
5. Print draft and filed reports generated from data submitted to Contractor's secure server.
6. Securely log out of the system.
7. Allow filer to access previously submitted reports.
8. Terminate status as a lobbyist.
9. Add and remove individuals and organizations from an active client list and automatically include the list in every report.
10. Where applicable, view data that will be available for public review on the Internet and download unredacted data for their own use.
11. Designate a representative with an independent login and password to file on behalf of the lobbyist.
12. Register as a San Francisco lobbyist, submit all information required for registration, and redirect users to any payment systems authorized by the City to pay fees.

Feature Set B

1. Edit draft transactions prior to final submittal.
2. Organize transactions by client or transaction date at the filer's discretion.
3. Enter international addresses into forms in a mutually agreed upon format.
4. Enter contributions to ballot measure committees in a mutually agreed upon format.

Feature Set C

1. Obtain a mutually agreed upon signature verification card automatically completed by the system.
2. Sign mutually agreed upon electronic documents using a signer ID number and PIN code generated by the system.
3. Upload data created by third-party software vendors in the most current production version of the electronic format.

LOBBYIST ADMINISTRATIVE USERS DESIGNATED BY THE DEPARTMENT CAN:

Feature Set A

1. Attach redacted PDF format forms to a filer's records for public viewing on the public search site.
2. Attach unredacted PDF format forms for admin viewing and kiosk mode viewing by the public on the Department's premises.
3. Track filers and all reports in a format to be agreed upon by the parties.
4. Retain all data created in the system or submitted by filers or the City, with the understanding that Contractor may not delete or archive any such data without express prior written authorization by the City.

5. Generate onscreen reports - including filing history by date, filing history by filer, and filing history by form.
6. Allow for export of search results into Microsoft Excel.
7. Add authorized administrative users at City's discretion.
8. Provide a person designated by the Department with a log to track user activity in the system.
9. Allow for creation and review of status reports and correspondence logs to be mutually defined by both parties.
10. Generate lobbyist monthly reports as defined by the City and based on a mutually agreed upon timeline.
11. Track delinquencies and fines.
12. Export lobbyist and firm addresses to Microsoft Excel Format.
13. Provide a person designated by the City access to filer accounts with a support login and password.
14. Upload and retain a photograph of each lobbyist.
15. Map entities with unique spelling or properties to a single version of the entity.

Feature Set C

1. Confirm submission of a mutually agreed upon signature verification card and transmit a signer ID number and PIN code to the filer.
2. Add additional mutually agreed upon reports to be viewed on website or exported to Microsoft Excel format.
3. Track deadlines for filings and generate notification, welcome, courtesy, delinquency and fines notices, and track correspondence and contact history.
4. Correspond with filers using mutually agreed upon e-mail and letters generated in PDF format, and track contact history.
5. Based on a mutually agreed upon specification, map entities with unique spelling or properties to a single version of the entity by date range.

IN THE LOBBYIST SYSTEM, ANYONE WITH INTERNET ACCESS CAN:

Feature Set A

1. View pre-2010 reports in redacted PDF format using a web browser.
2. On the Department's premises, use a computer terminal provided by the Department to query or browse all pre-2010 unredacted filings on the web in PDF format, to print on a printer specified by the Department.
3. Query or browse the Department's approved list of redacted electronic filings and scanned filings on the web in PDF format.
4. Determine, by querying the database, which filings are accessible via the web and which filings are only available on the Department's premises.
5. View monthly summary reports based on a mutually agreed upon user design and user interface.
6. Search activity expenses, contacts, campaign contributions, payments promised or received and any other type of lobbyist transaction required by the San Francisco Lobbyist Ordinance.
7. Download a Really Simple Syndication (RSS) feed of incoming filings.
8. View notes written by filers on lobbyist reports.
9. View tables and graphs of data mutually agreed upon by both parties.
10. Provide information regarding the status of lobbyists (e.g., registered or terminated) and the dates on which their status changed.

11. View a directory of lobbyists containing contact information, activity summary information as mutually agreed upon by both parties, and a photograph of the lobbyist.
12. Identify which transactions have been amended and provide the original, unamended information described in that transaction.
13. Download transactions from the database based on user specified search parameters in an API using a mutually agreed upon electronic format.

Feature Set B

1. View a list of current and past clients for each lobbyist and firm.

Feature Set C

1. Search new transaction types.
2. Create additional tables and graphs.

e. **Campaign Consultant System Component.** The Electronic Filing Service provided by Contractor shall permit authorized users to register and file reports as required the San Francisco Campaign Consultant Ordinance in electronic format and PDF format, allow the Department to manage information submitted by users and administer filing deadlines, and shall permit members of the public to access and view redacted versions of these forms via the Department's website.

CAMPAIGN CONSULTANT ADMINISTRATIVE USERS DESIGNATED BY THE DEPARTMENT CAN:

Feature Set A

1. Attach redacted PDF format version of forms to a filer's records for public viewing via the Department's website.
2. Attach unredacted PDF format forms for admin viewing and kiosk mode viewing by the public on the Department's premises.
3. Retain all data created in the system or submitted by filers or the Department, with the understanding that Contractor may not delete or archive any such data without express prior written authorization by the City.
4. Add authorized administrative users at the Department's discretion.
5. Provide a person designated by the Department with a log to track user activity in the system.
6. Generate reports regarding filing activity by registered campaign consultants.
7. View mutually agreed upon filer status reports and correspondence logs.
8. Track deadlines for filings and generate notification, welcome, courtesy, delinquency and fines notices, and track correspondence and contact history.
9. Track delinquencies and fines.
10. Export campaign consultant and firm addresses in Microsoft Excel format.

Feature Set C

1. Correspond with filers using mutually agreed upon e-mail and letters generated in PDF format.
2. Provide additional mutually agreed upon reports via the web or download in Microsoft Excel format.

IN THE CAMPAIGN CONSULTANT SYSTEM, ANYONE WITH INTERNET ACCESS CAN:

Feature Set A

1. View forms in redacted PDF format using a web browser.
2. On the Department's premises and using a computer terminal provided by the Department, query or browse all unredacted filings on the web in PDF format to print on printer specified by the Department.
3. Query or browse the Department's approved list of redacted and scanned filings on the web in PDF format.
4. Determine, by examining data available through the Contractor's secure server, which filings are accessible on the web and which filings require inspection of the form on the Department's premises.

f. **Statement of Economic Interests, Certificate of Training, and Sunshine Declaration System Component.** The Electronic Filing Service provided by Contractor shall permit authorized users to register and file disclosures, certificates, and declarations as required by the Political Reform Act, the San Francisco Campaign and Governmental Conduct Code, California Government Code section 53235 (AB 1234), and the San Francisco Sunshine Ordinance in electronic format and PDF format, allow the Department to manage information submitted by users and administer filing deadlines, and shall permit members of the public to access and view redacted versions of these forms via the Department's website.

**SEI/CERTIFICATE OF TRAINING/SUNSHINE DECLARATION E-FILERS
DESIGNATED BY THE DEPARTMENT CAN:**

Feature Set A

1. Use a self-registration feature in which the Department will input filer identifying information at the filer's request and may instruct the filer to go to a registration web site accessible through the Department's website to obtain a password.
2. Request a forgotten password at the filer's discretion.
3. Where applicable enter data and electronically submit this data to Contractor's secure server.
4. File FPPC Form 700 in electronic format by entering data into a web browser.
5. File one statement for multiple positions.
6. Create paper copies of FPPC Form 700 in PDF format that contains a PIN code that City staff may input into the system to confirm receipt of the filing.
7. Access previous FPPC Form 700 filings generated and validated in the system.
8. Where applicable, retain data in the system that can be transferred to new reports at the filer's request.

Feature Set B

1. File Certificates of Training and Sunshine Declarations in mutually agreed upon electronic format by entering data into a web browser.

**SEI/CERTIFICATE OF TRAINING/SUNSHINE DECLARATION ADMINISTRATIVE
USERS DESIGNATED BY THE DEPARTMENT CAN:**

Feature Set A

1. Attach redacted PDF format version of forms to a filer's records for public viewing on the public search site.

2. Attach unredacted PDF format version of forms for admin viewing and kiosk mode viewing by the public on the City's premises.
3. At its discretion, assign department-level administrative access to City filing officers to allow authorized department representatives to access and manage their departments' filer information.
4. View filer status reports and contact logs.
5. Correspond with filers using available e-mail addresses and letters generated in PDF format.
6. For SEI filers, identify up to eight disclosure categories and determine which category will be available for public viewing via the web or via a computer terminal provided by the Department located on the Department's premises in kiosk mode.
7. Retain all data created in the system or submitted by filers or the City, with the understanding that Contractor may not delete or archive any such data without express prior written authorization by the City.
8. Track deadlines for filings via filer status reports.
9. Generate notification, welcome, courtesy, delinquency, and fine notices within 90 business days from receipt of letter templates.
10. Add authorized administrative users at the Department's discretion.
11. Provide a person designated by the Department with a log to track user activity in the system.

Feature Set C

1. Add additional mutually agreed upon reports to be viewed on the web or exported in Microsoft Excel format.

IN THE SEI/CERTIFICATE OF TRAINING/SUNSHINE DECLARATION SYSTEM, ANYONE WITH INTERNET ACCESS CAN:

Feature Set A

1. View forms approved by the Department in redacted PDF format using a web browser.
2. On the Department's premises, using a computer terminal provided by the Department, view unredacted filings on the web in PDF format.
3. Determine, by referencing filings submitted through the Contractor's secure server, which filings are accessible through public website and which filings would available solely on the Department's premises.
4. For SEI filers, search and view a list of individuals required by law to file, as noted in the system by the City, who have not yet filed.
5. For SEI filers, download a list of submitted filings and non-filers (individuals who are required by law to file, as noted in the system by the City, but who have not yet filed during a reporting period) in Microsoft Excel format.
6. Query or browse the City's approved list of redacted and scanned filings on the web in PDF format.

g. **Additional Ethics Commission forms designated by City.** The Electronic Filing Service provided by Contractor shall permit authorized Department administrative users to design and upload City forms in a mutually agreed upon electronic format for use by user designated by the Department, allow the Department to manage information submitted by users and administer filing deadlines, and shall permit members of the public to access and view redacted versions of these forms via the Department's website.

ADDITIONAL ETHICS COMMISSION FORMS DESIGNATED BY CITY E-FILERS DESIGNATED BY THE DEPARTMENT CAN:

Feature Set B

1. Use a unique user identification and password to log onto a secure website hosted on Contractor's secure server that is accessible via the Department's website.
2. Where applicable, enter data and electronically file this data via Contractor's secure site.
3. Download forms in PDF format or a mutually agreed alternative format.
4. Be sent a mutually agreed upon notification from Contractor's secure server whenever the submitted filing is accepted or declined for any reason; and if declined, be sent an explanation why the filing was declined.
5. Print mutually agreed upon forms generated from data entered into or uploaded to Contractor's secure server.
6. Securely log out of the system.
7. Transmit mutually agreed upon forms, supporting documentation, filer data and webpage content over a secure connection to Contractor's secure server.
8. Generate an ID number on each document created in the filer application and filed in electronic format for paper verification.
9. Download Form SFEC 112a with form fields automatically completed by the system.
10. Obtain a signer ID number and PIN code to sign documents.
11. Sign mutually agreed upon electronic documents using a signer ID number and PIN code generated by the system.
12. Change system login password and PIN code at their discretion.

ADDITIONAL ETHICS COMMISSION FORMS DESIGNATED BY CITY ADMINISTRATIVE USERS DESIGNATED BY THE DEPARTMENT CAN:

Feature Set B

1. Provide a person designated by the Department, an administrative user or "admin," with access to different features of the Electronic Filing Service.
2. Track filers, treasurers, and all filings entered into the system in either electronic or PDF format by admin in a database in a format to be agreed upon by the parties.
3. View any mutually agreed upon records automatically attached to a filing submitted by the filer to Contractor's secure server.
4. Retain all data created in the system or submitted by filers or the Department, with the understanding that Contractor may not delete or archive any such data without express prior written authorization by the Department.
5. Add authorized administrative users at the Department's discretion.
6. Provide a person designated by the Department with a mutually agreed upon log to track user activity in the system.
7. Generate mutually agreed upon onscreen reports – including filing history by date, filing history by filer, and filing history by form.
8. Retrieve unique user identifications and passwords for filers.
9. View original and amended reports via website, in a format to be agreed upon by the parties.
10. Notify admin of new filings, and identify the filers who submitted those filings.
11. Obtain data from the database, whether or not it would otherwise be redacted, for offline queries.
12. Enter notes where applicable to assist the Department's monitoring and record-keeping.
13. Track mutually agreed upon filing deadlines for individual filers.
14. Determine the identities of all late and delinquent filers for a particular filing deadline established by the Department.

15. Confirm submission of Form SFEC 112a and transmit a signer ID number and PIN code to the filer.
16. Specify forms in PDF to be made available to filers for download from within the filer's account.
17. Specify which mutually agreed upon forms upon submission by filer are to be made automatically available to either the kiosk site or both the kiosk and public site.
18. Specify which mutually agreed upon forms require electronic signatures.
19. Validate filer is submitting an approved form using criteria to be agreed upon by the parties.

IN THE ADDITIONAL ETHICS COMMISSION FORMS DESIGNATED BY CITY SYSTEM, ANYONE WITH INTERNET ACCESS CAN:

Feature Set B

1. View forms approved by the Department in a format to be agreed upon by the parties using a web browser.
2. On the Department's premises, using a computer terminal provided by the Department, view unredacted filings on the web in a format to be agreed upon by the parties.
3. Query or browse the City's approved list of redacted and scanned filings on the web in a format to be agreed upon by the parties.
4. Download data submitted by a filer in a machine readable format to be agreed upon by the parties – from both original and amended forms.

2. **Contractor performance.** To provide the services described, Contractor shall do each of the following:

1. Provide the Department with a mutually agreed upon format for all data migration of the Department's existing databases necessary to operate the Electronic Filing Service described herein.
2. Provide the Department with an upload template for the purpose of importing initial existing mutually agreed upon filings into database.
3. Provide unlimited support to the Department staff by email or phone during Contractor's normal business hours during the term of the Agreement.
4. Maintain after-hour telephone support for the Department's staff, 24 hours a day, 7 days a week, during the term of the Agreement.
5. Provide in-person or telephone training to designated Department staff for initial implementation any new Electronic Filing Services, and provide ongoing in-person or telephone training services to designated Department staff as requested by the Department at no additional cost.
6. At the Department's request, provide one initial in-person group training session to filers using any new Electronic Filing Services at no additional cost.
7. Assist the Department with redesign of local campaign finance, campaign consultant, Certificate of Training, Sunshine Declaration, and Additional Ethics Commission forms designated by City to allow migration of the paper forms to electronic format.
8. Provide the Department and filers with a user manual for each component of the Electronic Filing Service.
9. At the Department's request, provide technical documentation for submissions by third-party vendors at least 60 business days before implementation.
10. Provide the Department with additional improvements, enhancements, extensions, updates and other changes to the Electronic Filing Service that the Contractor may develop that are generally made available to Contractor's clients.

11. Guarantee the entire Electronic Filing Service performs to its Software Specifications and is available for use 24 hours a day, 7 days a week with the exception of scheduled maintenance.
12. Maintain a record of system downtime and provide the Department with a report upon request and on a periodic basis, indicating the amount of time the system was unavailable for use and the cause of the downtime.
13. Provide the Department with at least one week's notice for scheduled maintenance that results in system downtime or where the Electronic Filing Service does not perform to its Software Specifications. If such notice cannot be provided, notify the Department of maintenance in a reasonable time-frame.
14. Modify reports or forms submitted in electronic format in the Electronic Filing Service to comply with changes to local or state law within a mutually agreed upon timeline.
15. Obtain any certifications required to operate an electronic filing system as required by local and state law.
16. Host the software necessary for the operation of the Electronic Filing Service on Contractor's secure servers located at Contractor's secure server facility or cloud service provider.
17. Provide the Department Liaison with a reasonable time-frame to test additional features prior to full public deployment.
18. Provide the Department Liaison with a reasonable time-frame to evaluate each Feature Set for acceptance testing. For the purpose of this provision, the parties agree that two weeks is a reasonable time-frame, and that Contractor shall make good-faith efforts to accommodate that schedule.
19. Provide a test system for simultaneous operation of each component on the Contractor's server for the Department's technical support staff.
20. Within 60 business days of notification of a change to the Department's web site template, update the web site template for the Electronic Filing Service.
21. Perform a complete backup of the system and the Department's data at a minimum of once a day, to be transferred and physically located at least 100 miles from the location of the primary servers.

3. Department Liaison

In performing the services provided for in this Agreement, Contractor's liaison with the Department will be the Department Liaison. As of the date of this Agreement, Steven Massey is the Department Liaison.

**Appendix C-1
Calculation of Charges**

The City agrees to compensate Contractor as set forth below:

October 1, 2013 – December 31, 2013	\$24,750
January 1 – March 30, 2014	\$24,750
April 1 – June 30, 2014	\$24,750
July 1 – September 30, 2014	\$24,750
October 1 – December 31, 2014	\$29,250
January 1 – March 30, 2015	\$29,250
April 1 – June 30, 2015	\$29,250
July 1 – September 30, 2015	\$29,250
October 1 – December 31, 2015	\$29,250
January 1 – March 30, 2016	\$29,250
April 1 – June 30, 2016	\$29,250
July 1 – September 30, 2016	\$29,250
October 1 – December 31, 2016	\$29,250
January 1 – March 30, 2017	\$29,250
April 1 – June 30, 2017	\$29,250
July 1 – September 30, 2017	\$29,250
October 1 – December 31, 2017	\$29,250
January 1 – March 30, 2018	\$29,250
April 1 – June 30, 2018	\$29,250
July 1 – September 30, 2018	\$29,250

Contractor will prorate per day any service period less than a quarter.

1,000 active filers will be permitted to file electronic statements using the SEI/CERTIFICATE OF TRAINING/SUNSHINE DECLARATION SYSTEM which is included in the quarterly compensation to Contractor. Additional active SEI/CERTIFICATE OF TRAINING/SUNSHINE DECLARATION SYSTEM filers will be charged at a rate of \$10 per filer per year. Total active SEI/CERTIFICATE OF TRAINING/SUNSHINE DECLARATION SYSTEM filers will be calculated on September 30 of each year and any additional charges will be included beginning with the December 31 invoice.

Payment is due 30 days from receipt of an original invoice from Contractor sent to:

Steven Massey
Ethics Commission
25 Van Ness Avenue, Suite 220
San Francisco, CA 94102

**Appendix D-1
Project Schedule**

The following dates specify the milestones/timeline for Contractor's performance under the Agreement. The City shall make reasonable efforts to perform according to the schedule set forth herein. The City is authorized, in its sole discretion, to approve the extension of any milestone dates set below. To monitor these milestones, the City shall maintain a log documenting when Contractor deployed each component of the software.

The City must submit specifications to Contractor for each feature in Feature Set B within one year of the date of this agreement and the parties must mutually agree upon the specifications within one year of submission for the feature to be due by September 30, 2017. Regardless of the milestones/timeline set forth below, Contractor will have no obligation to develop more than one feature set C item at a single time.

If the City makes a change request after Contractor commences work on a feature, then the feature shall be due on a new deadline to be mutually agreed upon by both parties. If the City makes a change request before Contractor commences work on a feature, then the existing deadline shall apply.

<u>Date</u>	<u>Contractor Performance</u>	<u>Critical Milestone</u>
Campaign Finance System Component		
By the date of this Amendment.	Contractor shall install the Campaign Finance System Component features described in section c, Feature Set A of Appendix B.	
On the installation date for each feature specified on the Feature Set B prioritization schedule, as mutually agreed upon by the parties. Feature Set B shall be installed, in its entirety, no later than September 30, 2017.	Contractor shall install the Campaign Finance System Component features described in section c, Feature Set B of Appendix B.	Yes
On the installation date for each feature specified on the Feature Set B prioritization schedule.	Contractor shall be available to train City staff regarding the Feature Set B item.	
On the installation date for each feature	Contractor shall install the Campaign Finance System Component features described in section c, Feature Set	Yes

specified in the Feature Set C prioritization schedule, as mutually agreed upon by the parties. Feature Set C shall be installed, in its entirety, no later than September 30, 2018.	C of Appendix B.	
On the installation date for each feature specified on the Feature Set C prioritization schedule.	Contractor shall be available to train City staff regarding the Feature Set C item.	
Lobbyist System Component		
By the date of this Amendment.	Contractor shall install the Lobbyist System Component features described in section d, Feature Set A of Appendix B.	
On the installation date for each feature specified on the Feature Set B prioritization schedule, as mutually agreed upon by the parties. Feature Set B shall be installed, in its entirety, no later than September 30, 2017.	Contractor shall install the Lobbyist System Component features described in section d, Feature Set B of Appendix B.	Yes
On the installation date for each feature specified on the Feature Set B prioritization schedule.	Contractor shall be available to train City staff regarding the Feature Set B item.	
On the installation date for each feature specified in the Feature Set C prioritization schedule, as mutually agreed upon by the parties. Feature Set C shall be installed, in its entirety, no later than September 30, 2018.	Contractor shall install the Lobbyist System Component features described in section d, Feature Set C of Appendix B.	
On the installation	Contractor shall be available to train City staff	

date for each feature specified on the Feature Set C prioritization schedule.	regarding the Feature Set C item.	
Campaign Consultant System Component		
By the date of this Amendment.	Contractor shall install the Campaign Consultant System Component features described in section e, Feature Set A of Appendix B.	
On the installation date for each feature specified in the Feature Set C prioritization schedule, as mutually agreed upon by the parties. Feature Set C shall be installed, in its entirety, no later than September 30, 2018.	Contractor shall install the Campaign Consultant System Component features described in section e, Feature Set C of Appendix B.	
On the installation date for each feature specified on the Feature Set C prioritization schedule.	Contractor shall be available to train City staff regarding the Feature Set C item.	
Statement of Economic Interests, Certificate of Training, and Sunshine Declaration System Component		
By the date of this Amendment.	Contractor shall install the Statement of Economic Interests, Certificate of Training, and Sunshine Declaration System Component features described in section f, Feature Set A of Appendix B.	
On the installation date for each feature specified on the Feature Set B prioritization schedule, as mutually agreed upon by the parties. Feature Set B shall be installed, in its entirety, no later than September 30, 2017.	Contractor shall install the Statement of Economic Interests, Certificate of Training, and Sunshine Declaration System Component features described in section f, Feature Set B of Appendix B.	Yes
On the installation date for each feature specified on the Feature Set B prioritization schedule.	Contractor shall be available to train City staff regarding the Feature Set B item.	

On the installation date for each feature specified in the Feature Set C prioritization schedule, as mutually agreed upon by the parties. Feature Set C shall be installed, in its entirety, no later than September 30, 2018.	Contractor shall install the Statement of Economic Interests, Certificate of Training, and Sunshine Declaration System Component features described in section f, Feature Set C of Appendix B.	
On the installation date for each feature specified on the Feature Set C prioritization schedule.	Contractor shall be available to train City staff regarding the Feature Set C item.	
Additional Ethics Commission Forms Designated by City System Component		
On the installation date for each feature specified on the Feature Set B prioritization schedule, as mutually agreed upon by the parties. Feature Set B shall be installed, in its entirety, no later than September 30, 2017.	Contractor shall install Additional Ethics Commission Forms Designated by City System Component features described in section g, Feature Set B of Appendix B.	Yes
On the installation date for each feature specified on the Feature Set B prioritization schedule.	Contractor shall be available to train City staff regarding the Feature Set B item.	

Appendix E-1
Acceptance Test Plan

The City will perform acceptance tests on the following Feature Sets as the Contractor completes installation. For those Feature Sets identified as Critical Milestones in Appendix C, the City will verify Contractor has satisfied each Critical Milestone by confirming that the following components and features conform to the descriptions in Appendix B or their Software Specifications.

Acceptance Test of Campaign Finance System Component Feature Set A:

The Department Liaison will test all features in Appendix B, marked as Feature Set A, and document in a report whether the features conform to their descriptions. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Campaign Finance System Component Feature Set B:

The Department Liaison will test all features in Appendix B, marked as Feature Set B, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Campaign Finance System Component Feature Set C:

The Department Liaison will test all features in Appendix B, marked as Feature Set C, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Lobbyist System Component Feature Set A:

The Department Liaison will test all features in Appendix B, marked as Feature Set A, and document in a report whether the features conform to their descriptions. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Lobbyist System Component Feature Set B:

The Department Liaison will test all features in Appendix B, marked as Feature Set B, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Lobbyist System Component Feature Set C:

The Department Liaison will test all features in Appendix B, marked as Feature Set C, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Campaign Consultant System Component Feature Set A:

The Department Liaison will test all features in Appendix B, marked as Feature Set A, and document in a report whether the features conform to their descriptions. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Campaign Consultant System Component Feature Set C:

The Department Liaison will test all features in Appendix B, marked as Feature Set C, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Statement of Economic Interests, Certificate of Ethics Training, and Sunshine Declaration System Component Feature Set A:

The Department Liaison will test all features in Appendix B, marked as Feature Set A, and document in a report whether the features conform to their descriptions. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Statement of Economic Interests, Certificate of Ethics Training, and Sunshine Declaration System Component Feature Set B:

The Department Liaison will test all features in Appendix B, marked as Feature Set B, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Statement of Economic Interests, Certificate of Ethics Training, and Sunshine Declaration System Component Feature Set C:

The Department Liaison will test all features in Appendix B, marked as Feature Set C, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.

Acceptance Test of Additional Ethics Commission Campaign Finance Forms Component Feature Set B:

The Department Liaison will test all features in Appendix B, marked as Feature Set B, and document in a report whether the features conform to their Software Specifications. The Department Liaison will make the report available to the Contractor upon completion.



STATE OF CALIFORNIA
FAIR POLITICAL PRACTICES COMMISSION
428 J Street • Suite 620 • Sacramento, CA 95814-2329
(916) 322-5660 • Fax (916) 322-0886

June 20, 2013

Steven Massey
San Francisco Ethics Commission
25 Van Ness Avenue, Suite 220
San Francisco, CA 94102

Re: Certification of Electronic Filing System for San Francisco Ethics Commission
Statements of Economic Interests System Acceptance Number (SAN): 060600029-NFH-
0029

Dear Mr. Massey:

Congratulations! We are pleased to inform you that your agency's system for electronic filing of the Statements of Economic Interests (Form 700) has been approved. We are excited to see agencies moving toward electronic filing systems, which have been shown to provide several benefits – time and cost savings for the agency, easier filing and time savings for filers, and increased transparency for the public.

As a condition of your approval, **within 14 days**, please provide the FPPC with a Form 700 that includes the required electronic date stamp and the System Acceptance Number (SAN), as assigned above, displayed at the top of the first page of the Form 700.

As a reminder, pursuant to Regulation 18756, each agency is required to update its system annually to conform with Commission-approved changes to the Form 700. In addition, if a significant change of product or system architecture takes place, an agency must request re-certification.

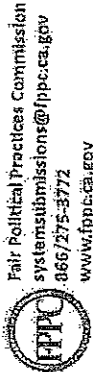
If you have any questions, please feel free to contact us at 916-322-5660.

Sincerely,

Trish Mayer
Manager, Filing Officer Programs

Tony Molina
Chief Information Officer

Application to Obtain Certification of Electronic Filing System
for Processing a Statement of Interests, Form 700



1. This application is for the following agency:

NAME OF AGENCY: San Francisco Ethics Commission

CHECK IF THIS IS YOUR INITIAL REQUEST FOR CERTIFICATION OR IF THIS IS FOR RE-CERTIFICATION

Initial Re-Certification

AGENCY (Check One)

State Agency County Agency City Agency Special District Other

BUSINESS STREET ADDRESS

25 Van Ness Ave, STE 220

STATE: CA ZIP CODE: 94102

E-MAIL

ethics.commiss@sf.gov (415) 252-3100

2. The agency contact for questions relating to certification:

NAME (Last, First)

Massey, Steven

TITLE

Information Technology Officer

E-MAIL

Steven.Massey@sf.gov

3. Vendor or service provider:

VENDOR

NetFile

CONTACT NAME (Last, First)

Diebert, Tom

TITLE

Vice President

E-MAIL

diebert@netfile.com

TELEPHONE NUMBER

(209) 742-4100

4. Verification:

The Fair Political Practices Commission is the only agency with authority under the Political Reform Act to adopt the statement of economic interests and its accompanying instructions. Therefore, the agency identified above agrees that it will not make any changes, edits, or redactions to the Form 700 and informational materials approved by the FPPC. The agency understands that any relevant supplemental information or training the agency will provide the filers will be subject to FPPC review. The agency agrees that any additional reporting required pursuant to the agency's rules or regulations will be in a clearly identified separate document or form. Failure to comply may result in revocation of the electronic filing system.

Initials of signator

TS

The undersigned agency head or designated agent certifies that he/she has read the conditions for certification and agrees to follow all applicable procedures. The submission conditions and FPPC Regulation 18756 are available on the FPPC website at www.fppc.ca.gov.

Signature

[Signature]

Printed Name

Steve St. Clair

Signed on

6/3/13
(month, day, year)

Application to Obtain Certification of Electronic Filing System for Processing a Statement of Economic Interests, Form 700

Terms and Conditions

- A certification fee of \$1,000 is due at time of submittal.
- The agency's contact person identified on the application will be the FPPC's point of contact for any issues relating to the Form 700 and accompanying instructions. The vendor's contact person will be the FPPC's point of contact for information technology questions.
- These terms and conditions are subject to change.
- All agencies must comply with Government Code Section 87500.2 and FPPC Regulation 18756.
- An agency shall not use the electronic program until certification is approved. Exceptions apply to a city or county that developed an electronic filing system pursuant to the pilot program. Such agencies may continue to use their system during the time it takes the FPPC to adopt the regulations to govern the electronic filing system which will require them to submit a certification request to the FPPC for approval after the FPPC regulations take effect, as specified. Of those agencies, the following are exempted from paying the initial \$1,000 fee: Los Angeles County, Orange County, Santa Clara County, Ventura County, and City of Long Beach.
- An agency that submits a re-certification request must provide information related to any changes since the last FPPC approval.
- Emergency filings – In the event that the electronic system becomes inoperable and unable to receive electronic filings, the agency shall, within 24 hours, contact the FPPC. The FPPC will provide an emergency plan that provides for the most timely filing of statements. The emergency plan may require paper submissions or other filing options in order to meet the Act's requirements.
- The agency is required to maintain adherence to FPPC requirements following certification and must notify the FPPC of any proposed changes to the system that would impact criteria outlined in the legislation or regulation.
- The agency will notify the FPPC of any system or component outage that impacts availability or operational requirements impacting criteria outlined in the legislation or regulation. The agency will also notify the FPPC of the remediation plan and timeframe for completion.
- Following system approval all agencies will be responsible for ensuring all electronic SEI submissions must have an electronic date stamp and the System Acceptance Number (SAN) displayed at the top of the first page of the Form 700. The SAN will be provided to the agency at the time of system approval and will be in the following format: {000000000-AAA-0000}
- Any additional pages or forms that are not part of the standard Form 700 generated by the FPPC will be clearly identified as not being part of the form 700.

What can we help you with?

Search



Vendors and Service Providers Approved for Electronic Filing in California

Vendor	Campaign Forms Approved	Lobbying Forms Approved
Aristotle Inc. 205 Pennsylvania Ave., SE Washington, DC 20003 (800) 243-4401 compliance@aristotle.com (mailto:compliance@aristotle.com) www.aristotle.com (http://www.aristotle.com/)	Form 410 Form 450 Form 460 Form 461 Form 465 Form 496 Form 497	
Auburn Quad P.O. Box 390728 Cambridge, MA 02139 (617) 500-2300	Form 497	
California Society of Anesthesiologists 1650 S. Amphlett Blvd., # 212 San Mateo, CA 94402 (650) 345-3020	Form 460	

Capitol WebWorks
926 J Street # 907
Sacramento, CA 95814
(916) 444-1424
www.easydisclosure.com
[\(http://www.easydisclosure.com/\)](http://www.easydisclosure.com/)

Form 460
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Form 497

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Form 635-C
Form 640
Form 645

Cision
12051 Indian Creek Court
Beltsville, MD 20705
Tel: (301) 459-2590
Fax: (301) 459-2827
GRSupport@cision.com
<mailto:GRSupport@cision.com>
www.cision.com (<http://www.cision.com>)

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CompleteCampaigns.com
3635 Ruffin Road
Third Floor
San Diego, CA 92123
Phone: (888) 217-9600
Fax: (858) 634-5111
www.CompleteCampaigns.com
[\(http://www.completecampaigns.com/\)](http://www.completecampaigns.com/)

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Data + Imagination, Inc.
11423 Moorpark St.
Studio City, CA 91602
(818) 985-6100
www.dataplus.com (<http://www.dataplus.com/>)

Form 410
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DDC
805 15th St, NW, Suite 300
Attn: Peter Sherman
Washington, DC 20005
(202) 830-2038
www.ddcpublicaffairs.com/
[\(http://www.ddcpublicaffairs.com/\)](http://www.ddcpublicaffairs.com/)

Form 460
Form 461
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DirectFile, Inc.
P.O. Box 362
Fresno, CA 93708
(559) 266-3453
[www.directfile.com \(http://www.directfile.com/\)](http://www.directfile.com)

Form 410
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Emily's List
1120 Connecticut Avenue, Suite 1100
Washington, DC 20036
(202) 326-1400
[www.emilyslist.org \(http://www.emilyslist.org/\)](http://www.emilyslist.org)

Form 460
Form 465

Filpac
3624 Lieb Street
Columbus, OH 43214
(614) 442-5622
[www.filpac.com \(http://www.filpac.com/\)](http://www.filpac.com)

Form 460

ISPOLITICAL (ISPOLITICAL.com)
4142 Adams Ave., Suite 103-550
San Diego, CA 92116
Office: (800) 962-0062
Email: support@ispolitical.com
(<mailto:support@ispolitical.com>)
Web Site address: www.ispolitical.com
(<http://www.ispolitical.com/demo-home/political-campaignpaccommittee-compliance-reporting/>)

Form 410
Form 460
Form 496
Form 497

microPAC Political Action Committee InfoSystem and
Outsourcing Services
Contact: Bill Donelson
Donelson & Associates
PO Box 24553
Nashville, TN 37202-4553
Phone: (615) 845-7080
Website: <http://www.microPAC.net>
(<http://www.micropac.net/>)
Email: microPAC@microPAC.net
(<mailto:microPAC@microPAC.net>)

Form 460

NetFile
2707 Aurora Road
Mariposa, CA 95338
Tel (209) 742-4100
Fax (209) 391-2200
[sales@netfile.com \(mailto:sales@netfile.com\)](mailto:sales@netfile.com)
[www.netfile.com \(http://www.netfile.com/\)](http://www.netfile.com)

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NGP VAN, Inc.
1101 15th St NW, Ste 500
Washington, DC 20005
Tel (202) 686-9330
Fax (202) 686-9331
[www.ngpvan.com \(http://www.ngpvan.com/\)](http://www.ngpvan.com)

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Olson, Hagel & Fishburn LLP
555 Capitol Mall, #1425
Sacramento, CA 95814
(916) 442-2952
[www.olsonhagel.com \(http://www.olsonhagel.com/\)](http://www.olsonhagel.com)

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Form 630
Form 635
Form 635-C
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Form 645
Form 690

PASoft Solutions & Services
3595 Canton Road, Suite A9 #122
Marietta, GA 30066
(770) 783-1134
www.pasoftsolutions.com
[\(http://www.pasoftsolutions.com/\)](http://www.pasoftsolutions.com/)

Form 410
Form 460

<p>PCC Technology Group 2 Barnard Lane Bloomfield, CT 06002 (860) 466-7235 capture@pcctg.com (mailto:capture@pcctg.com) www.pcctg.com (http://www.pcctg.com/)</p>	<p>Form 410 Form 425 Form 460 Form 461 Form 465 Form 470 Form 470-S Form 495 Form 497</p>	
<p>Pontecchio 3653 Canton Road, Suite 206 Marietta, GA 30066 (770) 517-2116 www.pontecchio.com</p>	<p>Form 410 Form 460</p>	
<p>Public Affairs Support Services, Inc. 1020 N. Fairfax Street, 5th Floor Alexandria, VA 22314 (703) 684-2915 www.pacperfect.com (http://www.pacperfect.com/)</p>	<p>Form 425 Form 460 Form 461 Form 465 Form 497</p>	
<p>Quest Information Systems, Inc. 8720 Castle Creek Pkwy E Dr, Suite 231 Indianapolis, IN 46250 (317) 806-8800 sales@questis.com (mailto:sales@questis.com) www.questis.com (http://www.questis.com/)</p>	<p>Form 496</p>	
<p>Race Trax, LLC P.O. Box 322 12195 Hwy 92, Suite 114 Woodstock, GA 30188 (770) 926-5942 www.Racetrax.com (http://www.racetrax.com/)</p>	<p>Form 601 Form 602 Form 603 Form 604 Form 605 Form 606 Form 607 Form 615 Form 625 Form 630 Form 635 Form 635-C Form 640 Form 645 Form 690</p>	

RunForOffice.com
679 Harrison St.
San Francisco, CA 94107
(415) 546-7430
www.RunForOffice.com
[\(http://www.runforoffice.com/\)](http://www.runforoffice.com/)

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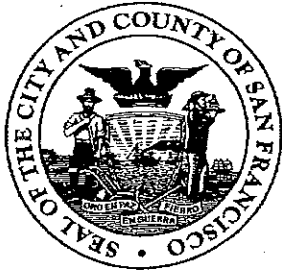
SouthTech Systems
4181 Flat Rock Drive, Suite 300
Riverside, CA 92505
(951) 354-6104
grant.gyulnazaryan@southtechsystems.com
[\(mailto:grant.gyulnazaryan@southtechsystems.com\)](mailto:grant.gyulnazaryan@southtechsystems.com)
www.SouthTechSystems.com
[\(http://www.southtechsystems.com/\)](http://www.southtechsystems.com/)

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Statecraft, Inc.
8618 Nottingham Place
La Jolla, CA 92037
Tel (800) 984-6789
Fax (858) 452-9688
www.statecraft.com [\(http://www.statecraft.com/\)](http://www.statecraft.com/)

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ETHICS COMMISSION CITY AND COUNTY OF SAN FRANCISCO

PRESS RELEASE

SUSAN J. HARRIMAN
CHAIRPERSON

EMI GUSUKUMA
VICE CHAIRPERSON

EILEEN HANSEN
COMMISSIONER

JAMIENNE S. STUDLEY
COMMISSIONER

CHARLES L. WARD
COMMISSIONER

JOHN ST. CROIX
EXECUTIVE DIRECTOR

Contact:
John St. Croix
(415) 252-3100

For release:
April 10, 2007

SUMMARY OF ACTIONS TAKEN AT APRIL 9, 2007 MEETING

At its meeting on April 9, 2007, the San Francisco Ethics Commission took the following action:

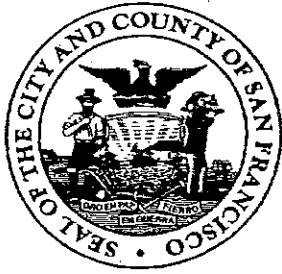
- After receiving testimony from the departments and public comment, initially adopted, by a 3-0 vote, the Statements of Incompatible Activities ("SIAs") for the Airport Commission, the Department of Human Resources, and the Taxi Commission. Under the law, the City will engage in meet and confer sessions with the affected unions prior to final adoption of the SIAs by the Commission.
- Considered and continued until the next meeting its consideration of draft regulations to implement section 3.216 of the Campaign and Governmental Conduct Code related to gifts from restricted sources, and three additional amendments to regulations governing conflicts of interest.
- Considered an overview of federal, state and local laws governing lobbyists. The Commission expects to consider possible changes to the Lobbyist Ordinance, San Francisco Campaign and Governmental Conduct Code section 2.100 et seq., at its meeting in June 2007.
- Approved by a vote of 3-0 a proposal to provide an electronic online filing system for campaign disclosure reports using a private vendor.
- After receiving public comment, adopted by a 3-0 vote, a revised template for the Statements of Incompatible Activities.

- After receiving public comment, adopted by a 3-0 vote, proposed regulations to implement provisions of the Campaign Finance Reform Ordinance as well as amendments to existing regulations.
- The Commission's next regular meeting will be held on Monday, May 14, 2007, at 5:30 p.m. in Room 408 City Hall.

#

The Ethics Commission, established in November 1993, serves the public, City employees and officials and candidates for public office through education and enforcement of ethics laws. Its duties include: filing and auditing of campaign finance disclosure statements, lobbyist and campaign consultant registration and regulation, administration of the public financing program, whistleblower program, conflict of interest reporting, investigations and enforcement, education and training, advice giving and statistical reporting.

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ETHICS COMMISSION CITY AND COUNTY OF SAN FRANCISCO

PRESS RELEASE

BEVERLY HAYON
CHAIRPERSON

PAUL A. RENNE
VICE-CHAIRPERSON

BENEDICT Y. HUR
COMMISSIONER

JAMIENNE S. STUDLEY
COMMISSIONER

JOHN ST. CROIX
EXECUTIVE DIRECTOR

Contact:
John St. Croix
(415) 252-3100

For release:
April 23, 2013

SUMMARY OF ACTIONS TAKEN AT APRIL 22, 2013 MEETING

At its regular meeting on April 22, 2013, the San Francisco Ethics Commission took the following actions:

- By a vote of 3-0, granted a waiver to Jonathan Pearlman from the ban on compensated advocacy under San Francisco Campaign and Governmental Conduct Code section 3.224. Mr. Pearlman is a licensed architect who occupies Seat 3, the architectural historian seat, on the Historic Preservation Commission.
- By a vote of 3-0, approved regulations to require signers of electronic campaign finance reports to file a completed Signature Verification Form with the Commission. A regulation adopted by the Commission is effective 60 days after its adoption unless before the expiration of the 60-day period, the Board of Supervisors vetoes the regulation by a two-thirds vote.
- By a vote of 3-0, with respect to a renewed contract with Netfile for professional services, determined that contracting out is the most effective way of providing an electronic filing system that meets the needs of the Ethics Commission, its filers and members of the public.

The next meeting of the Commission will be a special meeting to be held on Thursday, May 30, 2013 in Room 416 City Hall. The special meeting will be held because the Commission's regular 4th Monday of the month meeting in May 2013 falls on a holiday.

The Ethics Commission, established in November 1993, serves the public, City employees and officials and candidates for public office through education and enforcement of ethics laws. Its duties include: filing and auditing of campaign finance disclosure statements, lobbyist and campaign consultant registration and regulation, administration of the public financing program, whistleblower program, conflict of interest reporting, investigations and enforcement, education and training, advice giving and statistical reporting.

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PRESS RELEASE

Contact:
John St. Croix
(415) 252-3100

For release:
December 15, 2009

SUMMARY OF ACTIONS TAKEN AT DECEMBER 14, 2009 MEETING

At its meeting on December 14, 2009, the San Francisco Ethics Commission took the following actions:

- Determined, by a vote of 4-0, that continuing its contract with Netfile is the most efficient way for the Ethics Commission to provide electronic filing services related to the Commission's campaign finance, financial disclosure and lobbyist reports;
- Adopted, by a series of 4-0 and 5-0 votes, amendments to the Commission's regulations for the Lobbyist Ordinance, San Francisco Campaign and Governmental Conduct Code section 2.100 et seq. The amendments implement the changes to the Ordinance that will take effect on January 1, 2010. They delete regulations that are no longer necessary; clarify that a person communicating with a City officer on behalf of a labor union is making a contact under the Ordinance unless the communication relates to the working conditions of employees represented by a collective bargaining agreement or memorandum of understanding with the City; require a lobbyist to supply a digital color photograph to aid identification; permit a business, firm or organization to register and file reports on behalf of individual lobbyists; and require each lobbyist to register and submit information required under the Ordinance using the Commission's online filing system.
- Adopted, by a 5-0 vote, technical amendments to the Commission's regulations for the Campaign Finance Reform Ordinance (CFRO), San Francisco Campaign and Governmental Conduct Code section 1.100 et seq. Such amendments implement the changes to the CFRO that will take effect on January 1, 2010. The Commission also adopted, by separate 5-0 votes, a regulation clarifying that a candidate committee would not violate the committee's trust account limit if it transfers excess contributions to the candidate's campaign contingency trust account within two business days of depositing those contributions, and a regulation clarifying how the Commission would lift voluntary expenditure ceilings.
- Approved, by a 4-1 vote, a recommendation that the Commission submit, for the 2010-2011 fiscal year, a budget request at this year's budget figures.

The Commission's next scheduled meeting will be held on Monday, January 11, 2009, at 5:30 p.m. in Room 408 City Hall.

#

The Ethics Commission, established in November 1993, serves the public, City employees and officials and candidates for public office through education and enforcement of ethics laws. Its duties include: filing and auditing of campaign finance disclosure statements, lobbyist and campaign consultant registration and regulation, administration of the public financing program, whistleblower program, conflict of interest reporting, investigations and enforcement, education and training, advice giving and statistical reporting.

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PERSONAL SERVICES CONTRACT SUMMARY

DATE: 6/4/2013

DEPARTMENT NAME Ethics Commission

DEPARTMENT NUMBER 18

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

[] CONTINUING [] ANNUAL

TYPE OF REQUEST:

[] INITIAL REQUEST [X] MODIFICATION (PSC#4081-09/10)

TYPE OF SERVICE: Electronic Filing System

FUNDING SOURCE: General Fund

PSC AMOUNT: \$270,000

PSC DURATION: October 1, 2010 - September 30, 2013

MODIFICATION #1 PSC AMOUNT: \$687,000

PSC DURATION: October 1, 2013 - September 30, 2018

TOTAL PSC AMOUNT: \$957,000

TOTAL PSC DURATION: October 1, 2010-September 30, 2018

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

The Ethics Commission currently contracts with a private vendor to provide an electronic filing system to file ethics forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, statements of economic interests, sunshine declarations, lobbyist reports and campaign consultant reports. The Secretary of State's approval is required for filing systems that submit electronic FPPC campaign finance forms and the Ethics Commission can only contract with vendors on the Secretary of State's certified vendor list. FPPC approval is required for filing systems that submit electronic FPPC Statement of Economic Interests. The Ethics Commission requires a service that includes web-based filing software for filers, a back-office administration system, a database, and a search engine for on-line public disclosure. This system must be hosted by the vendor's server infrastructure.

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

The Ethics Commission is required by state and local law to provide an electronic filing system. See San Francisco Campaign and Governmental Conduct Code § 1.112, California Government Code section §§ 84600 et seq, and Ethics Commission Regulation 2.140(a)-1. The Ethics Commission currently offers an electronic filing system to comply with these laws and regulations by contracting with the only agency vendor solution in the state that produces an electronic filing and management system that is currently certified by the Secretary of State. This system is used by over 30 other local California jurisdictions. Since its initiation, the Ethics Commission has deployed new electronic forms, made significant improvements to ease the accounting process for campaign finance filers, and provided public access to the Commission filing records database of over 59,000 filing records. By working with other California jurisdictions with similar or the same ethics filing requirements, the Commission significantly reduces the cost of providing electronic filing and management systems by using the same software statewide. Failure to provide an electronic filing system for filers will expose the Ethics Commission to legal jeopardy and cause significant setbacks to the advances in electronic filing made during the existing contract.

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

The Department of Technology (DT) provided an electronic filing system to the Ethics Commission from 1999-2007. This provided for the electronic submission of one type of FPPC campaign finance form. In 2007 DT terminated support for the system and was unable to provide a cost effective replacement compared to an alternative system currently on the market that was already in use by other jurisdictions statewide, and to build the additional electronic forms and public disclosure services the Ethics Commission required. On August 20, 2007, the Civil Service Commission approved the Ethics Commission request to contract out for an electronic filing system with PSC# 4000-07/08. On February 1, 2010, the Civil Service Commission approved the Ethics Commission request to continue to contract out for an electronic filing system with PSC# 4081-09/10.

D. Will the contract(s) be renewed:

Yes, the contract will need to be renewed. Unless the Secretary of State is capable of providing local jurisdictions with a certified, equivalent system in the future, it is likely that the same vendor will be selected.

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

Local 21 Union Name Signature of person mailing / faxing form Date 6/4/2013

RFP sent to Union Name, on Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Requires knowledge of local and state campaign finance, lobbyist and financial disclosure laws and regulations, local campaign consultant regulations, and Secretary of State and FPPC regulations and data requirements. Programmers, database administrators and server technicians would be needed for the City to independently create an electronic filing system service to match the capabilities of a private service provider. Support technicians would be needed to provide support during business and after hours.

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

I.T. classes in the 1041-1044 and 1051-1054 series would likely develop and maintain an electronic filing system.

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

Yes. The vendor will use a server infrastructure that the Ethics Commission does not have the resources to reproduce as well as off-site backup facilities. The server infrastructure must be able to handle high volumes of traffic during filing deadlines. In addition, the vendor has over a decade of experience working with the Secretary of State's electronic format for financial disclosure documents.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

DT has informed the Commission that it is not in the practice of competing with viable and cost effective private software solutions. Since private vendors offering these services use proprietary software and their own server infrastructure, development and maintenance is only performed by the vendor. Civil service employees would be unable to provide support for the system.

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

The Ethics Commission believes a new civil service class would be unnecessary for this project.

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?

Initial staff training for new features or forms is provided by the contractor. Further training of other staff, filers, and members of the public will be provided by Ethics Commission staff.

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? (See Attached Summary of Actions Taken at April 22, 2013 Ethics Commission meeting)

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

The Ethics Commission will use the same vendor, Netfile, that provided the service under PSC# 4000-07/08 and PSC# 4081-09/10.

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

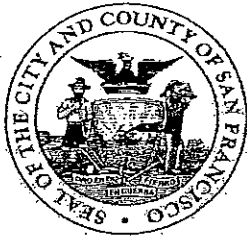


Signature of Departmental Personal Services Contract Coordinator.

Mabel Ng
Print or Type Name

415-252-3102
Telephone Number

25 Van Ness Avenue, STE 220
San Francisco, CA 94102
Address



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

August 8, 2013

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4009-13/14 THROUGH 4011-13/14; 4081-09/10; 4009-11/12; 4092-10/11; 4200-06/07; 4005-11/12 AND 4095-08/09.

SCOTT R. HELDROND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

At its meeting of August 5, 2013 the Civil Service Commission had for its consideration the above matter.

The Commission:

- 1) Approved PSC #4010-13/14 with the condition that section 4A is amended and submitted to the Department of Human Resources and the Civil Service Commission.
- 2) Adopted the report; Approved the request for all contracts. Notified the Office of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment

Cc: Cynthia Avakian, San Francisco International Airport
Parveen Boparai, Municipal Transportation Agency
Micki Callahan, Department of Human Resources
Stacey Camillo, Department of Public Works
Shamica Jackson, Public Utilities Commission
Rebekah Krell, San Francisco Arts Commission
Bree Mawhorter, San Francisco Sheriff's Department
Mabel Ng, San Francisco Ethics Commission
Commission File
Chron

POSTING FO
08/05/2013

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4009-13/14	06	Sheriff	Regular	\$56,875	Implementation of Compass software, including 8 hours of consulting services, to customize software to meet the needs of the San Francisco Sheriff's Department (SFSFD), installation and testing of Compass software, 14.5 hours spent training staff to use the software's assessment module, and post installation software support.	1/1/2011 - 1/1/2014
4010-13/14	28	Art Commission	Regular	\$3,000,000	Contracts for multiple artists to design, fabricate, transport and/or consult during installation of artworks in a variety of media for the following multi-year Capital Improvement Projects which will be initiated in FY13/14: SFO Terminal 3, Oscar Park/Transbay Streetscape, Fire Stations 5 and 35, Moscone Convention Center-South, Phelan Loop Plaza, Art on Market Street Kiosk Poster Series, miscellaneous Recreation and Park Department projects, Public Utilities Commission South East Community Facility, and various other projects as they arise. The PSC amount is an estimate based on known project budgets and an average amount generated yearly by Art Enrichment Funds associated with Capital Improvement Projects.	7/1/2013 - 6/30/2014
4011-13/14	90	Public Works	Regular	\$2,000,000	Consultants will perform a full range of highly specialized environmental services in conformance with the provisions of the California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA) for the Better Market Street (BMS) Project, a project to improve pedestrian, transit, bicycle, and vehicular mode circulation, and activate the street by adding street life zones between Octavia Blvd and the Embarcadero (and possibly Mission Street between S. Van Ness Avenue to the Embarcadero). It is expected that a joint Environmental Impact Report (EIR)/Environmental Impact Statement (EIS) will be required. Consultants will conduct aesthetics/visual, air quality, biological resources, cultural resources, geology/soils, hazards and hazardous materials, land use and planning, noise, transportation and traffic, utilities and service systems and other analyses needed to support that analysis.	9/1/2013 - 12/31/2019

Total Amount - Regular: \$5,056,875

POSTING FC

08/05/2013

PROPOSED PERSONAL SERVICES CONTRACTS
MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION

PSC No	DeptNo	Dept Description	Approval Type	Modified Amount	Cumulative Total	Description of Work	Start Date - End Date
4081-09/10	18	Ethics Commission	Regular	\$687,000	\$957,000	The Ethics Commission currently contracts with a private vendor to provide an electronic filing system to file ethics forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, statements of economic interests, sunshine declarations, lobbyist reports and campaign consultant reports. The Secretary of State's approval is required for filing systems that submit electronic FPPC campaign finance forms and the Ethics Commission can only contract with vendors on the Secretary of State's certified vendor list. FPPC approval is required for filing systems that submit electronic FPPC Statement of Economic Interests. The Ethics Commission requires a service that includes web-based filing software for filers, a back-office administration system, a database, and a search engine for on-line public disclosure. This system must be hosted by the vendor's server infrastructure.	10/1/2010 - 9/30/2018
4009-11/12	27	Airport Commission	Regular	\$4,000,000	\$8,500,000	Construction Management (CM) team with design-build and specialty design experience at airports to manage the design and development of Bridging Contract Documents to be used in the solicitation of a Design-Build Consultant for the Terminal 3 Improvements Project. The CM team will manage the construction of the building expansion and remodel, expansion and activation of TSA's passenger security checkpoint through a Construction Phasing Plan to reduce the interruptions to operations. Activation and simulation of frontal gates, terminal systems and checkpoint.	8/1/2011 - 8/1/2016
4092-10/11	40	Public Utilities Commission	Regular	\$2,000,000	\$3,500,000	Provide emergency technical support 24-hours a day, maintenance and remote monitoring of the DCS software and hardware modules, software patches and upgrades, and phased equipment upgrades at the Southeast and Oceanside Plants. It also establishes a procedure to keep Wastewater Enterprise (WWE) systems up-to-date which will allow WWE to effectively manage the wastewater treatment systems. This modification is being requested to permit the City to negotiate a new contract that will extend the maintenance and phased upgrade services.	7/1/2011 - 10/1/2018
4200-06/07	40	Public Utilities Commission	Regular	\$4,000,000	\$8,000,000	Provide complete technical Security System Design, integration, Estimates, and Construction Management Services for the SPPUC's security and for the Capital Improvement and Repair and Readiness Programs.	10/1/2007 - 11/1/2016

POSTING FOR
08/05/2013

**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
4005-11/12	68	Municipal Transportation Agency	Regular	\$0	\$6,000,000	The scope of this project to furnish and install video surveillance systems on 358 buses, plus an option on up to 613 additional vehicles, including but not limited to cameras, digital video recorders (DVR's), Wi-Fi networks on three bus yards complete with servers, computers and software interface package that will enable SMTA personnel to view, download and store the captured video images wirelessly and view them in real-time or through the internet. The new system will replace the existing cameras and DVR's. The Contractor shall supply all engineering, design calculations, detailed drawings, labor, tools, materials, equipment, software interface package and other related technical documentation needed to install the systems in the buses and all wayside equipment in the yards. The Contractor shall provide training to all designated SMTA personnel in the proper use, operation and maintenance of the new video surveillance system.	5/16/2011	8/14/2016
4095-08/09	90	Public Works	Regular	\$3,320,600	\$20,961,198	The A/E Team shall deliver architectural and engineering planning, design, and construction support services for the complete, new, \$168.5M Public Safety Building. The A/E Team shall be primarily for the core and shell. The Executive Architect shall integrate the work of the A/E Team with City A/E Staff, who, to the extent they are available, shall be responsible for planning, design, and construction support services for interior tenant improvements and landscape architecture.	3/26/2009	11/10/2015

Sum of Modified Amounts:
\$14,007,600

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 12/21/09

DEPARTMENT NAME Ethics Commission

DEPARTMENT NUMBER 18

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

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

TYPE OF SERVICE: Electronic Filing System

FUNDING SOURCE: General Fund

PSC AMOUNT: \$270,000

PSC DURATION: October 1, 2010 - September 30, 2013

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

The Ethics Commission currently contracts with a private vendor to provide an electronic filing system to file ethics forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, statements of economic interests, sunshine declarations, lobbyist reports and campaign consultant reports. The Secretary of State's approval is required for filing systems that submit electronic FPPC forms and the Ethics Commission can only contract with vendors on the Secretary of State's certified vendor list. The Ethics Commission requires a service that includes a web-based filing software for filers, a back-office administration system, a database, and a search engine for on-line public disclosure. This system must be hosted by the vendor's server infrastructure.

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

The Ethics Commission is required by state and local law to provide an electronic filing system. See San Francisco Campaign and Governmental Conduct Code § 1.112, California Government Code section §§ 84600 et seq, and Ethics Commission Regulation 2.140(a)-1. The Ethics Commission currently offers an electronic filing system to comply with these laws and regulations by contracting with the only agency vendor solution in the state that produces an electronic filing and management system that is currently certified by the Secretary of State. This system is used by 19 other local California jurisdictions. Since its initiation, the Ethics Commission has deployed five new electronic forms, made significant improvements to ease the accounting process for campaign finance filers, provided public access to the Commission filing records database of over 31,000 records, and made over 15,500 records viewable on the Internet. In addition, Lobbyists will begin electronic filing in January, 2010 through the existing contract and this system will be the only accepted filing method. By working with other California jurisdictions with similar or the same ethics filing requirements, the Commission significantly reduces the cost of providing electronic filing and management systems by using the same software statewide. Failure to provide an electronic filing system for filers will expose the Ethics Commission to legal jeopardy and cause significant setbacks to the advances in electronic filing made during the existing contract.

C. Explain how this service has been provided in the past (if this service was previously approved by the

Civil Service Commission, indicate most recent personal services contract approval number):

The Department of Technology provided an electronic filing system to the Ethics Commission from 1999-2007. This provided for the electronic submission of one type of FPPC campaign finance form. In 2007 DTIS terminated support for the system and was unable to provide a cost effective replacement compared to an alternative system currently on the market that was already in use by other jurisdictions statewide, and to build the additional electronic forms and public disclosure services the Ethics Commission required. On August 20, 2007, the Civil Service Commission approved the Ethics Commission request to contract out for an electronic filing system with PSC# 4000-07/08.

D. Will the contract(s) be renewed:

Yes, the contract will need to be renewed. Unless the Secretary of State is capable of providing local jurisdictions with a certified, equivalent system in the future, it is likely that the same vendor will be selected.

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

Local 21 Union Name Signature of person mailing, faxing form Date 12/21/09
Union Name Signature of person mailing, faxing form Date

RFP sent to Union Name, on Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Requires knowledge of local and state campaign finance, lobbyist and financial disclosure laws and regulations, local campaign consultant regulations, and Secretary of State and FPPC regulations and data requirements. Programmers, database administrators and server technicians would be needed for the City to independently create an electronic filing system service to match the capabilities of a private service provider. Support technicians would be needed to provide support during business and after hours.

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

I.T. classes in the 1041-1044 and 1051-1054 series would likely develop and maintain an electronic filing system.

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

Yes. The vendor will use a server infrastructure that the Ethics Commission does not have the resources to reproduce as well as off-site backup facilities. The server infrastructure must be able to handle high volumes of traffic during filing deadlines.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

DT has informed the Commission that it is not in the practice of competing with viable and cost effective private software solutions. Since private vendors offering these services use proprietary software and their own server infrastructure, development and maintenance is only performed by the vendor. Civil service employees would be unable to provide support for the system.

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

The Ethics Commission believes a new civil service class would be unnecessary for this project.

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?

Initial staff training for new features or forms is provided by the contractor. Further training of other staff, filers, and members of the public will be provided by Ethics Commission staff.


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? (See Attached Summary of Actions Taken at December 14, 2009 Ethics Commission meeting)

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:



Signature of Departmental Personal Services Contract Coordinator

Mabel Ng

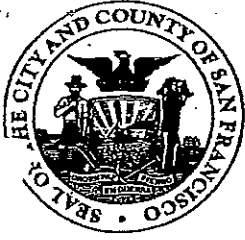
Print or Type Name

415-252-3102

Telephone Number

25 Van Ness Avenue, STE 220
San Francisco, CA 94102

Address



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

GAVIN NEWSOM
MAYOR

FILED
TO FEB -8 PM 4:02
SAN FRANCISCO
ETHICS COMMISSION

BY _____
February 4, 2010

MORGAN R. GORRONO
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DONALD A. CASPER
COMMISSIONER

MARY Y. JUNG
COMMISSIONER

ANITA SANCHEZ
EXECUTIVE OFFICER

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4081-09/10 THROUGH 4090-09/10.

At its meeting of February 1, 2010 the Civil Service Commission had for its consideration the above matter.

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

It was the decision of the Commission to:

- (1) Withdraw PSC #4084-09/10 at the request of the Department of the Environment.
- (2) Continue PSC #4082-09/10 to the meeting of March 1, 2010.
- (3) Postpone PSC #4085-09/10 to the meeting of March 1, 2010.
- (4) Approve request for all remaining proposed personal services contracts. Notify the offices of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION

Anita Sanchez
ANITA SANCHEZ
Executive Officer

Attachment

- c: Sheila Arceclona, District Attorney's Office
Parveen Boparai, Municipal Transportation Agency
Rachel Buerkle, Department of the Environment
Micki Callahan, Human Resources Director
Gordon Choy, Department of Public Works
Jacquie Hale, Department of Public Health
Kan Htm, Art Commission
Shamica Jackson, Public Utilities Commission
Florence Kyaun, Public Utilities Commission
Julian Low, Mayor's Office
Mabel Ng, Ethics Commission
Mary Ng, Department of Human Resources
Commission File
Chron

POSTING FOR
2/1/2010

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4081-09/10	18	Ethics Commission	Regular	\$270,000	Services to be provided by an approved contractor on the California Secretary of State's certified list to provide a hosted electronic filing system for filing ethics forms and maintaining filing records databases. Services include web-based filing software, a back-office administration system, a database, and a search engine for on-line public disclosure.	9/30/2013
4082-09/10	35	Municipal Transportation Agency	Regular	\$17,100,000	Provide separate professional parking garage management services at the Moscone Center Garage, North Beach/Vallejo Garage, Performing Arts Garage, and Polk/Bush Garage. Services include: oversight of collection, reconciliation and deposit of all parking & non-parking revenue; repair & maintenance of facilities and revenue control equipment; compliance with insurance & bond requirements; providing valet or valet-assisted parking services during special events; providing personnel for cashing, janitorial & security.	12/31/2012
4083-09/10	28	Art Commission	Regular	\$200,000	Provide services for removal, storage, conservation & relocation of artwork at Cayuga Playground. Prior to the renovation of Cayuga Playground and the retrofit to overhead BART tracks, 376 original sculptures & two-dimensional artworks sited throughout the park will be removed, transported, stored and conserved by a fine arts service firm. Upon completion of the park's renovation, the contractor will return conserved artworks to the park and install them on customized bases.	12/31/2012
4084-09/10	22	Environment	Regular	\$250,000	Provide funding to projects that will produce documented reduction of greenhouse gas (GHG) pollution, support local economic development and provide other environmental benefits, including fuel switching from regular diesel to waste grease biodiesel, GHG sequestration through urban forest projects, and GHG destruction. Projects may be proposed by any agency, government, non-profit or for profit. Funding for each project is expected to be around \$15,000 over an 18-month period.	12/31/2011
4085-09/10	04	District Attorney	Regular	\$61,840	Provide services for elder abuse victims that includes: outreach & support to victims of elder abuse; community presentations to educate regarding elder abuse and legal resources; consultation to prosecution team regarding legal issues in prosecuting financial, physical, emotional, or verbal abuse of elders.	6/30/2012

POSTING FOR
2/1/2010

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4086-09/10	25	Mayor	Regular	\$900,000	Contractor shall conduct & coordinate State lobbying services for the City, including identifying and advocating for or against legislation and regulatory matters that impact the City. The scope includes identifying potential legislation or regulation, representing the City's agenda to State legislators, as well as advocating for the City's position with proposed legislation and budget appropriations with Federal legislators.	12/31/2012
4087-09/10	40	Public Utilities Commission	Regular	\$4,000,000	Provide environmental analysis services to include: coordination & work plan preparation; environmental document scoping; environmental background & field studies; alternative analysis; preparation of draft environmental documents; public review of draft environmental documents; response to public comments; preparation of final environmental documents; and mitigation monitoring plan preparation.	5/1/2013
4088-09/10	40	Public Utilities Commission	Regular	\$100,000	Micro-Local Business Enterprise contractor to develop a Community Benefits Program for SFPUC based on analysis of SFPUC existing programs and other public agencies programs to provide SFPUC with a recommended course of action to ensure that the diverse communities/stakeholders affected by SFPUC-sponsored construction programs are benefitting in areas that include employment & job training; environmental, physical, & social improvements; and business development, including assisting small businesses with securing & sustaining bonding, financing, & insurance requirements.	3/1/2011
4089-09/10	82	Public Health	Regular	\$4,500,000	Provide medical doctors (MD's) with specialization in dermatology, gynecology, nephrology, pathology, radiology, neurology, orthopedics, plastics, and other sub-specialties that may be required during the term of the approval for patients of Laguna Honda Hospital and the Department of Health. The services are very low in volume, typically averaging several hours a month, and are dependent on the patient mix at any given time.	6/30/2020

POSTING FOR
2/1/2010

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4090-09/10	90	Public Works	Regular	\$750,000	Provide full range of highly specialized environmental review services in conformance with provisions of the California Environmental Quality Act (CEQA), CEQA guidelines, and Chapter 31 of the SF Administrative Code pertaining to the preparation & processing of an environmental evaluation for the Pier 27 new Cruise Ship Terminal, a new two acre Northeast Wharf Public Plaza, and possible changes to the Embarcadero. Services include conducting transportation, noise, shadow, wind & other analysis for the above projects and for Pier 19 or 23, where improvements will allow for a combination of maritime, warehouse, office, retail, and event uses.	3/10/2014

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 8/2/07

DEPARTMENT NAME Ethics Commission DEPARTMENT NUMBER 18

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

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

TYPE OF SERVICE: Electronic Filing System

FUNDING SOURCE: General Fund

PSC AMOUNT: \$270,000 PSC DURATION: October 1, 2007 - September 30, 2010

1. DESCRIPTION OF WORK

A. Concise description of proposed work:
The Ethics Commission will contract with a private vendor to provide an electronic filing system service to file ethics forms. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, statement of economic interests, sunshine declarations, lobbyist reports and campaign consultant reports. The Secretary of State's approval is required for filing systems that submit electronic FPPC forms and the Ethics Commission can only contract with vendors on the Secretary of State's certified vendor list. The Ethics Commission will sign on with a service that includes a web-based filing software for filers, a back-office administration system, a database, and a search engine for on-line public disclosure. This new system must be hosted by the vendor's server infrastructure.

B. Explain why this service is necessary and the consequences of denial:
The Ethics Commission is required by state and local law to provide an electronic filing system. See San Francisco Campaign and Governmental Conduct Code § 1.112 and California Government Code section §§ 84600 et seq. The Ethics Commission currently offers an On-Line Filing System (OLFS) to comply with these laws, but it is only capable of submitting a single FPPC form. The Department of Telecommunications and Information Services (DTIS) built the OLFS and provided support for the system through FY06-07. The DTIS has informed the Ethics Commission it will no longer support the On-Line Filing System (OLFS) as of FY07-08. The OLFS uses obsolete Lotus application technology that the DTIS is no longer capable of supporting. If the Ethics Commission does not replace the OLFS immediately, the DTIS will require the Ethics Commission to hire private consultants to maintain it and the Ethics Commission will be unable to expand the number of forms that can be completed on-line. The OLFS has become increasingly unreliable as filer demand increases. The DTIS has recommended to the Ethics Commission to contract with a private vendor to replace the OLFS since the DTIS is incapable of providing a cost effective replacement compared to what can be purchased in the market. Asking the DTIS to build an entirely new system from scratch, with all of the forms the Ethics Commission plans to add to the system, would not provide any added benefit to the City compared to using a certified private vendor's system. Failure to supply a new electronic filing system for filers will expose the Ethics Commission to legal jeopardy and wipe out advances made in transparent campaign finance reporting and governmental decision making.

C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number):
The DTIS built the OLFS in 1999 and has provided support for the system through FY06-07.

D. Will the contract(s) be renewed:
Yes, it is possible the contract will need to be renewed; however, the Ethics Commission has not reached a determination on this matter at this time. This decision will likely be based on whether the Secretary of State is capable of providing local jurisdictions with a comparable system in the future and the vendor's performance.

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

Table with 3 columns: Union Name, Signature of person mailing / faxing form, Date. Row 1: Local 21, [Signature], 8/2/07.

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#
STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Knowledge of local and state campaign finance and lobbyist laws and regulations, local campaign consultant regulations, and Secretary of State and FPPC regulations and data requirements is required. Programmers, database administrators and server technicians would be needed for the City to independently create an electronic filing system service to match the capabilities of a private service provider. Trainers would be needed to train staff to use the system. Software support technicians would be needed to provide support during business and after hours.

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

I.T. classes in the 1051-1054 series would likely maintain an electronic filing system.

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

Yes. The vendor will use a server infrastructure that the Ethics Commission does not have the resources to reproduce.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

DTIS has informed the Commission that it is not in the practice of competing with viable and cost effective private software solutions. Since private vendors offering these services use proprietary software and their own server infrastructure, development and maintenance is only performed by the vendor. Civil service employees would be unable to provide support for the system.

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

The Ethics Commission believes a new civil service class would be unnecessary for this project.

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?

The vendor will provide initial staff training on how to use and support the system. The Ethics Commission does not expect to receive more than 5 hours of training. After receiving training, the Ethics Commission staff will train filers how to use the system. The Ethics staff will receive training from the vendor, including clerks and administrative analysts.

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?

The Ethics Commission determined that contracting is the most effective; both the Mayor and Board of Supervisors have allocated funds for this program.

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:

Signature of Departmental Personal Services Contract Coordinator

Mabel Ng
Print or Type Name

415-252-3102
Telephone Number

25 Van Ness Avenue, STE 220
San Francisco, CA 94102
Address

PERSONAL SERVICES CONTRACT AWARD NOTICE

DATE: _____

DEPARTMENT: Ethics Commission DEPARTMENT 18

PERSONAL SERVICES CONTRACT NUMBER (PSC#): 4000-07/08

PERSONAL SERVICES CONTRACT APPROVAL DATE: August 20, 2007

WILL THIS CONTRACT BE AWARDED TO MULTIPLE CONTRACTORS? no

IF YES, THIS AWARD NOTICE IS FOR CONTRACTOR NUMBER _____ OF _____

CONTRACTOR: Westcoast Online Information Systems, Inc., dba Netfile

AMOUNT: \$270,000

DURATION: October 31, 2007 to October 30, 2010

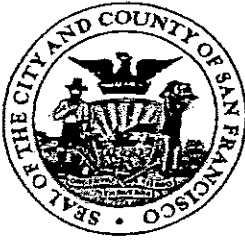
THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD.

Signature of Departmental Personal Services Contract (PSC) Coordinator

Mabel Ng
Print or Type Name

415-252-3102
Telephone Number

NOTE: At the same time the contract is awarded, the department must submit this form to Personal Services Contracts, Department of Human Resources, 44 Gough Street, San Francisco, CA 94103.



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

GAVIN NEWSOM
MAYOR

August 22, 2007

NOTICE OF CIVIL SERVICE COMMISSION ACTION

FILED
37 AUG 23 PM
ETHICS COMMISSION

ALICIA D. BECERRIL
PRESIDENT

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4006-07/08 THROUGH 4006-07/08; 4084-05/06; 4098-04/05 AND 4051-03/04.

DONALD A. CASPER
VICE PRESIDENT

At its meeting of August 20, 2007 the Civil Service Commission had for its consideration the above matter.

MORGAN R. GORRONO
COMMISSIONER

It was the decision of the Commission to: 1) Postpone PSC #4004-07/08 to the meeting of September 4, 2007 at the request of the Public Utilities Commission, and; 2) Adopt the Human Resources Director's report on all remaining contracts. Notify the offices of the Controller and the Purchaser.

THOMAS T. NG
COMMISSIONER

YU-YEE WU
COMMISSIONER

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.

ANITA SANCHEZ
EXECUTIVE OFFICER

CIVIL SERVICE COMMISSION

ANITA SANCHEZ
Executive Officer

Attachment

- c: Parveen Boparai, Municipal Transportation Agency
- Rachel Buerkle, Department of the Environment
- Connie Chang, Public Utilities Commission
- Rion Dugan, Department of Telecommunication & Information Services
- Ed Harrington, Controller
- James Horan, Acting Human Resources Director
- Jennifer Johnston, Department of Human Resources
- Naomi Kelly, Office of Contract Administration
- William Lee, Emergency Communications Department
- Galen Leung, San Francisco International Airport
- Jonathan Nelly, Department of Human Resources
- Mabel Ng, Ethics Commission
- Rob Stengel, Emergency Communications Department
- Shawn Wallace, San Francisco Police Department
- Commission File
- Chron

POSTING FOR
August 20, 2007

RECOMMENDED APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS

PSC No.	Depth	Department	Approval Type	Contract Amount	Description of work	Duration
4000-07/08	18	Ethics Commission	Regular	\$270,000.00	Will provide an electronic filing system service to file ethics forms. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, statement of economic interests, sunshine declarations, lobbyist can campaign reports.	30-Sep-10
4001-07/08	22	Environment Department	Regular	\$900,000.00	Will provide specialized technical assistance for City departments, multi-family buildings, businesses and institutions to develop and implement customized waste reduction, reuse, recycling and composting programs to meet the City's waste diversion goals.	30-Sep-11
4002-07/08	35	Municipal Transportation Agency	Regular	\$3,500,000.00	Will perform a central control operational study, analyze the MTA's requirements for a new radio communications system, make recommendations based on analysis, design a system to meet those requirements and needs.	05-Dec-12
4003-07/08	38	Police	Regular	\$280,000.00	Will provide independent and objective quality audit of the IT management and organizational structure and assurance services to ensure that SF Police Department requirements are met and to mitigate project risks and recommend risk mitigation strategies.	31-Jul-08
4004-07/08	40	San Francisco Public Utilities Commission	Regular	\$39,200,000.00	Will provide civil, structural, electrical, mechanical engineering and other specialized engineering needed to complete utility engineering projects.	30-Sep-14
4005-07/08	76	Dept. of Telecommunications and Information Services	Regular	\$270,000.00	Will provide interpreters by telephone as needed. This service is necessary in circumstances when a City employee who speaks the target language is temporarily unavailable and there's no City employee trained to provide medical interpretation.	31-Dec-07
4006-07/08	77	Dept. of Emergency Management	Regular	\$2,000,000.00	Will provide emergency mgmt. projects aimed at enhancing and expanding the emergency and disaster preparedness of the CCSF. These projects include: Recovery Plan, Mitigation Plan and other related projects as determined by the Dept. of Emergency Mgmt.	31-Jul-09

POSTING FOR
August 20, 2007

**RECOMMENDED APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS
 MODIFICATION TO INCREASE CONTRACT AMOUNT**

PSC No.	DeptNo	DeptName	Approval Type	Increase Amount	New Amount	Description of work	Duration
4054-05/08	27	Airport Commission	Regular	\$8,000,000.00	\$9,025,000.00	Will provide planning of airport facilities and resources to serve the core aviation business of the Airport.	31-Aug-11
4098-04/05	27	Airport Commission	Regular	\$1,000,000.00	\$6,000,000.00	Will provide a fully-functional Parking Access Control System (PARCS) at Domestic Garage, IT Garage "A", IT Garage "G", Lot C, Lot D, Garage and Lot DD, and Westfield Garage.	31-Jan-11
4051-03/04	40	San Francisco Public Utilities Commission	Regular	\$1,200,000.00	\$3,700,000.00	Will provide specialized geotechnical services on an as-need basis. Will prepare geo-technical performance criteria; design plans, specifications and cost estimates; perform investigations; write studies and reports; and provide field visits.	24-Feb-09

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES -- HRD

Dept. Code: HRD

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

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

Type of Service: Workers' Compensation Subpoena and Document Retrieval Services

Funding Source: General and Special Funds

PSC Duration: 4 years

PSC Amount: \$1,200,000

1. Description of Work

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

The City & County of San Francisco (CCSF) is permissibly self-insured for the payment of workers' compensation benefits to its employees who may become ill or injured as a result of their work. The Department of Human Resources (DHR) Workers' Compensation Division (WCD) adjusts the employee claims for most departments. Approximately 1/3 of the claims are administered by a third-party administrator under contract to DHR. In the course of assessing CCSF's liability for claimed workers' compensation benefits, CCSF and its contracted third-party administrator must obtain records, including medical records, to support or deny such claims.

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

The gathering of such evidence is necessary to ensure that public funds are properly and fairly dispensed to eligible employees. The cost and volume of services required are extensive, as a single claim may require the claims administrator to obtain records from multiple sources. Denial of this service would impair CCSF's ability to assess liability for claimed workers' compensation benefits in a timely manner.

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 for many years to WCD from various companies as part of claim-related expenses. Due to increasing concerns regarding medical privacy, DHR wishes to implement contracts that provide CCSF with more security for employee's medical records and to increase cost-savings through negotiating better rates than provided under the State Fee Schedule.

D. Will the contract(s) be renewed?

Renewal will depend on program implementation outcome.

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.

N/A

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).

Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. Include a copy of the applicable requirement or mandate.

B. Explain the qualifying circumstances:

The need for subpoenaed records varies depending on the nature of the workers' compensation claim and is thus intermittent. Per Chapter 4.5 Division of Workers' Compensation, Subchapter 1, Article 12: Document Copy and Electronic Transaction Fees CCR section 9980(f): "Professional photocopier" is defined by section 22450 of the Business & Professions Code. CCR section 9982(d)(2): "There will be no payment for copy and related services that are provided by any person or entity which is not a registered professional photocopier." DHR is not a registered professional photocopier and is unable to perform the services.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Retrieve medical and related records pursuant to signed releases or subpoena through on-site and off-site photocopying and scanning of medical and related records (including X-Rays and other diagnostics) into paper and/or searchable electronic formats such as CDROMS, DVDs; Conduct searches for additional locations of other medical records that could be obtained through facilities, medical providers; Index records; Bates-stamp/tab/page numbering, Review and summarize records; and review of bills and recommendations for appropriate payment for copy services provided through the claimant attorney, with the provision of expert witness services where needed to help resolve a copy service lien filed with the Division of Workers' Compensation Claims Adjudication Unit. Section 22450 of the Business & Professions Code further defines the professional photocopiers: A professional photocopier is any person who for compensation obtains or reproduces documents authorized to be produced under Part 2.6 (commencing with Section 56) of Division 1 of, or Chapter 1 (commencing with Section 1798) of Title 1.8 of Part 4 of Division 3 of, the Civil Code, or Section 1158 of, or Article 4 (commencing with Section 1560) of Chapter 2 of Division 11 of, the Evidence Code and who, while engaged in performing that activity, has access to the information contained therein. A professional photocopier shall be registered pursuant to this chapter by the county clerk of the county in which he or she resides or has his or her principal place of business, and in which he or she maintains a branch office. - See more at: <http://codes.findlaw.com/ca/business-and-professions-code/bpc-sect-22450.html#sthash.cIMx6CnU.dpuf>

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

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

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

DHR Workers' Compensation Division currently reviews the records, but does not have the resources to retrieve medical and related records.

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

A. Explain why civil service classes are not applicable.

A third party is necessary to retrieve medical and related records and convert those records into searchable electronic formats to ensure compliance with federal and state medical privacy regulations. Many records may be located outside the nine Bay Area Counties and the State of California. DHR does not have the resources to travel throughout the United States to retrieve records nor the professional photocopier credential. Further, records must be retrieved from many geographic locales within California or even outside of California, making it impossible to staff for a public agency.

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, due to increasing concerns regarding medical privacy, DHR wishes to implement a contract that provides CCSF with more security for employee's medical records and to increase cost-savings through negotiating better rates than provided under the State Fee Schedule.

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. No. Training will not be provided due to the nature of the services.
- 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 06/02/2017, the Department notified the following employee organizations of this PSC/RFP request:
all unions were notified

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

Name: Chanda Ikeda Phone: 415-557-4944 Email: chanda.ikeda@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42343 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of chanda.ikedata@sfgov.org
Sent: Friday, June 02, 2017 10:11 AM
To: Ikeda, Chanda (HRD); peter.masiak@seiu1021.org; eerbach@ifpte21.org; kgeneral@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Lopez, Ricardo (PDR); Basconillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo_seiu@sbcglobal.net; MRainsford@Local39.org; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; pkim@ifpte21.org; agonzalez@iam1414.org; ted.zarzecki@seiu1021.net; Leah.Berlanga@seiu1021.org; gail@sfflocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@Local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; jtanner940@aol.com; oashworth@ibew6.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com (contact); ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Choi, Suzanne (HRD); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 42343 - 16/17

RECEIPT for Union Notification for PSC 42343 - 16/17 more than \$100k

The HUMAN RESOURCES -- HRD has submitted a request for a Personal Services Contract (PSC) 42343 - 16/17 for \$1,200,000 for Initial Request services for the period 09/01/2017 - 08/31/2021. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/7754> For union notification, please see the

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION – PUC

Dept. Code: PUC

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

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

Type of Service: Outreach and Marketing Services (CS-227)

Funding Source: CleanPowerSF CUH978 CCA

PSC Duration: 4 years 15 weeks

PSC Amount: \$1,400,000

1. Description of Work

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

CleanPowerSF is now enrolling electricity customers throughout the City in phases over a multi-year period. The Outreach/Marketing Consultants will continue to support the CleanPowerSF staff team by developing and implementing outreach strategies to educate consumers about CleanPowerSF and the choice between PG&E and CleanPowerSF. The outreach will also help our customer retention efforts. The Contractor will continue to provide targeted, specialized services as needed on a short-term basis specific to the launch phases of the Program.

The consultant also provides CleanPowerSF with strategic counsel to develop the program's operational readiness, capacity and structure as the program continues to grow to maturity. Because CleanPowerSF is unique among SFPUC programs in that it operates in a competitive environment, the type of marketing and outreach necessary to support the program requires skills and expertise that Communication staff team does not yet possess. The Contractor has and will continue to provide those specific, market-oriented outreach and communication services while also working with current CleanPowerSF staff to bring those capabilities in-house for the long-term operation of the Program.

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

Customers will have the opportunity to opt-out of CleanPowerSF and stay with PG&E, and we anticipate that there may be confusion in the market. CleanPowerSF needs an aggressive outreach/marketing program to educate and retain customers, and the particular expertise and skillset of the Consultant to support in-house staff in these efforts. If this request is denied, CleanPowerSF will be at a severe disadvantage competing with PG&E for customers, which could impact revenues and impede the program's growth (and associated environmental benefits that the program provides).

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.

CleanPowerSF is currently supported by an existing outreach/marketing contract, CS-227, which was originally approved in 2012. The PSC No. 4075-11/12 has expired. However, due to operational challenges early in the program's development, the contract was dormant for most of its original term as the launch schedule of CleanPowerSF was delayed and extended. As a result, it is necessary to extend the term of this Contract accordingly to match the program's revised launch timeline.

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.
Operational considerations have delayed the launch of CleanPowerSF, and have limited the speed at which the program can grow to maturity (full enrollment). As a result, work in earnest did not begin on the Contract until mid-2015, and additional time is necessary to ensure continuity across the program's launch phases through 2021. The intent that CS-227 be a short-term contract to support the unique marketing, outreach and capacity-building needs through the program's development and launch phases has not changed.

2. Reason(s) for the Request

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

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

- B. Explain the qualifying circumstances:

As described in detail herein, CleanPowerSF is a new program that operates in a uniquely competitive environment. Short-term contractual support for the Program's multi-year launch and growth phases is essential to meet the volume of specialized outreach and marketing needs, within tight timeframes (many as required by law), to establish the Program. The Contractor is also supporting CleanPowerSF staff with internal capacity building such that the program's staff team is able to sustain the program's ongoing operational needs in a market-driven, competitive environment once the program reaches full-enrollment.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: CleanPowerSF needs marketing, advertising and outreach experts seasoned in persuasion strategies in order to educate and retain customers across San Francisco's diverse population. Experts must excel at implementing those strategies through varying mediums, each requiring a specialist in that medium to execute. As a result, the work cannot be accomplished through one or two FTE positions; it requires contribution from a team of specialists that a Contractor is uniquely suited to provide on an hourly, as-needed basis. Particularly as CleanPowerSF automatic enrollment progresses to include San Francisco neighborhoods with significant Limited English Proficient (LEP) populations, culturally-relevant and language-specific outreach support by the Consultant will be essential to meeting the requirements of the City's Language Access Ordinance and ensuring that every San Franciscan has an equal, meaningful opportunity to participate in this program.

- B. Which, if any, civil service class(es) normally perform(s) this work? 5408, Coord of Citizen Involvement;

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The Contractor provides media production equipment, including both physical equipment and software, as necessary to create broadcast advertising, promotional videos, promotional photography and other marketing media. These tools would only be needed for the production of specific projects/tasks.

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

The scope of specialized services provided by the Contractor are not available through existing City staff and/or cannot be completed by staff given the high volume and short timeframe for the work required to launch the program. CleanPowerSF is developing a comprehensive growth plan, with help from the Contractor,

which includes planning for additional staff and other resources to support the long-term, ongoing operation of CleanPowerSF. However, the speed at which additional staff can be recruited is dictated by the program's growth and the availability of program revenues to support those additional positions.

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

A. Explain why civil service classes are not applicable.

The outreach/public education campaign for CleanPowerSF will require skilled experts in specialized fields for limited-durations of time (e.g., creating television commercials, buying online and traditional advertising, providing translation and face-to-face multilingual outreach on a broad scale, etc.) No one civil service class can adequately perform all of these functions, and the volume of work required from specialists in each function. This is particularly true given that CleanPowerSF is the first SFPUC program to operate in a competitive market, thus requiring a particular skillset that has not been needed among SFPUC Communication staff to date.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would not be practical to adopt a new civil service class. The specialized needs met by the contractor to launch CleanPowerSF are short-term and will cease once the program is established. If/when it is determined that a new civil service class could perform some of the work initially performed by the Contractor, CleanPowerSF would still rely on the Contractor in the short-term to assist with identifying needs and prioritizing resources to build-out these new functions in advance of recruiting staff to such new positions.

6. Additional Information

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

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

No. The contractor will not be training City employees, nor is there a formal transfer of knowledge process. The contractor will develop resources and information as part of the CleanPowerSF communications team, so peer-to-peer knowledge sharing will be an ongoing and routine aspect of the contractor's 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 05/22/2017, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21; 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@sfgate.com

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49794 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of Slackson@sfgwater.org
To: [Jackson, Shamica](mailto:Jackson,Shamica); kgeneral@ifpte21.org; amakayan@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org;
L21PSCReview@ifpte21.org; [Jackson, Shamica](mailto:Jackson,Shamica); [DHR-PSCCoordinator, DHR](mailto:DHR-PSCCoordinator,DHR)
Subject: Receipt of Notice for new PCS over \$100K PSC # 49794 - 16/17
Date: Monday, May 22, 2017 1:39:23 PM

RECEIPT for Union Notification for PSC 49794 - 16/17 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 49794 - 16/17 for \$1,400,000 for Initial Request services for the period 07/17/2017 – 10/31/2021. Notification of 30 days (60 days for SEIU) is required.

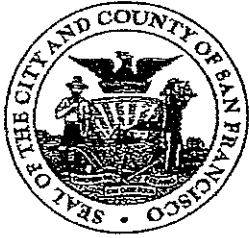
After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrrupal/node/8890> For union notification, please see the

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

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

Additional Attachment(s)



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

E. DENNIS NORMANDY
PRESIDENT

KATE FAVETTI
VICE PRESIDENT

SCOTT R. HELDFOND
COMMISSIONER

MARY Y. JUNG
COMMISSIONER

ANITA SANCHEZ
EXECUTIVE OFFICER

MINUTES Regular Meeting February 6, 2012

2:00 p.m.
ROOM 400, CITY HALL
1 Dr. Carlton B. Goodlett Place

CALL TO ORDER

2:06 p.m.

ROLL CALL

President E. Dennis Normandy	Present
Vice President Kate Favetti	Present
Commissioner Scott R. Helffond	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

Gus Feldman, SEIU Local 1021 spoke on behalf of Cherie Joiner and Gideon Custodio, who are Health Care Worker IIs in the Escort Transportation Services at San Francisco General Hospital. He stated that they are good examples of what they call gross misuse of provisional and as-needed appointments in the City and County of San Francisco. Mr. Custodio has been employed almost eight years and has never once been a permanent employee. Ms. Joiner has been employed for more than five years. At the end of 2011, an examination was finally administered. Unfortunately, there were significant changes to the exam from the previous one administered but the Union was not notified of these changes so there was no opportunity for the Union to meet with the City about the changes.

Both Mr. Custodio and Ms. Joiner have had unblemished, exemplary performance appraisals and records and are well liked by the co-workers and managers. He urged the Commission to use the authority vested in their position to scrap the current list, allow the Union to meet with the City and discuss the contents and re-administer the exam.

Gideon Custodio echoed the comments made by Gus Feldman. He feels the process is not fair. **Cherie Joiner** reiterated the statements made by Mr. Feldman and Mr. Custodio and read a paragraph from EEOC Section 15 on race, color and discrimination. She thanked the Commission for their time. **Brenda Barrios**, SEIU Local 1021 stated that all of this happens when you start collapsing classifications. The Health Worker positions is another one of those positions that civil service decided to collapse. You have workers from administrative assistants to messengers like Ms. Joiner and Mr. Custodio. It is not fair to expect the same level of expertise as someone who is an Administrative Assistant.

Matthew Morgan requested that his appeal in Item #12 be continued.

Douglas Yep commended the Commission for placing the "Request to Speak" item at the beginning of the Agenda so that those who wish to speak do not have to wait so long to provide public comment and for the Commission to keep up its good work.

APPROVAL OF MINUTES

Regular Meeting of December 19, 2011

January 9, 2012: Continued to the meeting of February 6, 2012.

Action: Adopted as amended. (Vote of 4 to 0)

Regular Meeting of January 9, 2012

Action: Adopted as amended. (Vote of 4 to 0)

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

Micki Callahan, Human Resources Director reported that they are just beginning the 2012 labor project. The Citywide negotiations team has not had as many contracts open since 2006. She stated that we have a challenging economic climate. President Normandy asked that the Commission be kept abreast of the progress.

EXECUTIVE OFFICER'S REPORT

0332-11-1 Fiscal Years 2012-13 and 2013-14 Civil Service Commission Budget Request.
(Item No. 6)

December 19, 2011: Directed Commission staff to prepare Fiscal Years 2012-13 and 2013-14 Budget Request at current service and staff levels; continue to negotiate amounts; present Budget Request at the Commission Meeting of January 9, 2012; incorporate changes by the Commission up to the budget request submission deadline; and approve to submit the Fiscal Years 2012-13 and 2013-14 Budget Request to the Controller and the Office of the Mayor by February 21, 2012.

0332-11-1 (continued)

January 9, 2012: Directed Commission staff to continue to negotiate amounts, finalize the Fiscal Years 2012-14 Budget Request, incorporate changes, and approve to submit the Fiscal Years 2012-14 Budget Request to the Controller and the Mayor by February 21, 2012.

Speakers: Sandra Eng, Civil Service Commission
David Pilpel

Action: Approved Fiscal Years 2012-13 and 2013-14 Budget Request and will submit to the Mayor and Controller by February 21, 2012. Allow President Normandy to continue negotiations with the Mayor's Office to maintain the current budget levels and provide him the freedom to delegate any one of the Commissioners to join him in these efforts. (Vote of 4 to 0)

0020-12-1 Status Report on Fiscal Year 2011-12 Service and Performance Goals of the Civil Service Commission as of December 31, 2011. (Item No. 7)

Speakers: Sandra Eng, Civil Service Commission

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

0346-11-8 Review of request for approval of proposed personal services contracts. (Item No. 8)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4075-11/12	Public Utilities Commission	\$1,500,000	CleanPower SF will soon enroll residential energy customers throughout the City. The Consultants will design and implement an outreach program that will rely on neighborhood literature dissemination at residents' homes, television advertising, online advertising, and more to educate customers and support customer retention.	Regular	08/01/16

January 9, 2012: Continued PSC #4075-11/12 to the meeting of February 6, 2012 at the request of the Public Utilities Commission. (Vote of 3 to 0; Commissioner Jung recused from any discussion or voting on this item. (Vote of 4 to 0))

Speakers: Kofo Domingo and Charles Sheehan, Public Utilities Commission

Action: Adopted the report; Approved request for PSC #4075-11/12 on the condition that the summary be amended to delete the "door to door outreach" piece and a corrected copy be submitted to the Executive Officer and the Human Resources Director. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0; Commissioner Jung recused from any discussion or voting on this item. (Vote of 4 to 0))

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 11/04/2011 (30-day Union Notice)
12/07/2011 (to DHR)
12/13/2011 (to DHR)-Revised

DEPARTMENT NAME: San Francisco Public Utilities Commission DEPARTMENT NUMBER 40

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

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

TYPE OF SERVICE: Outreach and Marketing Services, Power Enterprise (CS-227)

FUNDING SOURCE: Hetch Hetchy Power

PSC AMOUNT: \$ 1,500,000 PSC DURATION: 03/01/2012 - 08/01/2016

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

CleanPowerSF will soon enroll residential energy customers throughout the City. The Consultants will design and implement an outreach program that will rely on neighborhood literature dissemination at residents' homes, television advertising, online advertising and more to educate customers and support customer retention.

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

Customers will have the opportunity to opt-out of CleanPowerSF and stay with PG&E. We also expect PG&E to compete fiercely and encourage customers to opt-out. Without customers, CleanPowerSF will not meet its goals. That's why CleanPowerSF needs an aggressive outreach/marketing program to educate and retain customers.

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

This service hasn't been provided in the past.

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

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

L21
Union Name

Shamica Jackson
Signature of person mailing/faxing form

11/04/2011 (30-day Union Notice)
12/07/2011 (to DHR)
12/13/2011 (to DHR)-Revised
Date

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#
STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

CleanPowerSF needs marketing and advertising experts seasoned in persuasion strategies in order to educate and retain customers. Experts must excel at implementing those strategies through varying mediums, which could include T.V. advertising, door-to-door outreach, mail, internet advertising and more.

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

The 5408 civil service class has on occasion planned and implemented limited, low-budget public education campaigns. However, no civil service class can fully replace or substitute for a professional advertiser.

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

No.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

The outreach/public education campaign for CleanPowerSF will require skilled experts that can write television scripts, determine adequate lighting for television commercial productions, buy online advertising space (Facebook + Google) and much more. No civil service class can adequately perform all of these functions.

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

No, it would not be practical to adopt a new civil service class. This intense customer education and retention program will cease once the program is established.

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

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

Yes No

B. Will the contractor train City and County employees?

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

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

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

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

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

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

Signature of Departmental Personal Services Contract Coordinator

Shamica Jackson

415-554-0727

Print or Type Name

Telephone Number

1155 Market Street, 9th Floor

San Francisco, CA 94103

Address

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: Window Cleaning Service for City Buildings

Funding Source: General Fund

PSC Duration: 4 years 50 weeks

PSC Amount: \$1,500,000

1. Description of Work

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

Clean interior and exterior windows, skylights, roof windows, greenhouses, plexiglass, mirrors, stained glass, etcetera at City-owned facilities in San Francisco, San Mateo and Alameda Counties. The Contractor will perform window cleaning services on a diverse group of buildings, ranging from historic landmark sites to LEED-certified, requiring a diverse and specialized knowledge of cleaning techniques, materials, and equipment.

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

This service is necessary for the maintenance of City properties. Timely cleaning of City department windows, building facades, and partitions improves the indoor and outdoor environment by removing debris, dust, and animal waste. Denial would result in unsightly and unsanitary facilities, sub-optimal performance of the City's LEED-certified buildings, impede employees' ability to see exteriors during emergencies and under normal work conditions, and contribute to a general decline to the workplace morale and in the ambiance of neighborhoods in which City facilities are located.

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 on a Citywide contract for many years. The most recent personal services contract approval was 4020 - 13/14.

D. Will the contract(s) be renewed?

The Office of Contract administration is in the process of soliciting a new Citywide Window Cleaning Services term contract. This will replace the current term contract, TC 83609, which expires on June 30, 2017, and will last for three years with the potential to modify the duration up to five years at the discretion of the City.

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).

B. Explain the qualifying circumstances:

The work is intermittent and sporadic, depending on a department's need, availability of funds, scheduling and the weather. There is little or no outside work in the winter months.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Five years experience in the professional window cleaning business serving large buildings, including historic structures and buildings. Knowledge of window cleaning techniques, equipment, and cleaning solutions necessitated by a diversity of complex architectural features. Knowledge of the safe use of chemicals, suspension devices, and permitting requirements. Experience and knowledge of specialized cleaning needs for LEED-certified buildings including safe cleaning practices for solar photovoltaic arrays and horizontal and vertical wind turbines. Ability to read architectural floor plans. Ability to schedule resources and equipment in coordination with department representatives. Knowledge of CAL-OSHA and Department of Industrial Relations rules and other applicable regulations.
- B. Which, if any, civil service class(es) normally perform(s) this work? 7268, Window Cleaner Supervisor; 7392, Window Cleaner;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Scaffolds, ropes, riggings and platforms, hoses, ladders, lift trucks, cranes and bosun's chairs.

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

We have inquired what other departments do window cleaning. However, this work is as-needed, intermittent and sporadic, and requires specialized equipment, especially for non-routine type cleaning.

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

- A. Explain why civil service classes are not applicable.
The work is intermittent and sporadic, depending on a department's need, availability of funds, scheduling, and the weather. There is little or no outside work in the winter months. Some buildings require cleaning to be done on weekends and after normal business hours.
- 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. Work is as-needed and sporadic. There is no need for a new class.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No. No training will be provided by the contractor, given that the service has been provided under a Citywide term contract and services are as-needed and sporadic.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.

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

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

7. **Union Notification:** On 03/20/2017, the Department notified the following employee organizations of this PSC/RFP request:
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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: 1 Dr. Carlton B. Goodlett Place, Room 362 San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 45428 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

Lubamersky, Joan (ADM)

From: dhr-psccordinator@sfgov.org on behalf of joan.lubamersky@sfgov.org
Sent: Monday, March 20, 2017 7:03 PM
To: Lubamersky, Joan (ADM); Lopez, Ricardo (PDR); Basconcillo, Katherine (PUC);
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);
david.canham@seiu1021.org; jtanner940@aol.com; Ellicott, Stanley (ADM); DHR-
PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 45428 - 16/17

RECEIPT for Union Notification for PSC 45428 - 16/17 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 45428 - 16/17 for \$1,500,000 for Initial Request services for the period 07/01/2017 – 06/15/2022. 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/dhirdrupal/node/8649> 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)



OFFICE OF THE CITY ADMINISTRATOR



Edwin M. Lee, Mayor
Naomi M. Kelly, City Administrator

MEMORANDUM

DATE: June 21, 2017

TO: Civil Service Commission

FROM: *Joan Lubamersky*
Joan Lubamersky, Contract Coordinator
General Services Agency/Office of the City Administrator

SUBJECT: Personal Services Contract (PSC) 45438 16.17 Window Washing

This memorandum is a report on the need for window washing services requested in PSC 45438 16.17 and our discussions with SEIU Local 1021 about their recommendation that services be provided by City employees. The PSC proposes a dollar amount of \$1.5 million and a duration of almost five years. We have communicated with Local 1021 by email and in person. We have enclosed a timetable reflecting that process.

It is our understanding that The City currently employs individuals in Window Cleaner Supervisor Classification 7268 and Window Cleaner Classification 7392, 18 of whom work at San Francisco International Airport and 1 who works at the War Memorial Building.

The PSC is being proposed by the Office of Contract Administration (OCA) to create a Citywide term contract to perform services for all other City departments. These departments would have access to this contract from which to issue purchase orders for service as needed.

The PSC proposes to provide services for approximately 200 City buildings and facilities ranging from Laguna Honda Hospital and City Hall to the children's carousel in Golden Gate Park and the Muni ticket booth at Powell and Market.

Examples of past services are:

- 10.14.15 Treasure Island Building 1, \$1,850
- 10.2.15 Laguna Honda Hospital, \$35,620
- 9.7.16 1660 Mission Street (Department of Building Inspection), \$4,100
- 9.7.16 1650 Mission (Human Services Agency), \$5,500
- 10.19.16 Potrero Hill Health Center, \$1,300
- 11.9.16 Mission Health Center, \$1,200
- 12.5.16 One South Van Ness, \$7,500
- Multiple San Francisco Public Library sites, ranging from \$100 to \$15,800

6.21.17 Memorandum to Civil Service Commission
PSC 45428 16.17

We believe it is appropriate to contract for the specialized services. Work is as needed, the City does not own equipment to perform the work, and it is unknown if or when City departments would use the services provided for under the contract.

We would be pleased to provide periodic reports to the Commission and/or SEIU Local 1021 on utilization of this contract.

We request that this item be placed on the July 17, 2017 calendar.

Thank you for your consideration.

Enclosure

Timeline

PSC 45438 16.17 Window Washing

March 14, 2017: PSC posted on database.

March 29, 2017: SEIU 1021 sent email to City Administrator's Office Contract Coordinator protesting the PSC and requested to meet.

March 29, 2017 to April 18: Exchanges of emails to set a date to meet.

Vitus Leung (GSA/City Administrator, Manager of Employee and Labor Relations) represented the City

XiuMin Li represented SEIU 1021.

April 18, 2017: Leung suggested the date of April 26 to meet.

April 26, 2017. Meeting held at SEIU 1021 Office. The City provided some information to the union and agreed to provide more.

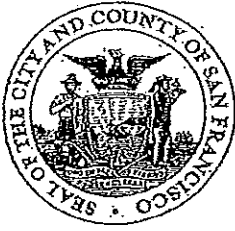
April 28, 2017: Li emailed Leung that union is glad the PSC would not cover the Airport and SFUSD. Li also requested copies of invoices for services rendered by the current vendors during the past year, March 2016-March 2017.

May 2, 2017: Leung sent requested information to Li. Provided copies of invoices and responses to questions. See enclosed.

May 19, 2017: Leung emailed Li asking if the union had more questions.

June 5, 2017: Leung wrote to Li that since he had not heard back from the union, he was instructing the department to move forward on the PSC.

June 9, 2017 Li responded to Leung that work should be done in-house, it is not intermittent, equipment could be leased or purchased, union requests a feasibility plan to bring work in-house



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

September 19, 2013

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED
PERSONAL SERVICES CONTRACT NUMBERS 4017-13/14;
4018-13/14; 4020-13/14 THROUGH 4022-13/14; 4045-11/12; 4061-
07/08; 3035-11/12 AND 4076-09/10.

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

At its meeting of September 16, 2013 the Civil Service Commission had for its consideration the above matter.

The Commission adopted the report and approved the request for proposed personal services contracts.

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.

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

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

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment

- Cc: Parveen Boparai, Municipal Transportation Agency
- Micki Callahan, Department of Human Resources
- Jacquie Hale, Department of Public Health
- Shamica Jackson, Public Utilities Commission
- Sung Kim, Department of Public Works
- Sheila Layton, Juvenile Probations
- Joan Lubamersky, General Services Agency
- Ben Rosenfield, Controller's Office
- Jaci Fong, Office of Contract Administration
- Commission File
- Chron

POSTING FOR
09/16/2013

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

FSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4017-13/14	12	Juvenile Court	Regular	\$540,000	Contractor will provide electronic monitoring services and necessary equipment for eligible Juvenile Probation Department (JPD) youth. Service will allow the department to track youth released to the program in lieu of detention.	1/1/2014 - 12/31/2017
4018-13/14	68	Municipal Transportation Agency	Regular	\$240,000	To provide an independent evaluation of the quality of the San Francisco Municipal Transportation Agency's (SFMTA) operations as required under San Francisco Charter Section 3A.107. The consultant will conduct field research including meetings with staff reviewing data collection and calculation methodologies, evaluate/assess the integrity of data and the extent to meet the goals, objectives and standards; identify opportunities to improve services; prepare a report and present the report in public hearings before the Citizens' Advisory Council, SFMTA Board of Directors, and the San Francisco Board of Supervisors.	11/18/2013 - 1/30/2019
4020-13/14	70	General Services Agency	Regular	\$1,000,000	Clean interior and exterior windows, skylights and roof windows, greenhouses, plantages, mirrors, stained glass, etc. at City-owned facilities in San Francisco, San Mateo and Alameda Counties.	12/1/2013 - 1/30/2016
4021-13/14	81	Public Health	Regular	\$700,000	The contractor must be a Qualified/Authorized Medical Physicist and will perform acceptance testing, calibration, consultations, and safety surveys of all imaging equipment in Radiology, Operating Room, Cardiology, Gastrointestinal, Orthopedics and Dental departments and other departments as needed and assist in the development of quality control programs in all departments within a given facility. A Qualified or Authorized Medical Physicist is an individual who is competent to practice independently in one or more of the subfields of medical physics. Normal expenditures for the Department are approximately \$40,000 / year. However, due to the SFGH rebuild and the introduction of nuclear medicine capabilities it is anticipated that the annual usage may temporarily increase, and then return to the normal levels once the facility is fully operational.	1/1/2014 - 12/31/2018
4022-13/14	81	Public Health	Regular	\$4,200,000	Contractor(s) will provide studies to comply with the requirements of City Planning Joint Commission (which accredits hospitals), and other regulatory agencies which will include: assessment and feasibility studies of future uses for DPH buildings after the San Francisco General Hospital re-build; future bond measures; Institutional Master Plan and SFGH Campus Master Plan updates, code advisory services related to regulatory compliance issues.	5/1/2013 - 4/30/2018

Total Amount - Regular: \$6,680,000

Modification
Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - PUBLIC WORKS

Dept. Code: DPW

Type of Request: Initial Modification of an existing PSC (PSC # 4058-12/13)

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

Type of Service: Street and Sidewalk Evaluations

Funding Source: General Funds

PSC Original Approved Amount: \$225,000

PSC Original Approved Duration: 03/01/13 - 06/01/16 (3 years 13 weeks)

PSC Mod#1 Amount: no amount added

PSC Mod#1 Duration: 03/02/16-12/01/16 (26 weeks 1 day)

PSC Mod#2 Amount: \$75,000

PSC Mod#2 Duration: 12/02/16-09/01/17 (39 weeks 23 hours)

PSC Mod#3 Amount: \$37,500

PSC Mod#3 Duration: no duration added

PSC Mod#4 Amount: \$75,000

PSC Mod#4 Duration: 09/02/17-10/08/18 (1 year 5 weeks)

PSC Cumulative Amount Proposed: \$412,500

PSC Cumulative Duration Proposed: 5 years 31 weeks

1. Description of Work

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

Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period to verify the extent that streets and sidewalks meet the evaluation specifications which were established by the joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C. The services include, but are not limited to, evaluating ninety four commercial and ninety four random residential sidewalk cleanliness provided by the department's staff, producing annual report and presentation of the findings, and providing recommendations for improvements based on analysis of the findings.

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

The third party evaluator for DPW services is necessary as it offers an unbiased third party review that identifies and suggests improvements to deficient areas or services. Denial of services may result in failure to meet the requirements of Prop C.

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

Yes, through original PSC 4058-12/13.

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:
PSC duration exceeds 5 years as this service is needed to conduct additional street and sidewalk evaluations as part of Proposition C.

2. Reason(s) for the Request

A. Display all that apply

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

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

Explain the qualifying circumstances:

This service is only needed on a periodic basis and an unbiased third party review would assist the City to improve its maintenance practice and services.

B. Reason for the request for modification:

Modification #4 request to increase PSC by \$75,000 for consultant to conduct additional street and sidewalk evaluations.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Three years of survey expertise with inspections of streets and sidewalk cleanliness, organizing meetings, and preparing reports to meet the requirements of Prop C.

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

Funding level only provides 0.32 FTE annually; which does not justify the department creating an additional 0932 management position to perform the analysis independently. The report generation and evaluations are a scope of work that would be best suited for a part time, unbiased third-party with inspections expertise to be most effective. Their services and unbiased point of views will assist the department to improve in its maintenance practices and 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: No. Civil Service classifications already exist to perform some aspects of the work. Inspection staff are only needed on a temporary basis to assist in generating reports and advise management on how to improve

practices and services. It would not be practical to create a new class for a part-time position unique to this type of inspection.

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.

Civil service class already exists. No training will be provided.

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, this mod is to extend PSC for current contract.

7. Union Notification: On 06/08/17, the Department notified the following employee organizations of this PSC/RFP request:

Municipal Executive Association;

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

Name: David Bui Phone: 415-554-6417 Email: david.bui@sfdpw.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4058-12/13

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: Dea, Tiffany (DPW)
Sent: Thursday, June 15, 2017 9:14 AM
To: Bui, David (DPW); camaguey@sfmea.com (contact); staff@sfmea.com; DHR-PSCCoordinator, DHR (HRD)
Subject: RE: Receipt of Modification Request to PSC # 4058-12/13 - MODIFICATIONS
Attachments: PSC 4058-1213 Mod 4 - Form 1 Revised.pdf

Hello,

Please note that I had just resubmitted this PSC with a revision to the duration. The only item that was changed was PSC Mod #4 duration was revised from 9/8/18 to 10/8/18.

I would still like to have this PSC scheduled for the 7/17/17 commission meeting. Please feel free to reach out to me if there are any issues.

Thank you!!

Tiffany Dea
CP
Ph: 415-554-6416

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

From: dhr-psccordinator@sfgov.org [mailto:dhr-psccordinator@sfgov.org] On Behalf Of david.bui@sfdpw.org
Sent: Thursday, June 08, 2017 4:57 PM
To: Bui, David (DPW) <David.Bui@sfdpw.org>; camaguey@sfmea.com (contact) <camaguey@sfmea.com>; staff@sfmea.com; Dea, Tiffany (DPW) <tiffany.dea@sfdpw.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>
Subject: Receipt of Modification Request to PSC # 4058-12/13 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a modification request for a Personal Services Contract (PSC) for \$75,000 for services for the period September 2, 2017 -- September 8, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

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

After logging into the system please select link below:

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - PUBLIC WORKSDept. Code: DPWType of Request: Initial Modification of an existing PSC (PSC # 4058-12/13)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Street and Sidewalk EvaluationsFunding Source: General FundsPSC Original Approved Amount: \$225,000PSC Original Approved Duration: 03/01/13 - 06/01/16 (3 years 13 weeks)PSC Mod#1 Amount: no amount addedPSC Mod#1 Duration: 03/02/16-12/01/16 (26 weeks 1 day)PSC Mod#2 Amount: \$75,000PSC Mod#2 Duration: 12/02/16-09/01/17 (39 weeks 23 hours)PSC Mod#3 Amount: \$37,500PSC Mod#3 Duration: no duration addedPSC Cumulative Amount Proposed: \$337,500PSC Cumulative Duration Proposed: 4 years 26 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period to verify the extent that streets and sidewalks meet the evaluation specifications which were established by the joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C. The services include, but are not limited to, evaluating ninety four commercial and ninety four random residential sidewalk cleanliness provided by the department's staff, producing annual report and presentation of the findings, and providing recommendations for improvements based on analysis of the findings.

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

The third party evaluator for DPW services is necessary as it offers an unbiased third party review that identifies and suggests improvements to deficient areas or services. Denial of services may result in failure to meet the requirements of Prop C.

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

Yes, through original PSC 4058-12/13.

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:

N/A

2. Reason(s) for the Request

A. Display all that apply

- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Explain the qualifying circumstances:

This service is only needed on a periodic basis and an unbiased third party review would assist the City to improve its maintenance practice and services.

B. Reason for the request for modification:

Request to extend PSC 4058-12/13 to increase by \$34,000 for consultant to conduct additional street and sidewalk evaluations.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Three years of survey expertise with inspections of streets and sidewalk cleanliness, organizing meetings, and preparing reports to meet the requirements of Prop C.
- B. Which, if any, civil service class(es) normally perform(s) this work? 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?

Not Applicable

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

- A. Explain why civil service classes are not applicable.
Funding level only provides 0.32 FTE annually; which does not justify the department creating an additional 0932 management position to perform the analysis independently. The report generation and evaluations are a scope of work that would be best suited for a part time, unbiased third-party with inspections expertise to be most effective. Their services and unbiased point of views will assist the department to improve in its maintenance practices and 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: No. Civil Service classifications already exist to perform some aspects of the work. Inspection staff are only needed on a temporary basis to assist in generating reports and advise management on how to improve practices and services. It would not be practical to create a new class for a part-time position unique to this type of inspection.

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.
Civil service class already exists. No training will be provided.
- 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, this mod is to extend PSC for current contract.

7. **Union Notification:** On 12/12/16, the Department notified the following employee organizations of this PSC/RFP request:
Municipal Executive Association;

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4058-12/13

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 12/22/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - PUBLIC WORKSDept. Code: DPWType of Request: Initial Modification of an existing PSC (PSC # 4058-12/13)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Street and Sidewalk EvaluationsFunding Source: General FundsPSC Original Approved Amount: \$225,000PSC Original Approved Duration: 03/01/13 - 06/01/16 (3 years 13 weeks)PSC Mod#1 Amount: no amount addedPSC Mod#1 Duration: 03/02/16-12/01/16 (26 weeks 1 day)PSC Mod#2 Amount: \$75,000PSC Mod#2 Duration: 12/02/16-09/01/17 (39 weeks 23 hours)PSC Cumulative Amount Proposed: \$300,000PSC Cumulative Duration Proposed: 4 years 26 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period to verify the extent that streets and sidewalks meet the evaluation specifications which were established by the joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C. The services include, but are not limited to, evaluating ninety four commercial and ninety four random residential sidewalk cleanliness provided by the department's staff, producing annual report and presentation of the findings, and providing recommendations for improvements based on analysis of the findings.

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

The third party evaluator for DPW services is necessary as it offers an unbiased third party review that identifies and suggests improvements to deficient areas or services. Denial of services may result in failure to meet the requirements of Prop C.

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

Yes, through original PSC 4058-12/13 approved on 1/7/13.

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:

N/A - Request does not exceed 5 years

2. Reason(s) for the Request

A. Display all that apply

- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Explain the qualifying circumstances:

This service is only needed on a periodic basis and an unbiased third party review would assist the City to improve its maintenance practice and services.

B. Reason for the request for modification:

Request to extend PSC 4058-12/13 for nine months and increase by \$75,000.00 for a contractor to continue to conduct street and sidewalk evaluations.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Three years of survey expertise with inspections of streets and sidewalk cleanliness, organizing meetings, and preparing reports to meet the requirements of Prop C.
- B. Which, if any, civil service class(es) normally perform(s) this work? 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?

Not Applicable

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

- A. Explain why civil service classes are not applicable.
Funding level only provides 0.32 FTE annually; which does not justify the department creating an additional 0932 management position to perform the analysis independently. The report generation and evaluations are a scope of work that would be best suited for a part time, unbiased third-party with inspections expertise to be most effective. Their services and unbiased point of views will assist the department to improve in its maintenance practices and 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: No. Civil Service classifications already exist to perform some aspects of the work. Inspection staff are only needed on a temporary basis to assist in generating reports and advise management on how to improve practices and services. It would not be practical to create a new class for a part-time position unique to this type of inspection.

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.
Civil service class already exists. No training will be provided.
- 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, this mod is to extend PSC for current contract.

7. **Union Notification:** On 06/23/16, the Department notified the following employee organizations of this PSC/RFP request:
Municipal Executive Association;

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4058-12/13

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 07/05/2016



Edwin M. Lee, Mayor
Mohammed Nuru, Director



Gordon Choy, Division Manager

MEMORANDUM

April 15, 2013

TO: Citywide Personal Services Contract Coordinator
Department of Human Resources

FROM: Gordon Choy, PSC Coordinator
Department of Public Works (90) *Gordon Choy*

SUBJECT: Civil Service Commission PSC Modification Less than 50% of Approved Amount or Time

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

Following is the information about the PSC modification:

PSC No. 4058-12/13 Approved on: January 07, 2013

Description: Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period to verify the extent that streets and sidewalks meet the evaluation specifications which were established by the joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C. The services include, but are not limited to, evaluating ninety four commercial and ninety four random residential sidewalk cleanliness provided by the department's staff, producing annual report and presentation of the findings, and providing recommendations for improvements based on analysis of the findings.

Original Approved Amount	<u>\$225,000.00</u>	Original Approved Duration	<u>03/01/2013 - 03/01/2016</u>
Modification Amount:	<u>No Change</u>	Modification of Duration	<u>03/02/2016 - 12/1/2016</u>
Total Modified Amount:	<u>\$225,000.00</u>	Total Modified Duration:	<u>03/01/2013 - 12/1/2016</u>

Reason for the modification: To ensure the PSC duration is sufficient to cover the contract duration.

Attachment: Copy of Approved PSC Summary

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

Cc: Aaron Wu, Contract Manager
Tammy Wong, GSA Human Resources

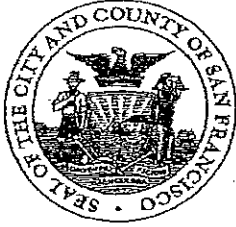
FOR DEPARTMENT OF HUMAN RESOURCES USE

DHR ACTION: Approved

Approval Date: 4/18/2013

By: *MC*
Micki Callahan, Human Resources Director





CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

January 10, 2013

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4055-12/13 THROUGH 4058-12/13; 4039-07/07; 3087-09/10 AND 2000-03/04.

At its meeting of January 7, 2013 the Civil Service Commission had for its consideration the above matter.

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

The Commission:

- 1) Adopted the report; Approved the requests for PSC #4057-12/13 on the condition that the General Services Agency submit a progress report on its staffing and vacancies to the Commission after six (6) months. Notified the Office of the Controller and the Office of Contract Administration.
- 2) Adopted the report; Approved the requests for PSC #4058-12/13 as amended to clarify why the work cannot be done in-house and to clarify that City employees will still be used to perform some of the needed work. Notified the Office of the Controller and the Office of Contract Administration.
- 3) Adopted the report; Approved the requests for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment

- c Cynthia Avakian, Airport Commission
- Jeanne Buick, Department of Human Resources
- Micki Callahan, Human Resources Director
- Cacina Carlos, Department of Public Works
- Gordon Cho, Department of Public Works
- Leorah Dang, Department of Human Resources
- Aleric Degraffried, Public Utilities Commission
- Jaci Fong, Office of Contract Administration
- Jacque Hale, Department of Public Health
- Deedra Jackson, Children, Youth & Families
- Shanica Jackson, Public Utilities Commission
- LaWan Jones, Public Utilities Commission
- Deborah Landis, Board of Supervisors
- Joan Lubamersky, General Services Agency
- Ben Rosenfield, Office of the Controller
- Commission File
- Chron

POSTING FOR
01/07/2013

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4055-12/13	23	Children, Youth & Families	Regular	\$2,100,000	Vendor provides summer meals to citywide summer programs (June-August), for approximately 10 weeks each summer. (The exact length of the program schedule varies slightly, as it is based on the San Francisco Unified School District's summer vacation schedule.)	6/1/2013 - 8/31/2015
4056-12/13	40	Public Utilities Commission	Regular	\$100,000	The SFPUC intends to award an agreement for \$100,000 with a Micro-Local Business Enterprise (MLBE) Structural Engineering firm on an as-needed basis to provide review of structural analysis and design, and/or assist in structural analysis and design of building projects.	1/1/2013 - 12/31/2017
4057-12/13	70	General Services Agency	Regular	\$1,500,000	The contractor will develop and implement an expanded employee outreach and education program on the City's labor laws. Primary activities include: community outreach, employee workshops and trainings, and counseling and referral services. The program will be conducted in as many languages as possible with an emphasis on immigrant and low-income communities.	2/1/2013 - 2/1/2016
4058-12/13	90	Public Works	Regular	\$725,000	Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period. The evaluations will take place at ninety four random commercial locations and ninety four random residential locations biannually. The evaluations shall be based on the twenty-one quantifiable standards listed in five different street and sidewalk categories which were established by the Joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C.	1/1/2013 - 3/1/2016

Total Amount - Regular \$3,925,000

Revised

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 10/30/2012 (Revised 1/28/2013)

DEPARTMENT NAME: PUBLIC WORKS DEPARTMENT NUMBER 90

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

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

TYPE OF SERVICE: Street and Sidewalk Evaluations

FUNDING SOURCE: General Fund

PSC AMOUNT: \$225,000 PSC DURATION: 03/01/2013 to 06/01/2016 *03/01/2016 /M*

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period to verify the extent that streets and sidewalks meet the evaluation specifications which were established by the joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C. The services include, but are not limited to, evaluating ninety four commercial and ninety four random residential sidewalk cleanliness provided by the department's staff, producing annual report and presentation of the findings, and providing recommendations for improvements based on analysis of the findings.

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

The third party evaluator for DPW services is necessary as it offers an unbiased third party review that identifies and suggests improvements to deficient areas or services. Denial of services may result in failure to meet the requirements of Prop C.

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

In 2007 this service was provided via a grant from the Mayor's Office of Housing or Office of Economic and Workforce Development to a non-profit grantee.

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

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

SF MEA
Union Name Signature of person mailing/faxing form Date

RFP sent to Union Name on Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# _____
STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Three years of survey expertise with inspections of streets and sidewalk cleanliness, organizing meetings, and preparing reports to meet the requirements of Prop C.

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

0932 Manager – Assistant Superintendent

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:

Funding level only provides 0.32 FTE annually, which does not justify the department creating an additional 0932 management position to perform the analysis independently. The report generation and evaluations are a scope of work that would be best suited for a part time, unbiased third-party with inspections expertise to be most effective. Their services and unbiased point of views will assist the department to improve in its maintenance practices and services.

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

No. Civil Service classifications already exist to perform some aspects of the work. Inspection staff are only needed on a temporary basis to assist in generating reports and advise management on how to improve practices and services. It would not be practical to create a new class for a part-time position unique to this type of inspection.

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

	Yes	No
A. Will the contractor directly supervise City and County employees?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employees? • Describe the training and indicate approximate number of hours. • Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained.	<input 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 personal services contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

Signature of Departmental Personal Services Contract Coordinator

Gordon Choy

(415) 554-6230

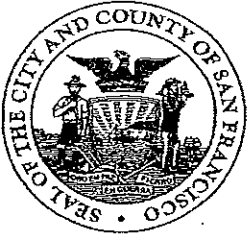
Print or Type Name

Telephone Number

875 Stevenson Street, Room 420

San Francisco, CA 94103

Address



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

January 10, 2013

NOTICE OF CIVIL SERVICE COMMISSION ACTION

KATE FAVETTI
PRESIDENT

SCOTT R. HELDFOND
VICE PRESIDENT

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4055-12/13 THROUGH 4058-12/13; 4039-07/07; 3087-09/10 AND 2000-03/04.

MARY Y. JUNG
COMMISSIONER

At its meeting of January 7, 2013 the Civil Service Commission had for its consideration the above matter.

E. DENNIS NORMANDY
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.*

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

The Commission:

- 1) Adopted the report; Approved the requests for PSC #4057-12/13 on the condition that the General Services Agency submit a progress report on its staffing and vacancies to the Commission after six (6) months. Notified the Office of the Controller and the Office of Contract Administration.
- 2) Adopted the report; Approved the requests for PSC #4058-12/13 as amended to clarify why the work cannot be done in-house and to clarify that City employees will still be used to perform some of the needed work. Notified the Office of the Controller and the Office of Contract Administration.
- 3) Adopted the report; Approved the requests for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment

c: Cynthia Avakian, Airport Commission
Jeanne Buick, Department of Human Resources
Micki Callahan, Human Resources Director
Carina Carlos, Department of Public Works
Gordon Choy, Department of Public Works
Leorah Dang, Department of Human Resources
Aleric Degrafinried, Public Utilities Commission
Jaci Fong, Office of Contract Administration
Jacquie Hale, Department of Public Health
Deedra Jackson, Children, Youth & Families
Shamica Jackson, Public Utilities Commission
LaWan Jones, Public Utilities Commission
Deborah Landis, Board of Supervisors
Joan Lubamersky, General Services Agency
Ben Rosenfield, Office of the Controller
Commission File
Chron

POSTING FOR
01/07/2013

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4055-12/13	23	Children, Youth & Families	Regular	\$2,100,000	Vendor provides summer meals to citywide summer programs (June-August), for approximately 10 weeks each summer. (The exact length of the program schedule varies slightly, as it is based on the San Francisco Unified School District's summer vacation schedule.)	6/1/2013 - 8/31/2015
4056-12/13	40	Public Utilities Commission	Regular	\$100,000	The SFPUC intends to award an agreement for \$100,000 with a Micro-Local Business Enterprise (LBE) Structural Engineering firm on an as-needed basis to provide review of structural analysis and design, and/or assist in structural analysis and design of building projects.	1/1/2013 - 2/31/2017
4057-12/13	70	General Services Agency	Regular	\$1,500,000	The contractor will develop and implement an expanded employee outreach and education program on the City's labor laws. Primary activities include: community outreach, employee workshops and trainings, and counseling and referral services. The program will be conducted in as many languages as possible with an emphasis on immigrant and low-income communities.	2/1/2013 - 2/1/2016
4058-12/13	90	Public Works	Regular	\$225,000	Consultant shall conduct three hundred and seventy-six street and sidewalk evaluations per year for a three year period. The evaluations will take place at ninety four random commercial locations and ninety four random residential locations biannually. The evaluations shall be based on the twenty-one quantifiable standards rated in five different street and sidewalk categories which were established by the joint efforts of the Controller's Office and the Department of Public Works as a result of Proposition C.	1/1/2013 - 3/1/2016

Total Amount - Regular: \$3,925,000

POSTING FOR
01/07/2013

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
4039-06/07	01	Board of Supervisors	Regular	\$0	\$325,000	Acquisition, development and customization of legislative tracking and reporting software for the Board of Supervisors. The Legistar system tracks the legislation of the City. It tracks legislative actions from agenda creation through final action. The Clerk of the Board staff use this software as part of their daily activities to create agendas, minutes, generate reports, and staff committee and board meetings. The public facing side of the system allows interested parties to search for meetings and legislation on the BOS website. The system is currently in use by the department.	10/1/2006 - 3/31/2013
3087-09/10	27	Airport Commission	Regular	\$30,000	\$380,000	As-needed background investigative services for safety-sensitive classifications at San Francisco International Airport (SFO) during the pre-employment hiring process. The Airport experienced highly than usual usage during the first two years of this contract necessitating the increase.	7/1/2010 - 6/30/2015
2009-03/04	81	Public Health	Regular	\$130,000,000	\$257,000,000	Contractor and partner agencies will work together to provide supportive housing services and direct access to housing services including property management services for chronically homeless adults, and individuals affected by HIV/AIDS in San Francisco. Contractor will be responsible for property management and/or support services at various multi-unit residential sites in targeted neighborhoods. This PSC reflects grant funds for Federal and State agencies and recent RFP terms. All services were approved through an RFP solicitation process of an approved Sole Source.	7/1/2004 - 6/30/2021

Sum of Modified Amounts: \$130,030,000

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # 35972 - 15/16)

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

Type of Service: Executive Search for Director of Communications Position at the SFPUC (CS-1060)

Funding Source: Operating Budget

PSC Original Approved Amount: \$37,000

PSC Original Approved Duration: 07/01/16 - 06/30/17 (52 weeks)

PSC Mod#1 Amount: \$500

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$99,000

PSC Mod#2 Duration: 07/01/17-02/28/18 (34 weeks 5 days)

PSC Cumulative Amount Proposed: \$136,500

PSC Cumulative Duration Proposed: 1 year 34 weeks

1. Description of Work

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

The work under this agreement is for recruitment to fill the Wastewater Enterprise Operations Manager position. The consultant is required to identify, recruit, and screen candidates; coordinate the selection process; conduct detailed reference checks; recommend candidates; coordinate salary negotiations; and facilitate the hiring process to assist the San Francisco Public Utilities Commission (SFPUC) in filling high level managerial positions. This modification is being requested in order to expand recruitment efforts to backfill high level managerial positions for the Water and Power Enterprises, and to complete a compensation survey that will allow the SFPUC to negotiate a contract for the General Manager position.

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

Securing consulting services is essential to ensure that the best candidate, with the skill-set needed to lead the communications division of the SFPUC is recruited for this critical position. Lack of top talent to fill this key position at the SFPUC can have devastating consequences as it can negatively impact the image and mission of the SFPUC.

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 is currently being provided via PSC No. 35972-15/16.

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:

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

Securing consulting services is essential to ensure that the best candidate, with the skill-set needed to lead the communications division of the SFPUC is recruited for this critical position. Lack of top talent to fill this key position at the SFPUC can have devastating consequences as it can negatively impact the image and mission of the SFPUC. The SFPUC as well as other city departments are not equipped to conduct the type of services being provided by the consultant. The consultant specializes in conducting executive searches to recruit top level individuals for key leadership positions in Public and Private sector agencies.

B. Reason for the request for modification:

This modification is being requested in order to expand recruitment efforts to backfill high level managerial positions for the Water and Power Enterprises, and to complete a compensation survey that will allow the SFPUC to negotiate a contract for the General Manager position.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Expertise in executive recruitments; have a good understanding of the political climate; strong relationships with top level government, nonprofit, and private sector executive; experience working with professional communications organizations; experience conducting nationwide executive searches; ability to invest resources needed to ensure a successful executive search.

B. Which, if any, civil service class(es) normally perform(s) this work? 1250, Recruiter;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the consultant will be using their own resources, tools and network to reach out to potential candidates on a nationwide basis.

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

The SFPUC does not have a position in class 1250 Recruiter. Additionally, the positions in this class do not possess the depth and breadth of experience that consultants provide in conducting executive searches for top level leadership positions. The consultants have a pre-established network of executive level candidate pools that a 1250 Recruiter would not necessarily have.

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: There is currently class 1250 Recruiter, which performs some of the duties identified by the consultant; however, positions in this class do not require the depth and breadth of experience that consultants provide in conducting executive searches for top level leadership positions.

6. Additional Information

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

No.

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

No training will be provided. The SFPUC as well as other city departments are not equipped to conduct the type of services being provided by the consultant. The consultant specializes in conducting executive searches to recruit top level individuals for key leadership positions in Public and Private sector agencies.

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.

The Hawkins Company

7. Union Notification: On 06/06/17, the Department notified the following employee organizations of this PSC/RFP request:

Professional & Tech Engrs, SFAPP; Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Architect & Engineers, Local 21;

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35972 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of SJackson@sfgwater.org
To: Jackson, Shamica; kgeneral@ifpte21.org; amakayan@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; DHR-PSCCoordinator_DHR
Subject: Receipt of Modification Request to PSC # 35972 - 15/16 - MODIFICATIONS
Date: Tuesday, June 06, 2017 11:55:08 AM

PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a modification request for a Personal Services Contract (PSC) for \$99,000 for services for the period July 1, 2017 -- February 28, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

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

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/7990>

Email sent to the following addresses: L21PSCReview@ifpte21.org
pkim@ifpte21.org
eerbach@ifpte21.org amakayan@ifpte21.org kgeneral@ifpte21.org

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUCType of Request: Initial Modification of an existing PSC (PSC # 35972 - 15/16)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Executive Search for Director of Communications Position at the SFPUC (CS-1060)Funding Source: Operating BudgetPSC Original Approved Amount: \$37,000PSC Original Approved Duration: 07/01/16 - 06/30/17
(52 weeks)PSC Mod#1 Amount: \$500PSC Mod#1 Duration: no duration addedPSC Cumulative Amount Proposed: \$37,500PSC Cumulative Duration Proposed: 52 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The Consultant will conduct a nationwide search to backfill the Director of Communications (0941 Level) position. The Director of Communications position is a critical and key position at the San Francisco Public Utilities Commission (SFPUC). Staff from the Consultant Company will meet with Executive Staff of the SFPUC to determine the core competencies, prepare a work plan with detailed timeline to conduct executive search and identify top notch candidates.

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

The Communications Director position is a key position at the SFPUC. Securing consulting services is essential to ensure that the best candidate, with the skill-set needed to lead the communications division of the SFPUC is recruited for this critical position. Lack of top talent to fill this key position at the SFPUC can have devastating consequences as it can negatively impact the image and mission of the SFPUC.

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 will be provided via PSC No.

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

A. Display all that apply

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

Explain the qualifying circumstances:

The Communications Director position is a key position at the SFPUC. Securing consulting services is essential to ensure that the best candidate, with the skill-set needed to lead the communications division of the SFPUC is recruited for this critical position. Lack of top talent to fill this key position at the SFPUC can have devastating consequences as it can negatively impact the image and mission of the SFPUC. The SFPUC as well as other city departments are not equipped to conduct the type of services being provided by the consultant. The consultant specializes in conducting executive searches to recruit top level individuals for key leadership positions in Public and Private sector agencies.

B. Reason for the request for modification:

To align the PSC amount with the Contract amount.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Expertise in executive recruitments; have a good understanding of the political climate; strong relationships with top level government, nonprofit, and private sector executive; experience working with professional communications organizations; experience conducting nationwide executive searches; ability to invest resources needed to ensure a successful executive search.

B. Which, if any, civil service class(es) normally perform(s) this work? 1250, Recruiter;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the consultant will be using their own resources, tools and network to reach out to potential candidates on a nationwide basis.

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

The SFPUC does not have a position in class 1250 Recruiter. Additionally, the positions in this class do not possess the depth and breadth of experience that consultants provide in conducting executive searches for top level leadership positions. The consultants have a pre-established network of executive level candidate pools that a 1250 Recruiter would not necessarily have.

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: There is currently class 1250 Recruiter, which performs some of the duties identified by the consultant; however, positions in this class do not require the depth and breadth of experience that consultants provide in conducting executive searches for top level leadership positions.

6. Additional Information

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

No.

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

No training will be provided. The SFPUC as well as other city departments are not equipped to conduct the type of services being provided by the consultant. The consultant specializes in conducting executive searches to recruit top level individuals for key leadership positions in Public and Private sector agencies.

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 08/17/16, the Department notified the following employee organizations of this PSC/RFP request:

Professional & Tech Engrs, SFAPP; Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Architect & Engineers, Local 21;

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35972 - 15/16

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 11/29/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUCDept. Code: PUCType of Request: Initial Modification of an existing PSC (PSC # _____)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Executive Search for Director of Communications Position at the SFPUC (CS-1060)Funding Source: Operating BudgetPSC Duration: 52 weeksPSC Amount: \$37,000**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The Consultant will conduct a nationwide search to backfill the Director of Communications (0941 Level) position. The Director of Communications position is a critical and key position at the San Francisco Public Utilities Commission (SFPUC). Staff from the Consultant Company will meet with Executive Staff of the SFPUC to determine the core competencies, prepare a work plan with detailed timeline to conduct executive search and identify top notch candidates.

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

The Communications Director position is a key position at the SFPUC. Securing consulting services is essential to ensure that the best candidate, with the skill-set needed to lead the communications division of the SFPUC is recruited for this critical position. Lack of top talent to fill this key position at the SFPUC can have devastating consequences as it can negatively impact the image and mission of the SFPUC.

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:

The Communications Director position is a key position at the SFPUC. Securing consulting services is essential to ensure that the best candidate, with the skill-set needed to lead the communications division of the SFPUC is recruited for this critical position. Lack of top talent to fill this key position at the SFPUC can have devastating consequences as it can negatively impact the image and mission of the SFPUC. The SFPUC as well as other city departments are not equipped to conduct the type of services being provided by the consultant. The consultant specializes in conducting executive searches to recruit top level individuals for key leadership positions in Public and Private sector agencies.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Expertise in executive recruitments; have a good understanding of the political climate; strong relationships with top level government, nonprofit, and private sector executive; experience working with professional communications organizations; experience conducting nationwide executive searches; ability to invest resources needed to ensure a successful executive search.

B. Which, if any, civil service class(es) normally perform(s) this work? 1250, Recruiter;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the consultant will be using their own resources, tools and network to reach out to potential candidates on a nationwide basis.

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

There is currently class 1250 Recruiter, which performs some of the duties identified by the consultant; however, positions in this class do not require the depth and breadth of experience that consultants provide in conducting executive searches for top level leadership positions.

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

A. Explain why civil service classes are not applicable.

The SFPUC does not have a position in class 1250 Recruiter. Additionally, the positions in this class do not possess the depth and breadth of experience that consultants provide in conducting executive searches for top level leadership positions. The consultants have a pre-established network of executive level candidate pools that a 1250 Recruiter would not necessarily have.

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. There is currently class 1250 Recruiter, which performs some of the duties identified by the consultant; however, positions in this class do not require the depth and breadth of experience that consultants provide in conducting executive searches for top level leadership positions.

6. Additional Information

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

- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No training will be provided. The SFPUC as well as other city departments are not equipped to conduct the type of services being provided by the consultant. The consultant specializes in conducting executive searches to recruit top level individuals for key leadership positions in Public and Private sector agencies.
- 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 06/09/2016, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21;
Professional & Tech Engrs, SFAPP

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# 35972 - 15/16

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 06/20/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # 4003 - 12/13)

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

Type of Service: HHWP Transmission Owner & Operator Business Processes (CS-246)

Funding Source: WECC/NERC Programmatic Funding

PSC Original Approved Amount: \$2,000,000

PSC Original Approved Duration: 07/02/12 - 06/30/17 (4 years 52 weeks)

PSC Mod#1 Amount: no amount added

PSC Mod#1 Duration: 06/30/17-06/30/18 (1 year)

PSC Mod#2 Amount: \$3,000,000

PSC Mod#2 Duration: 07/01/18-06/30/20 (2 years 1 day)

PSC Cumulative Amount Proposed: \$5,000,000

PSC Cumulative Duration Proposed: 8 years

1. Description of Work

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

Assist Hetch Hetchy Water and Power (HHWP) with all business processes and engineering studies required to support Transmission Owner (TO), Transmission Operator (TOP), Planning Authority (PA), Transmission Planner (TP) and/or other registrations as identified by the North American Electric Reliability Corporation (NERC) and the Western Electricity Coordinating Council (WECC).

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

Denial would lead to non-compliance or delay in registration as it relates to TO and TOP requirements and will result in financial penalties levied by WECC/NERC in the amount of \$10,000 to \$1,000,000 per day.

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 is currently being provided via PSC No. 4003-12/13.

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:

This PSC duration is over five years to assist Hetch Hetchy Water and Power (HHWP) with all business processes and engineering studies required to support Transmission Owner (TO), Transmission Operator (TOP), Planning Authority (PA), Transmission Planner (TP) and/or other registrations as identified by the North American Electric Reliability Corporation (NERC) and the Western Electricity Coordinating Council (WECC).

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

The necessary experience is not available within the SFPUC.

B. Reason for the request for modification:

This modification is being requested for \$3,000,000 and to extend the agreement term by two years in order to maintain access to regulatory support services.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Previous experience in performing transmission planning studies is California (short-term and long-term). Background in WECC/NERC regulatory requirements.

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

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

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

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 services classes are not applicable because this experience is not available within Infrastructure.

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 service classes already exist.

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.

Staff in the following classes and the subject matter expert at Hetch Hetchy Water & Power for Transmission Operator, Transmission Planner, and Planning Authority will be trained on registration requirements for WECC NERC regulatory compliance with the SFPUC. Approximately one-half of the contract will be used for this training. 5241: Engineer; 5212: Engineer/Architect Principal; 5211: Engineer/Architect/Landscape Architect Senior; 5207: Associate Engineer; 5602: Utility Specialist; 0942: Manager VII, Powerhouse trainer and NERC Compliance Manager, NERC

Compliance Officer; 7488: Power Generation Supervisor;7484: Senior Power Generation Technician;7482: Power Generation Technician II It is our intent that the training/studies/analysis will eventually be performed by classes 5241, 5211 and the 5207 and provides the remaining HHWP staff that implements the standards.

- 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.
Utility System Efficiencies, Inc. (CS-246)

7. **Union Notification:** On 06/07/17, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, 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@sfwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4003 - 12/13

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/17/2017

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of Slackson@sfgwater.org
To: [Jackson, Shamica](mailto:Jackson_Shamica); kgeneral@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; [Sanchez, Daniel](mailto:Sanchez_Daniel); DHR-PSCCoordinator, DHR
Subject: Receipt of Modification Request to PSC # 4003 - 12/13 - MODIFICATIONS
Date: Wednesday, June 07, 2017 12:03:53 PM

PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a modification request for a Personal Services Contract (PSC) for \$3,000,000 for services for the period July 1, 2018 – June 30, 2020. 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/7760>

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

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUCType of Request: Initial Modification of an existing PSC (PSC # 4003 - 12/13)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: HHWP Transmission Owner & Operator Business Processes (CS-246)Funding Source: WECC/NERC Programmatic FundingPSC Original Approved Amount: \$2,000,000 PSC Original Approved Duration: 07/02/12 - 06/30/17 (4 years 52 weeks)PSC Mod#1 Amount: no amount added PSC Mod#1 Duration: 06/30/17-06/30/18 (1 year)PSC Cumulative Amount Proposed: \$2,000,000 PSC Cumulative Duration Proposed: 5 years 52 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Assist Hetch Hetchy Water and Power (HHWP) with all business processes and engineering studies required to support Transmission Owner (TO), Transmission Operator (TOP), Planning Authority (PA), Transmission Planner (TP) and/or other registrations as identified by the North American Electric Reliability Corporation (NERC) and the Western Electricity Coordinating Council (WECC).

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

Denial would lead to non-compliance or delay in registration as it relates to TO and TOP requirements and will result in financial penalties levied by WECC/NERC in the amount of \$10,000 to \$1,000,000 per day.

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

This service is currently being provided via PSC No. 4003-12/13

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:

This PSC duration is over five years to assist Hetch Hetchy Water and Power (HHWP) with all business processes and engineering studies required to support Transmission Owner (TO), Transmission Operator (TOP), Planning Authority (PA), Transmission Planner (TP) and/or other registrations as identified by the North American Electric Reliability Corporation (NERC) and the Western Electricity Coordinating Council (WECC).

2. Reason(s) for the Request**A. Display all that apply**

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

Explain the qualifying circumstances:

The necessary experience is not available within the SFPUC.

B. Reason for the request for modification:

To align PSC duration with contract duration.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Previous experience in performing transmission planning studies is California (short-term and long-term). Background in WECC/NERC regulatory requirements.

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

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

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

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 services classes are not applicable because this experience is not available within Infrastructure.

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 service classes already exist.

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.

Staff in the following classes and the subject matter expert at Hetch Hetchy Water & Power for Transmission Operator, Transmission Planner, and Planning Authority will be trained on registration requirements for WECC NERC regulatory compliance with the SFPUC. Approximately one-half of the contract will be used for this training. 5241: Engineer; 5212: Engineer/Architect Principal; 5211: Engineer/Architect/Landscape Architect Senior; 5207: Associate Engineer; 5602: Utility Specialist; 0942: Manager VII, Powerhouse trainer and NERC Compliance Manager, NERC Compliance Officer; 7488: Power Generation Supervisor; 7484: Senior Power Generation Technician; 7482: Power Generation Technician II It is our intent that the training/studies/analysis

will eventually be performed by classes 5241, 5211 and the 5207 and provides the remaining HHWP staff that implements the standards.

- 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.
Utility System Efficiencies, Inc. (CS-246)

7. **Union Notification:** On 07/27/16, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, 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@sfwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4003 - 12/13

DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 08/12/2016



City and County of San Francisco

Civil Service Commission

July 02, 2012 Regular Meeting

MINUTES

Regular Meeting

July 2, 2012

2:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place

CALL TO ORDER

2:00 p.m.

ROLL CALL

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

President Kate Favetti presided.

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

None.

APPROVAL OF MINUTES

Regular Meeting of June 18, 2012

Action: Adopted. (Vote of 4 to 0)

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

The Human Resources Director questioned when Peace Officer appeals will be heard.

Sandra Eng, Acting Executive Officer explained the internal procedures for processing Peace Officer appeals are being reviewed by the City Attorney. The hearings will be in Closed Session unless the appellant submits a confidentiality waiver form. If other peace officers are mentioned in the appeal, they will also have the option to waive confidentiality. Otherwise, all of the appeals will be in Closed Session.

President Favetti requested that the City Attorney's opinion regarding Peace Officer hearings be redistributed to all concerned as a refresher.

EXECUTIVE OFFICER'S REPORT

0262-12-11

Report of Inspection Service Requested by the Commission regarding the Rating of Applicants and Establishment of the Eligible List for Class 1944 Materials Coordinator (Position-Based Testing) at the Department of Public Health (DPH) – San Francisco General Hospital (SFGH). (Item No. 6)

Speakers:

Luz Morganti, Civil Service Commission

John Kraus, Department of Human Resources

Action:


Accepted the report and amended to request that the Human Resources Director review the hiring process and the policy on verification and provide training within the departments.

(Vote of 4 to 0)

0263-12-8

Review of request for approval of proposed personal services contract.
(Item No. 7)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4000-12/13	Airport Commission	\$300,000	SFO requires a Contractor to provide services to install operating system upgrade and MDI Access Control System application upgrade new servers, database client licenses, and deploy the new system to production. This system provides SFO with its ID card access and alarm application, with several Airport security systems. The Access Control System contains proprietary software and hardware components custom designed by MDI. Support and parts for the MDI Access Control System is only available via authorized dealers who are required to have staff certified in the version of software they are supporting. This project will result in virtualizing the servers for the application, database and reporting. The Contractor will provide MDI support for the following: 1) Custom application programming logic; 2) Proprietary communication software components; 3) Proprietary software interfaces to the computer aided dispatch system; and 4) Custom database implementation.	Regular	06/30/17
4001-12/13	Public Health	\$65,000	This contract will provide access to a proprietary, web-based software application to enable DPH to maximize State reimbursement for DPH's administration of the Medi-Cal Administrative Activities (MAA) and Targeted Case Management (TCM) programs. In 2012-13 new State requirements will take effect which will expand the annual staff time surbey required by the State, to ensure as much administrative time as possible is claimed for reimbursement.	Regular	06/30/15
4002-12/13	Public Utilities Commission	\$1,500,000	Perform and assist Hetch Hetchy Water and Power (HHWP) with all business processes, design standards preparation and/or review of HHWP designs as they relate to Western Electricity Coordinating Council (WECC) and the North American Electric Reliability Corporation (NERC) power regulatory requirements CIP (critical infrastructure protection) and COM (communication) requirements.	Regular	06/30/17

<p>4003-12/13</p> 	<p>Public Utilities Commission</p>	<p>\$2,000,000</p>	<p>Assist Hetch Hetchy Water and Power (HHWP) with all business processes and engineering studies required to support Transmission Owner (TO), Transmission Operator (TOP), Planning Authority (PA), Transmission Planner (TP) and/or other registrations as identified by the North American Electric Reliability Corporation (NERC) and the Western Electricity Coordinating Council (WECC).</p>	<p>Regular</p>	<p>06/30/17</p>
<p>4130-08/09</p>	<p>Airport Commission</p>	<p>Increase Amount \$3,500,000 New Amount \$9,500,000</p>	<p>The International Strategic Marketing Alliance was established in 1998 to increase international flight activity to SFO. The Airport proposes to continue or re-establish the same or similar successful services by a newly established pool of overseas representation partners with on-the-ground representation in, but not limited to, Asia, Australia, Central and South America and Europe. These partners will promote the Airport and the City of San Francisco at international trade and tourism exhibitions worldwide, participate in joint trade missions with the Airport and the Mayor's Office, assist in international air route development, represent SFO in country developing promotion and advertising campaigns in language and specific to local cultures and trends, and provide market research and intelligence wherever possible.</p>	<p>Modification</p>	<p>06/30/17</p>
<p>4041-07/08</p>	<p>Public Utilities Commission</p>	<p>Increase Amount \$584,000 New Amount \$1,034,000</p>	<p>Preparation of a Habitat Conservation Plan (HCP) for the Alameda Watershed including permitting for maintenance of the new Diversion Dam Road Bridge. The Alameda Watershed HCP will provide coverage for SFPUC operations, including bridge maintenance, in the Sunol Valley region under the Federal and California Endangered Species Act (FESA and CESA). Without the HCP, some SFPUC operations (including bridge maintenance) that impact special status species could be restricted or prohibited and the SFPUC could be faced with significant penalties under the FESA and CESA. This modification will permit completion of the Alameda Watershed Habitat Conservation Plan (AWHCP), including preparing applications for regulatory permits/approvals, mitigating, monitoring and reporting on plans like the AWHCP, which includes additional bridge maintenance.</p>	<p>Modification</p>	<p>06/30/15</p>
			<p>Conduct hydrologic, geomorphic, biological and related river ecosystem science work on an as-</p>		

4064-08/09	Public Utilities Commission	<p>Increase Amount</p> <p>\$2,000,000</p> <p>New Amount</p> <p>\$3,500,000</p>	<p>needed basis. The work will be conducted in support of the Upper Tuolumne River Ecosystem Project and other related SFPUC river and stream ecosystem management efforts (CS-946). This modification of the Upper Tuolumne River Ecosystem Project will (1) satisfy existing instream flow commitments (2) implement the SFPUC Water Enterprise environmental stewardship policy on the Upper Tuolumne River, and (3) assist the U.S. National Park Service with development of the Tuolumne Wild and Scenic River Plan. Failure to approve this PSC will result in the SFPUC renegeing on existing commitments per Raker Act stipulations and SFPUC policy. This modification is necessary to continue technical support for (1) implementation of the SFPUC Water Enterprise environmental stewardship policy, (2) implementation of studies and monitoring required by the Water System Improvement Program Final Programmatic Environmental Impact Report, (3) implementation of updated O'Shaughnessy Dam instream flows, and (4) support for related efforts on Alameda, Pilarcitos, and San Mateo Creeks to plan, develop, and implement conditions of new or existing agreements related to instream flow needs.</p>	Modification	04/19/18
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Speakers:

Cynthia Avakian and Jeff Hoglind, Airport Commission and Donna Kotake, Department of Human Resources spoke on PSC #4130-08/09.

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)

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 8)

President Favetti requested a Special Meeting prior to the Regular Meeting of July 16, 2012, in order to follow up on the Executive Officer vacancy.

She also mentioned that staff should be making preparations for a Strategic Planning Meeting possibly in October.