



London Breed
Mayor

Carol Isen
Human Resources Director (Acting)

Date: October 30, 2020

To: The Honorable Civil Service Commission

Through: Carol Isen
Human Resources Director (Acting)

From: Amy Nuque, MTA
Bill Irwin / Daniel Kwon, PUC
Henry Gong/ Caroline Xu, SHF
Ian Hart, HRD
Jacquie Hale, DPH

Subject: **Personal Services Contracts Approval Request**

This report contains eight (8) 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 Fiscal Year 20/21 to date:

Total of this Report	YTD Expedited Approvals FY2020-2021	Total for FY2020-2021
\$58,801,628	\$47,685,448	\$782,950,803

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

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POSTING FOR

November 16, 2020

PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

Commission Hearing Date

[APPLY](#)

2020-11-16

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
49334 - 20/21	MUNICIPAL TRANSPORTATION AGENCY	\$600,000.00	<p>The proposed work includes the design, fabrication, and installation of a functional and modernized controller for the Cable Car barn turntable. The current controller features antiquated technology and is unable to automatically rotate and position the table as designed. The upgrade would also include the reinstatement of the traffic signal safety feature which would be interlocked with the operation and positioning of the turntable.</p> <p>Project Pull is a summer internship program established to provide professional guidance in a work experience setting within the City Agencies to motivate students to continue their education so</p>	November 17, 2020	December 31, 2022	REGULAR

46607 - 20/21	PUBLIC UTILITIES COMMISSION	\$4,000,000.00	they may seek employment opportunities in the public service sector or other highly disciplined career fields. Students selected from the program demonstrate an ability and interest in professional careers such as architecture, business, engineering, science, finance, IT and communication/marketing. Consultant will manage the program and advance funds for all students interns' and team leaders' salaries and program enrichment activities.	April 5, 2021	April 4, 2025	REGULAR
47893 - 20/21	SHERIFF	\$2,500,000.00	The Sheriff's Office is seeking an experienced Contractor to provide, install and maintain a turn- key incarcerated Person Tablet System at the San Francisco County Jail Facilities.	March 1, 2021	February 28, 2026	REGULAR
40976 - 20/21	HUMAN RESOURCES	\$8,000,000.00	Third party administration for Healthy Workers, a health insurance program. Healthy Workers members have access to medical services through Community Health Network. Medical services include: doctor visits, vision care, hospital and emergency room care, and mental health services.	October 1, 2020	June 30, 2025	REGULAR
			The San Francisco Sheriff's Office has made it a top priority to reduce recidivism and improve the outcomes of the incarcerated population			

		<p>and offering alternatives to incarceration while maintaining public safety. A key component of this effort is to provide effective pretrial programming with a continuum of pretrial supervision options. SFSO is seeking to contract with a provider experienced in providing such a continuum that upholds the presumption of innocence as outlined in federal law, while reducing incarceration and helping to maintain public safety. Components of this continuum will include:</p> <ul style="list-style-type: none"> • Probable Cause review • Pretrial Risk Assessment • Alternatives to Pretrial Incarceration with Levels of Supervision Matched to Risk • Pretrial Diversion for persons charged with misdemeanors • Group Facilitation • Affordable Care Act Enrollment Assistance 			
44812 - 20/21 SHERIFF	\$19,830,206.00		July 1, 2021	June 30, 2024	REGULAR

TOTAL AMOUNT \$34,930,206

CSV

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Posting For November 16, 2020

Proposed Modifications to Personal Services Contracts

Commission Hearing Date

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
4092 - 10/11 - MODIFICATIONS	November 16, 2020	PUBLIC UTILITIES COMMISSION -- PUC	\$3,871,422	\$7,871,422	Provide emergency technical support 24- hours a day, maintenance and remote monitoring of the Distributed Control System (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	02/01/2021	07/31/2023	REGULAR

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.

The contractor (s) will provide medical transportation services between medical facilities or a patient's home on an oncall basis.

Contractor(s) may transport ambulatory or non-ambulatory patients to and from medical facilities utilizing specialized

vehicles. The Contractor(s) must be available to provide services on an on call basis 24 hours a day seven days a week. Transportation services will include patient discharges from San Francisco General Hospital, Health Centers or Laguna Honda

4102-07/08 - MODIFICATIONS	November 16, 2020	PUBLIC HEALTH -- DPH	\$20,000,000	\$28,000,000	11/01/2020 06/30/2026	REGULAR
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						Hospital. In addition the contractor(s) may also transport voluntary 5150 (mental health) cases to appropriate psychiatric centers or provide the Department with Taxi vouchers or Taxi script for non-emergency transportation services.			
						The contractors will pick up and dispose of pharmaceutical and medical waste generated by Department of Public Health facilities (hospitals, clinics, satellite locations)			
44383 - 15/16 - MODIFICATIONS	November 16, 2020	PUBLIC HEALTH -- DPH	\$0	\$5,000,000			12/01/2020	12/31/2023	REGULAR

TOTAL AMOUNT \$23,871,422

Regular/Continuing/Annual Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA

Dept. Code: MTA

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

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

Type of Service: Specialized Turntable Engineering & Installation

Funding Source: General Funds and Operating Funds

PSC Duration: 2 years 6 weeks

PSC Amount: \$600,000

1. Description of Work

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

The proposed work includes the design, fabrication, and installation of a functional and modernized controller for the Cable Car barn turntable. The current controller features antiquated technology and is unable to automatically rotate and position the table as designed. The upgrade would also include the reinstatement of the traffic signal safety feature which would be interlocked with the operation and positioning of the turntable.

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

The Cable Car turntable serves all Cables Cars in the system. The replacement of the current controller furnished in the 1980's would improve Cable Car system reliability and safety. Because the turntable controller features antiquated technology, the Cable Car system is at risk of interruption or a cease to operations. Because the turntable is currently in a dysfunctional state and cannot be operated as intended, the best safety measures that come with operating the turntable as designed, that is driven by a motor with automatic positioning and traffic signal assistance, cannot be fulfilled. Denial would maintain unnecessary risk of system interruption or shutdown and suboptimal employee safety. Ideally, the controller replacement service is procured and work is completed during the current shutdown due to COVID-19 and before the Cable Car system returns to service in order to avoid an additional shutdown of the system.

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 barn turntable controller was designed, fabricated, and installed during the last 1982-84 Cable Car System Rehabilitation.

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 project work requires the services of a contractor experienced with the design, fabrication, installation, and training of the rail vehicle turntables. The work entails specialized engineering and installation of a modern turntable control system to replace the current antiquated and dysfunctional controller that was furnished in the 1980's.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Rail Vehicle Turntable Design, Fabrication, Installation, and Training. Controls Engineering. Electromechanical Engineering.

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

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. A new controller and related items will be designed, fabricated, and installed to replace the existing antiquated and dysfunctional controller.

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

City and County of San Francisco does not have qualified personnel to perform work needed for this project.

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 do not perform such specialized work as railway vehicle turntable controller design.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. The work is highly specialized and does not represent work that would be consistently performed on a daily basis, but rather represents project work to be performed very roughly once every 5-15 years.

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. Estimated 16 hours of training on the operation and maintenance of the turntable controller. Occupational type of employees expected to be trained are primarily Engineering, Supervision, Electric Transit Mechanics, and Electronic Maintenance Techs. Electronic Maintenance Tech – 7318 – Local 6 Full Engineer – 5241 – Local 21 Assistant Engineer – 5203 – Local 21 Wire Rope Mechanic – 7472 – Local 39 Wire Rope Mechanic Supervisor – 7286 – Local 39 Shop and Equipment Superintendent – 7126 – Local 1414

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

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

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

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

7. Union Notification: On 09/17/2020, 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: Amy NUQUE Phone: 415-646-2802 Email: amy.nuque@sfmta.com

Address: 1 S Van Ness Ave HR ELR, 6th Fl, 6029

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49334 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

Nuque, Amy

From: dhr-psccordinator@sfgov.org on behalf of amy.nuque@sfmta.com
Sent: Thursday, September 17, 2020 1:17 PM
To: Nuque, Amy; emathurin@cirseiu.org; abush@cirseiu.org; sbabaria@cirseiu.org; anthony@dc16.us; mlobre@sfpoa.org; tony@sfpoa.org; tracym@sfpoa.org; mleach@ibt856.org; rooferslocal40@gmail.com; sal@local16.org; Criss@SFMEA.com; Meyers, Julie (HSA); seichenberger@local39.org; Camaguey@SFMEA.com; ablood@cirseiu.org; kcartermartinez@cirseiu.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; sarah.wilson@seiu1021.org; kschumacher@ifpte21.org; kpage@ifpte21.org; tjenkins@uapd.com; eerbach@ifpte21.org; tmathews@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcillo, 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@sffdllocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmiallocal300.org; ramonliuna261@gmail.com; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org; 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; bart@dc16.us; david.canham@seiu1021.org; jtanner940@aol.com; Osha Ashworth; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu; speedy4864@aol.com; Christina@SFMEA.com; ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Nuque, Amy; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 49334 - 20/21

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

RECEIPT for Union Notification for PSC 49334 - 20/21 more than \$100k

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a request for a Personal Services Contract (PSC) 49334 - 20/21 for \$600,000 for Initial Request services for the period 11/17/2020 – 12/31/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/15527> 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: Project Pull Citywide Internship (PRO.0169)

Funding Source: Departmental Funds

PSC Duration: 4 years

PSC Amount: \$4,000,000

1. Description of Work

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

Project Pull is a summer internship program established to provide professional guidance in a work experience setting within the City Agencies to motivate students to continue their education so they may seek employment opportunities in the public service sector or other highly disciplined career fields. Students selected from the program demonstrate an ability and interest in professional careers such as architecture, business, engineering, science, finance, IT and communication/marketing. Consultant will manage the program and advance funds for all students interns' and team leaders' salaries and program enrichment activities.

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

This service is necessary to ensure that the program is administered efficiently with the essential goal of enriching the lives and providing opportunities to high school and college bound students. Denial of this service could result in the cancellation of the program which could affect the objective of this program which is to motivate students to strive for excellence, develop good working behaviors and complete their studies to enhance their future employment opportunities.

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 provided in the past with San Francisco Public Utilities Commission under PSC No. 47498-1415 (PRO.0029).

D. Will the contract(s) be renewed?

Yes.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
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 original contract PRO.0029 has reached its contract capacity, and therefore a new contract is necessary in order to continue the internship program.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Knowledge and expertise in the management of youth programs, mentoring for student, and managing funds such as payroll administration, program expenses and monthly invoices for minors hired for seasonal internship.

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?

None. This specialized service is an intermittent position for an eight (8) week summer program that requires a multi-disciplined organization to recruit students, evaluate their performance, provide mentoring match-ups, training workshops and enrichment activities and provide for advance funding for the program to pay student salaries and other program expenses.

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 specialized service is an intermittent position for an eight (8) week summer program that requires a multi-disciplined organization to recruit students, evaluate their performance, provide mentoring match-ups, training workshops and enrichment activities and provide for advance funding for the program to pay student salaries and other program expenses.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. It would not be practical to adopt a new civil service class because the program is seasonal and the scope of work is limited.

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.

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 10/13/2020, 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: Daniel Kwon Phone: 415-934-5722 Email: dkwon@sfwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46607 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

Kwon, Daniel

From: dhr-psccordinator@sfgov.org on behalf of dkwon@sfgwater.org
Sent: Tuesday, October 13, 2020 12:50 PM
To: Kwon, Daniel; jennifer.esteen@seiu1021.org; emathurin@cirseiu.org; abush@cirseiu.org; sbabaria@cirseiu.org; anthony@dc16.us; mlobre@sfpoa.org; tony@sfpoa.org; tracym@sfpoa.org; mleach@ibt856.org; rooferslocal40@gmail.com; sal@local16.org; Criss@SFMEA.com; Meyers, Julie (HSA); seichenberger@local39.org; Camaguey@SFMEA.com; ablood@cirseiu.org; kcartermartinez@cirseiu.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; sarah.wilson@seiu1021.org; kschumacher@ifpte21.org; kpage@ifpte21.org; tjenkins@uapd.com; eerbach@ifpte21.org; tmathews@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcillo, Kathy; 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; ramonliuna261@gmail.com; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org; 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; bart@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; Christina@SFMEA.com; ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Kwon, Daniel; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 46607 - 20/21

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This message is from outside the City email system. Do not open links or attachments from untrusted sources.

RECEIPT for Union Notification for PSC 46607 - 20/21 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 46607 - 20/21 for \$4,000,000 for Initial Request services for the period 04/05/2021 – 04/04/2025. 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/15634> 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

Additional Attachment(s)

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: Project Pull Citywide Internship (PRO.0029)

Funding Source: Departmental Funds

PSC Duration: 5 years 2 days

PSC Amount: \$2,500,000

1. Description of Work

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

Project Pull is a summer internship program established to provide professional guidance in a work experience setting within the City Agencies to motivate students to continue their education so they may seek employment opportunities in the public service sector or other highly disciplined career fields. Students selected from the program demonstrate an ability and interest in professional careers such as architecture, business, engineering and science. Consultant will manage the program and advance funds for all students interns' and team leaders' salaries and program enrichment activities.

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

This service is necessary to ensure that the program is administered efficiently with the essential goal of enriching the lives and providing opportunities to high school and college bound students. Denial of this service could result in the cancellation of the program which could affect the objective of this program which is to motivate students to strive for excellence, develop good working behaviors and complete their studies to enhance their future employment opportunities.

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 provided in the past by the Department of Public Works.

D. Will the contract(s) be renewed?

Yes.

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

This specialized service is an intermittent position for an eight (8) week summer program that requires a multi-disciplined organization to recruit students, evaluate their performance, provide mentoring match-ups, training workshops and enrichment activities and provide for advance funding for the program to pay student salaries and other program expenses.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Knowledge and expertise in the management of youth programs, mentoring for student, and managing funds such as payroll administration, program expenses and monthly invoices for minors hired for seasonal internship.
- 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?

None. This specialized service is an intermittent position for an eight (8) week summer program that requires a multi-disciplined organization to recruit students, evaluate their performance, provide mentoring match-ups, training workshops and enrichment activities and provide for advance funding for the program to pay student salaries and other program expenses.

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 specialized service is an intermittent position for an eight (8) week summer program that requires a multi-disciplined organization to recruit students, evaluate their performance, provide mentoring match-ups, training workshops and enrichment activities and provide for advance funding for the program to pay student salaries and other program expenses.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. It would not be practical to adopt a new civil service class because the program is seasonal and the scope of work is limited.

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.
- 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 03/11/2015, 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: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfgwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47498 - 14/15

DHR Analysis/Recommendation:

action date: 04/20/2015

Commission Approval Required

Approved by Civil Service Commission

04/20/2015 DHR Approved for 04/20/2015

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: SHERIFF -- SHF

Dept. Code: SHF

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

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

Type of Service: Incarcerated Tablet Program

Funding Source: General Fund

PSC Duration: 5 years

PSC Amount: \$2,500,000

1. Description of Work

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

The Sheriff's Office is seeking an experienced Contractor to provide, install and maintain a turn-key incarcerated Person Tablet System at the San Francisco County Jail Facilities.

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

In August 2020, the Sheriff's Office implemented "Free Calls" for incarcerated people, their families and friends. To ensure the incarcerated population receives equitable phone time, the Sheriff's Office has increase the number of telephone devices. Unfortunately, the Sheriff's Office facilities and infrastructure are very limited and have expanded the installation of phone devices to it's maximum limits. The current level of telephone devices cannot meet the increase in call volumes resulting from "Free Calls." In addition, COVID-19 greatly altered the communications between the incarcerated and their families. The Sheriff's Office had to discontinue In-Person Visits at the jails. Tablets are an option to increase the bandwidth for the population to make calls without being limited by the building's infrastructure. Implementing a Tablet Program will increase the frequency for the incarcerated to stay connected with their families and friends via phone calls and video visitation sessions. The Tablets will also provide valuable educational and legal resources for the incarcerated and allow the Sheriff's Office to transition a number of paper forms to electronic forms accessible on the Tablet. The consequences of denying a tablet program will be numerous, there will not be enough telephones to provide equitable communications for the population, the incarcerated will not be able to "see" their families and friends until COVID-19 has been eradicated. Inadequate communications has shown to increase recidivism and may impact the safety of the population and Sheriff's Office staff.

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

A Tablet Program would be a new technology for the Sheriff's Office.

D. Will the contract(s) be renewed?

The Contract performance will be reviewed after the initial three years to determine if the Sheriff's Office will exercise the two options to extend term for 1 year.

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.

Given the complexity of integrating a Tablet Program into the incarcerated people telephone and video visitation services, by entering into a 5 year agreement the Sheriff's Office would receive favorable financial proposals. The additional years would allow Proposers to amortize the large capital cost, required to implement table services, over a longer period of time.

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:

The Incarcerated Tablet Service must have extensive experience and knowledge with correctional tablet systems, correctional infrastructures, integrating the tablets with existing incarcerated phone and video visitation systems, and Federal Communication Commissions. Contractor must be able to install, operate and manage a turnkey incarcerated

tablet solution. The Contractor must provide a robust wireless infrastructure to ensure uninterrupted service throughout the County Jail Facilities. The Sheriff's Office does not have the internal resources, bandwidth and expertise to successfully and efficiently implement a tablet program to meet the needs of the incarcerated people.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The Incarcerated Tablet Service must have extensive experience and knowledge with correctional tablet systems, correctional infrastructures, integrating the tablets with existing incarcerated phone and video visitation systems, and Federal Communication Commissions. Contractor must be able to install, operate and manage a turnkey incarcerated tablet solution. The Contractor must provide a robust wireless infrastructure to ensure uninterrupted service throughout the County Jail Facilities.
- 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: The Contractor will provide the tablet devices and software as well as all required wiring to implement and support a turnkey tablet program.

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

Neither the Sheriff's Office or the City has the equipment, the expertise, and the technical expertise to implement an incarcerated tablet program for approximately 1,000 people.

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

- A. Explain why civil service classes are not applicable.
Civil service classes are not applicable as it accounts for just a fraction of the total service. The incarcerated tablet program requires not only specific knowledge of correctional communication system, the Tablet Program requires a large capital investments of tablets to meet the needs of the 1,000 incarcerated population.
- 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. Adopting a new Civil service class to perform this service is not practical as services will only account for a fraction of the total service. The incarcerated tablet program requires not only specific knowledge of correctional communication system, the Tablet Program requires a large capital investments of tablets to meet the needs of the 1,000 incarcerated population.

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. Contractor will provide initial and ongoing, user, administrative, and investigative tool training to the Sheriff's Office staff, including written training documentation and any other materials necessary for the proper and successful use of the Incarcerated Tablet Program.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
Yes. The Sheriff's Office awarded the incarcerated telephone system contract to GTL following a formal solicitation. GTL does have a tablet solution in their portfolio and are allow to submit a proposal in response to the solicitation.

7. **Union Notification:** On 09/21/2020, 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: Henry Gong Phone: 415-554-7241 Email: henry.gong@sfgov.org

Address: 1 Dr. Carlton B. Goodlett Place, Room 456 San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47893 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

Gong, Henry (SHF)

From: dhr-psccordinator@sfgov.org on behalf of henry.gong@sfgov.org
Sent: Monday, September 21, 2020 2:53 PM
To: Gong, Henry (SHF); emathurin@cirseiu.org; abush@cirseiu.org; sbabaria@cirseiu.org; anthony@dc16.us; mlobre@sfpoa.org; tony@sfpoa.org; tracym@sfpoa.org; mleach@ibt856.org; rooferslocal40@gmail.com; sal@local16.org; Criss@SFMEA.com; Meyers, Julie (HSA); seichenberger@local39.org; camaguey@sfmea.com (contact); ablood@cirseiu.org; kcartermartinez@cirseiu.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; sarah.wilson@seiu1021.org; kschumacher@ifpte21.org; kpage@ifpte21.org; tjenkins@uapd.com; eerbach@ifpte21.org; tmathews@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcillo, 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; ramonliuna261@gmail.com; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@SFMEA.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; bart@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; Christina@SFMEA.com; ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Gong, Henry (SHF); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 47893 - 20/21

RECEIPT for Union Notification for PSC 47893 - 20/21 more than \$100k

The SHERIFF -- SHF has submitted a request for a Personal Services Contract (PSC) 47893 - 20/21 for \$2,500,000 for Initial Request services for the period 03/01/2021 – 02/28/2026. 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/15535> 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)

APPENDIX A – Scope of Services

SECTION A - GENERAL CONDITIONS			
SUBSECTION 1 - INCARCERATED PERSON COMMUNICATIONS SOLUTION (IPCS) PROJECT SCOPE			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
1.001	IPCS Project Scope	City requires a turn-key Incarcerated Person Communications Solution (IPCS) which shall include, without limitation, incarcerated person telephone calls, visitation, onsite video visitation, and remote video visitation provided through the Contractor's Incarcerated Person Communications Solution (IPCS). Contractor shall install and operate all incarcerated person telephones, visitation telephones, video visitation devices, and related equipment. Contractor shall, without expense to City beyond a per-device lease cost, include all data circuits and wiring relative to the installation of the IPCS related hardware and software specifically identified herein, to enable incarcerated persons at the Facilities to complete, without limitation, free local, long distance and/or international calls, and video visits through the IPCS. The per-device lease cost is specified in Appendix A - Section I (Rates and Fees) .	
SUBSECTION 2 - INCARCERATED PERSON TELEPHONE SYSTEM (IPTS) REPORTING			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
2.001	IPTS Reporting	Reports for IPTS are due to City on or before the 20th day of the month following the traffic month.	
2.002	IPTS Reporting	Traffic detail reports shall include a detailed breakdown of all IPTS activity, including but not limited to all local, long distance, and international calls for each incarcerated person telephone at the Facilities:	
2.003	IPTS Reporting	Facility Name;	
2.004	IPTS Reporting	Facility Identification Number	
2.005	IPTS Reporting	Facility Address (Street, City, State and Zip);	
2.006	IPTS Reporting	Automatic Number Identifier;	
2.007	IPTS Reporting	Incarcerated Person Telephone Station Port/Identifier;	
2.008	IPTS Reporting	Incarcerated Person Telephone Location Name;	
2.009	IPTS Reporting	Local Calls, Minutes, (Per Incarcerated Person Telephone);	
2.010	IPTS Reporting	Intralata/Intrastate Calls, Minutes (Per Incarcerated Person Telephone);	
2.011	IPTS Reporting	Interlata/Intrastate Calls, Minutes (Per Incarcerated Person Telephone);	
2.012	IPTS Reporting	Intralata/Interstate Calls, Minutes (Per Incarcerated Person Telephone);	
2.013	IPTS Reporting	Interlata/Interstate Calls, Minutes (Per Incarcerated Person Telephone);	
2.014	IPTS Reporting	International Calls, Minutes (Per Incarcerated Person Telephone);	
2.015	IPTS Reporting	Total Calls, Minutes, (Per Incarcerated Person Telephone); and	
2.016	IPTS Reporting	Traffic Period and Dates.	
2.017	IPTS Reporting	Contractor shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic.	
2.018	IPTS Reporting	The daily raw CDRs shall contain all calls (both attempted and completed) which originate from the facility(s) for each day and each time of the day for the period said raw CDRs are requested. The raw CDRs shall contain the unedited data including all fields and all field content which is legally permitted to be released. The CDRs shall be accompanied with a complete file map and complete file legend. The raw CDRs shall include (without limitation) the following fields:	
2.019	IPTS Reporting	Facility Name;	
2.020	IPTS Reporting	Facility Identification Number;	
2.020	IPTS Reporting	From ANI;	
2.021	IPTS Reporting	To ANI;	
2.022	IPTS Reporting	Batch Number / ID;	
2.023	IPTS Reporting	From City;	
2.024	IPTS Reporting	From State;	
2.025	IPTS Reporting	To City;	
2.026	IPTS Reporting	To State;	
2.027	IPTS Reporting	Station Port/Identifier;	
2.028	IPTS Reporting	Phone Name or Location;	
2.029	IPTS Reporting	Incarcerated Person Name;	
2.030	IPTS Reporting	Incarcerated Person Identification Number;	
2.031	IPTS Reporting	Personal Identification Number;	
2.032	IPTS Reporting	Traffic Period;	
2.033	IPTS Reporting	Call Start (yymmdd; mmss);	
2.034	IPTS Reporting	Call End (yymmdd; mmss);	
2.035	IPTS Reporting	Seconds;	
2.036	IPTS Reporting	Call Type (e.g. local, etc.);	
2.037	IPTS Reporting	Bill Type (e.g. free);	
2.038	IPTS Reporting	Call Cost;	
2.039	IPTS Reporting	Tax;	
2.040	IPTS Reporting	Validation Result;	

2.041	IPTS Reporting	Termination Reason;	
2.042	IPTS Reporting	LIDB Status/Code; and	
2.043	IPTS Reporting	Completion/Accept Indicator.	
SUBSECTION 3 - VVS REPORTING			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
3.001	VVS Reporting	Reports for video visitation sessions are due to City on or before the 20th day of the month following the activity/session month.	
3.002	VVS Reporting	Contractor shall provide monthly video visitation detail records, in CSV format, which shall include a detailed breakdown of activity for all video visitation sessions, including but not limited to:	
3.012	VVS Reporting	Facility Name;	
3.013	VVS Reporting	Facility Identification Number/Site Identification Number;	
3.014	VVS Reporting	VVS Station Identifier;	
3.015	VVS Reporting	VVS Station Location Name;	
3.016	VVS Reporting	Onsite Video Visitation Sessions, Minutes (Per VVS Station);	
3.018	VVS Reporting	Remote Video Visitation Sessions, Minutes (Per VVS Station);	
3.020	VVS Reporting	Total Video Visitation Sessions, Minutes; and	
3.021	VVS Reporting	Traffic Period and Dates.	
3.022	VVS Reporting	Usage detail reports or reports not containing the required fields received by City after the date specified above are subject to liquidated damages as specified in Appendix A - Section I (Rates and Fees) .	
SUBSECTION 4 - PUBLIC PAY TELEPHONE SPECIFICATIONS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
4.001	Public Pay Telephones	Contractor shall furnish, install and maintain 2 public pay telephone(s) in the lobby for use by the general public. The public telephone(s) shall be furnished, installed and maintained by Contractor. Contractor shall configure the public pay telephones to allow free 5 minute Local and Extended-Local calls. All other calls may be processed as a Collect call at the expense of the called party. All reporting due to City for the public telephone(s) installed by Contractor shall follow the requirements specified in Appendix A - Section A, Subsection 2 (General Conditions) .	
SUBSECTION 5 - RATE REQUIREMENTS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
5.001	Rate Requirements	Contractor's IPTS shall identify all calls to U.S. Territories including but not limited to: Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Saipan/Mariana Islands as Interstate. Calls to all other countries shall be identified as International.	
SUBSECTION 6 - RECONCILIATION			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
6.001	Reconciliation	City, or its Designated Agent, shall have the right from the Effective Date of this Agreement and for a period of 2 years after the termination date of this Agreement, upon 10 business days' written notice, to fully reconcile or examine any and all of City information pertaining to this Agreement. City retains the right to have another independent Agency of City's exclusive choice, perform any or all reconciliations and examinations pertaining to this Agreement.	
6.002	Reconciliation	Contractor shall maintain accurate, complete and reconcilable records, in an electronic format, from which invoicing remitted to City can be reconciled and confirmed. The records shall include all CDRs, EMI billing files, miscellaneous fees/charges reports, and associated invoices during the term of this Agreement and for no less than 2 years after the term of this Agreement.	

SECTION B - USER BILLING AND PAYMENTS			
SUBSECTION 1 - CONTRACTOR RETENTION OF END-USER ACCOUNT INFORMATION			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
1.001	Contractor Retention of End-User Account Information	For the purpose of aiding in investigations the Contractor must retain IPCS account information pertaining to an end-user's account for a period of 2 years after the expiration/termination of the Agreement. The information shall include, but not be limited to, the end-user's billing name, address and telephone number.	
1.002	Contractor Retention of End-User Account Information	The City shall have access to such account information upon request, to the extent permissible by law.	

SECTION C - CUSTOMER SERVICE			
SUBSECTION 1 - MAINTENANCE			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
1.001	Maintenance	Contractor shall respond to repair requests from City by arriving at the site promptly after reasonable notice has been given on a 24-hours a day, 7-days a week, 365-days a year basis. In addition to unscheduled repair visits, the City requires a dedicated technician to perform weekly inspections for preventive maintenance repairs at each incarcerated person-occupied City site and scheduled at the City's discretion.	
1.002	Maintenance	Repairs or replacement of nonworking or damaged equipment or software shall be started by a qualified technician within 4 hours following notification of a service request or IPCS failure.	
1.003	Maintenance	Contractor must exhibit to City a best effort approach to the completion of the repairs or replacement during the first 24-hours following notification of a problem.	
1.004	Maintenance	City shall be notified of progress and/or delays in progress until the problems are resolved.	
1.005	Maintenance	Contractor shall notify City any time a technician will be dispatched to the Facilities and prior to the technician's arrival.	
1.006	Maintenance	Additionally, the City may cancel the Agreement with Contractor if Contractor has not cured a service problem within 10 days of Contractor receiving notice of the problem from the City, as stipulated in the Appendix A - Section I (Rates and Fees) .	
1.007	Maintenance	Each party shall report to the other party any misuse, destruction, damage, or vandalism. Contractor will assume liability for any and all such damages.	
1.008	Maintenance	All operation, maintenance and repair issues regarding the IPCS shall be reported by Contractor to City promptly.	
1.009	Maintenance	Contractor shall offer City any IPCS technology software upgrades as they become available. All IPCS upgrades shall be included for City within the lease cost.	

SECTION D - GENERAL INSTALLATION REQUIREMENTS			
SUBSECTION 1 - STANDARDS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
1.001	Standards	Incarcerated person communication services are to be provided and shall comply with all applicable Federal Communication and/or California regulations relating to incarcerated person communication services in correctional facilities.	
1.002	Standards	Contractor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, or state, county, or municipal government.	
SUBSECTION 2 - IMPLEMENTATION			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
2.001	Implementation	Contractor shall submit an implementation plan for all incarcerated person communications services, which shall include an installation schedule, for each Facility, including IPTS and VVS.	
2.002	Implementation	Initial installations for the IPTS must be completed within 30 days of the execution of the Agreement between City and Contractor. Initial installations for the VVS must be completed within 120 days of the execution of the Agreement between City and Contractor. Implementation plan(s) will become a part of the Agreement and must be followed.	
SUBSECTION 3 - TRANSITION REQUIREMENTS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
3.001	Transition Requirements	Contractor shall provide documentation and progress reports. Within seven days of Agreement execution Contractor shall establish a transition work group and shall begin convening within weekly meetings. The transition work group is comprised of the Sheriff's Department SBBS, IPTSS, Custody Staff, and Compliance Monitor. Contractor shall provide detailed agendas and summary meeting minutes and establish schedules/timelines, milestones, equipment lists, progress reports and responsibility assignments.	
3.002	Transition Requirements	Contractor shall cooperate fully and in a timely fashion to provide reports, summaries, reconciliation support, and adjustments to system parameters as required for a seamless transition. Upon request by the City, Contractor shall attend meetings and provide access to decision making personnel at any/all times.	
3.003	Transition Requirements	Upon expiration, termination, or cancellation of the Agreement, Contractor shall accept the direction of the City to ensure all incarcerated person communication services are smoothly transitioned. At a minimum, the following shall apply:	

3.004	Transition Requirements	Contractor shall discontinue providing service or accepting new assignments under the terms of the Agreement on the date specified by City. Contractor agrees to continue providing all services in accordance with the terms and conditions, requirements, and specifications of the Agreement for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Agreement.	
3.005	Transition Requirements	Contractor agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of wiring/cabling associated with all incarcerated person communication services.	
SUBSECTION 4 - GENERAL INSTALLATION REQUIREMENTS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
4.001	General Installation Requirements	The per-device-lease cost for City shall include all incarcerated person communication services related costs as outlined in Appendix A - Section I (Rates and Fees) .	
4.002	General Installation Requirements	Contractor shall install the quantity of incarcerated person telephones, visitation telephones, and video visitation stations specified in Appendix A - Section H (Facility Specifications) .	
4.003	General Installation Requirements	Contractor shall install a separate, dedicated network to accommodate all incarcerated person communication services. Contractor's incarcerated person communication services shall not be configured to reside on or use the City's network.	
4.004	General Installation Requirements	Contractor shall install/mount all incarcerated person communication services equipment in accordance with the City's requirements.	
4.005	General Installation Requirements	Use of existing conduit, raceways, cable, wiring, switches, circuits, and terminals within the Facilities is at the risk of Contractor. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Agreement by Contractor becomes the City's property upon termination and/or expiration of the Agreement.	
4.006	General Installation Requirements	Contractor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable wiring standards for commercial buildings and must be approved by the City's Bureau of Building Services (SBBS).	
4.007	General Installation Requirements	Contractor shall be responsible for installing all new wiring, cabling and network circuits at no cost to City to support the provision of the outlined incarcerated person communication services. Contractor agrees that if any material changes are required beyond that which is stipulated in the Contractor's per-device-lease cost for City for the initial installation, Contractor will submit a price or lease quote for additional work to be performed, seeking prior approval from City.	
4.008	General Installation Requirements	Contractor agrees to obtain the City's written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities. This includes existing, newly constructed and/or expanded Facilities.	
4.010	General Installation Requirements	The Contractor shall inform City of any plan to alter existing infrastructure. All alterations to the existing structure will require planning and approval by City. Planning and approval by City shall precede work within the confines of the older structures of CJ#1 and #2 (425 7th Street and at 850 Bryant Street) where asbestos containing material is known to exist and elsewhere as appropriate. Routing shall take into consideration such hazards.	
4.011	General Installation Requirements	HAZMAT: Existing hazardous material reports will be disclosed and City shall be responsible to abate Contractor's pre-approved proposed work. Contractor operations shall take into account reasonable time to complete abatement work. Upon finding potentially hazardous material, work shall be suspended. Work will resume only after a resolution has been reviewed and approved by City.	
4.012	General Installation Requirements	Contractor is responsible for all other non-hazardous material work coordination. This may include but not limited to UDS (subsurface/ underground detection i.e. Ferro scan, x-ray, tracing etc.), and pathway planning and installation including coring, structural /non-structural repairs or patching as approved by licensed professionals and/or City as applicable.	
4.013	General Installation Requirements	Contractor shall provide, install, maintain, replace and upgrade adequate surge and lightning protection equipment to protect all lines, circuits and equipment used for the incarcerated person communication services.	
4.014	General Installation Requirements	Contractor shall provide, install, maintain, replace and upgrade an Uninterruptible Power Supply (UPS) back-up power for the incarcerated person communication services to ensure there is no loss of call processing and data storage in the event of a power failure.	
4.015	General Installation Requirements	A separate power supply shall not be required for the incarcerated person communication services equipment. A power source will be made available by City for the incarcerated person communication services.	

4.016	General Installation Requirements	Installation of all cabling, telephones, VVS, and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by City.	
4.017	General Installation Requirements	Contractor shall install, repair, and maintain all Contractor-provided equipment, including but not limited to, any wiring or cable work required from the demarcation throughout the Facilities. All Contractor-provided equipment, installation, maintenance, repair costs, and all costs or losses due to vandalism shall be the total responsibility of Contractor.	
4.018	General Installation Requirements	Contractor shall clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by the City, no equipment, inventory or spare parts shall be stored by Contractor at the Facilities unless approved by City and as space allows.	
4.019	General Installation Requirements	Contractor shall correct any damage to the City's property caused by maintenance or installation associated with the incarcerated person communication services, including repairs to walls and ceilings.	
4.020	General Installation Requirements	Contractor shall provide written documentation indicating that all circuits and network have been tested and all cables, pairs, fiber strands, and blocks are legibly marked after the completion of each installation associated with the incarcerated person communication services.	
SUBSECTION 5 - SECURITY			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
5.001	Security	All Contractor employees shall obtain, at Contractor's cost, the appropriate personnel background security clearance prior to arrival at the Facilities.	
5.002	Security	All Contractor employees will comply with City's policies and procedures.	
5.003	Security	All installation, service, maintenance and repair of Contractor telephones shall be performed in strict compliance with City's Jail Clearance Policy.	
5.004	Security	Operating Environment: Contractor will be working within a public correctional environment. The authority of City shall be followed at all times. All material placement, practices, installations, troubleshooting, investigations and solutions shall be conducted in a behavior mindful of the environment. If any Contractor employee is found to be in violation of the expected conduct code, provided to the awarded Contractor during City Contractor Orientation, then City will issue a formal communication to the Agreement that immediate action must be taken to remove the offender. City has the right to remove jail access clearance of any individual. Contractor is solely responsible to provide qualified alternates for positions that are vacant.	
5.005	Security	City security requirements shall apply to all maintenance series, including but not limited to the provision of cut-off switches for incarcerated person communication services at mutually agreed upon locations. All lines shall have individual cut-off switch banks and a group switch remotely operated by City at designated control stations. A demarcation line will be established. Such remote switches shall have programmable automatic operation as requested by City. City is to approve this system before integration into the overall incarcerated person communications system. Contractor shall provide labels designating phone and VVS locations.	
5.006	Security	Entry to the Facilities is subject to the approval of City.	
SUBSECTION 6 - TRAINING			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
6.001	Training	Contractor shall provide onsite training for each incarcerated person communication service to the City's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to the City. Training manuals shall be provided to the City's staff at all training meetings and will become the property of the City. At City's request, Contractor shall provide a downloadable version of all user manuals and training materials.	
6.002	Training	When requested by the City, informational pamphlets shall be available to incarcerated persons and end-users and shall describe the applicable features and functionalities of each incarcerated person communication service.	
6.003	Training	Contractor will also provide full documentation for all incarcerated person communication services features and documentation for any and all added technology features that resulted from the Contractor's RFP response and subsequent Agreement.	
6.004	Training	At City's request Contractor shall provide informational posters and pamphlets for incarcerated person or visitor spaces to explain and promote the incarcerated person communication services. Posters and pamphlets shall be provided to the City at no cost.	

SUBSECTION 7 - UPGRADES AND PERFORMANCE PROCESS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
7.001	Upgrades and Performance Process	Contractor shall provide the City with written notice, including detailed information, of any new incarcerated person communications service software upgrades or additional features to be added to either system, within 30 days of the introduction of the new software or features into the industry.	
7.002	Upgrades and Performance Process	Contractor shall provide the City with incarcerated person communication services software upgrades as they become available. All upgrades must be within 1 release of the newest operating system and at no additional cost to City. Upgrades for the IPTS and VVS shall be included in Contractor's per-device-lease cost to City.	
7.003	Upgrades and Performance Process	Contractor shall adhere to the following performance process when upgrading the IPTS or VVS equipment, or performing any changes at the Facilities. Any deviation from this process may result in liquidated damages as described in Appendix A - Section I. (Rates and Fees) .	
7.004	Upgrades and Performance Process	Contractor shall perform extensive testing on all system changes or upgrades to any of the incarcerated person communication services, prior to introducing them to the City. At a minimum, this shall include the following:	
7.005	Upgrades and Performance Process	Circuit/network testing;	
7.006	Upgrades and Performance Process	Configuration / setting preservation testing;	
7.007	Upgrades and Performance Process	IPTS: call processing and international calling;	
7.008	Upgrades and Performance Process	VVS: video visitation processing and scheduling;	
7.009	Upgrades and Performance Process	Access to all incarcerated person communication service user applications.	
7.010	Upgrades and Performance Process	Contractor shall provide the City with written details regarding any change to voice prompts, dialing or processes impacting incarcerated persons and end-users/visitors.	
7.011	Upgrades and Performance Process	Contractor shall receive written permission from the City before scheduling or proceeding with any functionality changes to the incarcerated person communication services at the Facilities, especially if the changes will cause an interruption in service.	
7.012	Upgrades and Performance Process	City, at its option, shall have a minimum of 2 weeks to notify incarcerated persons at the Facilities of any incarcerated person communication services changes that affect the incarcerated persons or end-users/visitors.	
7.013	Upgrades and Performance Process	Contractor shall work with the Facilities to schedule all changes and/or upgrades during a time when the incarcerated person communication services are not being used regularly by the incarcerated persons. Contractor shall coordinate a convenient time and day with the City to implement the changes or upgrades to avoid an interruption in service.	
7.014	Upgrades and Performance Process	Contractor shall coordinate the presence of the dedicated technician at the Facilities on the day of implementation to perform test calls and video visits to ensure all incarcerated person communication services are functioning properly.	

SECTION E - IPTS REQUIREMENTS			
SUBSECTION 1 - IPTS SPECIFIC INSTALLATION REQUIREMENTS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
1.001	IPTS Installation Requirements	All telephone equipment provided shall be fully operational at the time of the initial installation.	
1.002	IPTS Installation Requirements	The telephone sets shall be suitable for a correctional environment, stainless steel, sturdy, non-coin, vandal and tamper resistant; the cord length for the incarcerated person and visitation telephones is specified in Appendix A - Section H (Facility Specifications) .	
1.003	IPTS Installation Requirements	All telephone equipment shall be powered by the telephone line, not require an additional power source.	
1.004	IPTS Installation Requirements	The telephones must not contain any exterior removable parts.	
1.005	IPTS Installation Requirements	All telephone sets shall include volume control.	
1.006	IPTS Installation Requirements	All telephone sets shall use security torx screws (tamper resistant with a 6-point star-shaped screw head) as the installation standard. Caulking must be pick resistant. Anchors must be heavy duty. Installation must be concealed.	
1.007	IPTS Installation Requirements	All telephone sets shall use maximum security installation to prevent the concealment and passage of contraband.	

1.008	IPTS Installation Requirements	All telephone sets use suicide resistant components (products made specifically to reduce the incident of suicide) in holding cells, sobering cells or as directed by City and/or the State Authority having jurisdiction - the Board of State and Community Corrections. Sobering cells are to have telephones that are hands free and flush to the wall. All incarcerated person jail telephones in high risk areas are to have cords no longer than 8 inches.	
1.009	IPTS Installation Requirements	Contractor shall place placards containing dialing instructions in English, Spanish, Cantonese and Braille on each telephone. Placards shall be replaced each time an incarcerated person telephone set is replaced.	
1.010	IPTS Installation Requirements	Should the City require additional telephones at currently populated Facilities or an expansion of the telephones to newly constructed and/or newly populated Facilities, Contractor shall provide additional telephones, and monitoring and recording equipment (as needed) upon 30 days request and at no additional cost to City. The additionally provided telephones shall incur the same per-device-lease cost per month as detailed in Appendix A - Section I (Rates and Fees) . If the Contractor fails to provide and install the additional telephones and/or monitoring and recording equipment within 30 days the Contractor may be liable for liquidated damages as described in Appendix A - Section I. (Rates and Fees) .	
1.011	IPTS Installation Requirements	If the installation of the additional telephones (incarcerated person and visitation) is not completed within 30 days, Contractor may incur liquidated damages as described in Appendix A - Section I (Rates and Fees) .	
SUBSECTION 2 - IPTS AND USER APPLICATION SPECIFICATIONS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
2.001	IPTS and User Application Specifications	The IPTS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling and visitation sessions.	
2.002	IPTS and User Application Specifications	The IPTS shall be configured to process both free and speed dialed calls.	
2.003	IPTS and User Application Specifications	At City's request, Contractor shall provide a report documenting the completion ratio on a monthly basis or other frequency designated by City.	
2.004	IPTS and User Application Specifications	The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. Contractor shall accept City's reasonable decision regarding whether the reception quality is acceptable.	
2.005	IPTS and User Application Specifications	Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation ("positive acceptance"). Voice recognition is not an acceptable method for positive acceptance.	
2.006	IPTS and User Application Specifications	The IPTS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, voicemail, cellular telephones, ring-back tones, chain dialing.	
2.007	IPTS and User Application Specifications	The IPTS shall be configured to monitor the switch hook on the telephone sets. If the switch hook is pushed down or moved from its idle position, the call must be disconnected immediately and the call prompts must come on to prevent unauthorized dialing. Contractor must assume all responsibility for unauthorized dialing occurring as a result of the IPTS failing to meet this requirement.	
2.008	IPTS and User Application Specifications	With each call, the IPTS must provide an automated message, customized to the City's specifications, to advise the called party that:	
2.009	IPTS and User Application Specifications	The call is coming from a correctional facility.	
2.010	IPTS and User Application Specifications	The call is coming from a specific incarcerated person.	
2.011	IPTS and User Application Specifications	The call may be monitored and recorded, or	
2.012	IPTS and User Application Specifications	The call is private and not being monitored and recorded.	
2.013	IPTS and User Application Specifications	The IPTS shall be able to accommodate any of the following options for recording and playback of an incarcerated person's name to the called party:	
2.014	IPTS and User Application Specifications	The incarcerated person may record a name each time a call is placed. City requires no more than 2 seconds be allowed for the incarcerated person to record a name; this setting shall be configurable in the IPTS;	
2.015	IPTS and User Application Specifications	The incarcerated person may record a name only once (with the first call attempted); the recorded name will be stored in the IPTS and shall be played back with all subsequent call attempts. City requires no more than 2 seconds be allowed for the incarcerated person to record a name; this setting shall be configurable in the IPTS; or	

2.016	IPTS and User Application Specifications	No name is recorded. If City selects this option, the announcement to the called party should not include silence or an interruption where the name recording would normally be included.	
2.017	IPTS and User Application Specifications	For calls that are not completed, the IPTS shall play a recorded message to the incarcerated person detailing why the call was not completed.	
2.018	IPTS and User Application Specifications	Following the dialing sequence, Contractor shall indicate whether the IPTS can be configured to either:	
2.019	IPTS and User Application Specifications	Allow incarcerated persons to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up); or	
2.020	IPTS and User Application Specifications	Place the incarcerated person on-hold and not permit the incarcerated person to hear the call progress.	
2.021	IPTS and User Application Specifications	In no event shall the incarcerated person be allowed to communicate with the called party until the call is positively accepted.	
2.022	IPTS and User Application Specifications	The IPTS user application shall allow the following search criteria and filters (without limitation) to be applied to the CDR queries. Contractor shall indicate any of the search criteria which are not currently available:	
2.023	IPTS and User Application Specifications	Incarcerated Person Name (First, Last);	
2.024	IPTS and User Application Specifications	Incarcerated Person Personal Identification Number;	
2.025	IPTS and User Application Specifications	Record Identifier;	
2.026	IPTS and User Application Specifications	Date Range (Start Date/Time and End Date/Tim);	
2.027	IPTS and User Application Specifications	Facility;	
2.028	IPTS and User Application Specifications	Called Number;	
2.029	IPTS and User Application Specifications	Originating Number;	
2.030	IPTS and User Application Specifications	Station Name;	
2.031	IPTS and User Application Specifications	Call Type;	
2.032	IPTS and User Application Specifications	Bill Type;	
2.033	IPTS and User Application Specifications	Duration;	
2.034	IPTS and User Application Specifications	Call Amount;	
2.035	IPTS and User Application Specifications	Flagged Calls;	
2.036	IPTS and User Application Specifications	Monitored Calls;	
2.037	IPTS and User Application Specifications	Recording Type;	
2.038	IPTS and User Application Specifications	Completion Type;	
2.039	IPTS and User Application Specifications	Termination Type;	
2.040	IPTS and User Application Specifications	Validation Result;	
2.041	IPTS and User Application Specifications	Phone Group(s);	
2.042	IPTS and User Application Specifications	Visitation Phone(s); and	
2.043	IPTS and User Application Specifications	Custom Search.	

2.044	IPTS and User Application Specifications	The IPTS user application shall allow CDR query results to be exported in a format selected by City (.csv, PDF, Microsoft Excel 2016 or greater).	
2.045	IPTS and User Application Specifications	At a minimum, the IPTS user application shall be equipped to generate the following standard reports in addition to the CDRs:	
2.046	IPTS and User Application Specifications	Call Statistics by Date Range;	
2.047	IPTS and User Application Specifications	Frequently Called Numbers;	
2.048	IPTS and User Application Specifications	Frequently Used Personal Identification Numbers;	
2.049	IPTS and User Application Specifications	Commonly Called Number;	
2.050	IPTS and User Application Specifications	Call Detail Report;	
2.051	IPTS and User Application Specifications	Facility Totals and Statistics;	
2.052	IPTS and User Application Specifications	Called Party/Number Accepting Report;	
2.053	IPTS and User Application Specifications	Fraud/Velocity Report;	
2.054	IPTS and User Application Specifications	Total Calls;	
2.055	IPTS and User Application Specifications	Personal Allowable Numbers (PAN) Report;	
2.056	IPTS and User Application Specifications	Phone Usage;	
2.057	IPTS and User Application Specifications	Reverse Look-Up;	
2.058	IPTS and User Application Specifications	User Audit Trail ; and	
2.059	IPTS and User Application Specifications	The IPTS user application shall allow City to export the reports in a format selected by City (.csv, PDF, Microsoft Excel 2016 or greater).	
2.060	IPTS and User Application Specifications	The IPTS shall have the capability to customize reports in a form mutually agreed upon by City and Contractor.	
2.061	IPTS and User Application Specifications	Contractor's IPTS user application shall at a minimum allow:	
2.062	IPTS and User Application Specifications	Report generation to include the reports listed above;	
2.063	IPTS and User Application Specifications	The creation, modification and deactivation of user accounts;	
2.064	IPTS and User Application Specifications	The creation, modification and deactivation of incarcerated person accounts;	
2.065	IPTS and User Application Specifications	The creation and modification of telephone numbers in the IPTS including entry of free and privileged telephone numbers without the assistance of Contractor;	
2.066	IPTS and User Application Specifications	Locating and accessing a specific recording by utilizing a unique recording/call identifier;	
2.067	IPTS and User Application Specifications	Block/unblock telephone numbers without the assistance of Contractor;	
2.068	IPTS and User Application Specifications	Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted Personal Identification Number, or a call made from a restricted telephone.	
2.069	IPTS and User Application Specifications	Program a specific speed dial code to selected telephone numbers as determined by City and at no cost to City and without the assistance of Contractor; and	
2.070	IPTS and User Application Specifications	Query the CDRs for incarcerated person activities and calling patterns, including the provision of reverse look-up at no cost to City. The reverse look-up feature shall include, at a minimum, the end-user's name and billing address for all collect and pre-paid calls.	
2.071	IPTS and User Application Specifications	The IPTS shall have the capability to allow City to create, view and track service tickets associated with the IPTS or Facilities.	
2.072	IPTS and User Application Specifications	Contractor shall ensure continuous diagnostics and supervision for call processing and call recording. Contractor shall be capable of performing remote diagnostics to the IPTS to determine if a problem exists with the telephone, station port, channel, line.	
2.073	IPTS and User Application Specifications	Contractor shall promptly notify City in writing of any local and or long distance telephone service carrier and or provider involved in the provision of telephone service at the City Facilities. Contractor shall also notify City of any rules, regulations and or practices employed by such carriers or providers that will have any effect on the options, and or features of the IPTS.	

2.074	IPTS and User Application Specifications	If the City finds that any rule, regulation and or practice of any of Contractor's carriers or providers interferes with or negatively impacts any aspect of the service, options, and or features of the Contractor's IPTS, the City may demand and Contractor agrees to comply with cessation of violation of such rule, regulation and or practice, either by said carrier or provider or by a change of carrier and/or provider.	
2.075	IPTS and User Application Specifications	The IPTS shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (TDD) and Video Relay Services (VRS) and meet these requirements:	
2.076	IPTS and User Application Specifications	Contractor shall provide the number of TDD telephones and ports and VRS units specified in Appendix A - Section H (Facility Specifications) ; and	
2.077	IPTS and User Application Specifications	TDD telephones and VRS shall be able to work with the IPTS at the Facilities.	
2.076	IPTS and User Application Specifications	Contractor shall provide commissary ordering via the IPTS. The current commissary provider for City is Keefe; commissary ordering via the IPTS shall allow incarcerated persons access to the commissary menu IPTS via speed dial, capability to build/schedule orders, edit orders, cancel orders and review orders prior to submission to the commissary provider.	
2.077	IPTS and User Application Specifications	The IPTS shall be able to accommodate pro-bono calls to consulates for all countries which may be required for ICE detainees. This option, when requested by City, shall be provided at no cost to City. Contractor shall accept City's direction for how pro bono calling services are configured via the IPTS.	
2.078	IPTS and User Application Specifications	Contractor shall be able to establish an informant line, to allow anonymous submission of information, at no cost to City. Calls to the informant line shall be free and shall be routed via the IPTS to a destination designated by City. Contractor shall accept City's direction for how the informant line is configured through the IPTS.	
2.079	IPTS and User Application Specifications	Contractor shall work with City to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. At a minimum, Contractor shall:	
2.080	IPTS and User Application Specifications	Route free calls via the IPTS to a destination provided and designated by City which may be the same as that used for the City informant line.	
2.081	IPTS and User Application Specifications	At no cost to City, provide a telephone line to City dedicated for PREA calls to which the calls will be routed as free.	
2.082	IPTS and User Application Specifications	Contractor shall have the capability to allow City to maintain the same telephone number currently in place at all Facilities and/or utilize any telephone number specified by the City. Contractor shall accept City's direction for how informant or PREA calling services are configured via the IPTS.	
2.083	IPTS and User Application Specifications	Incarcerated Persons shall be allowed to call the Public Defender's Office. Contractor must post clear multi-language signage with instructions for making such calls in English, Spanish and Cantonese to be affixed in the immediate vicinity of the telephones in a location approved by the City. Incarcerated Person calls to the Public Defender's Office or to Attorneys shall not be recorded or monitored but shall be verified and documented in the IPTS by City and marked as private by City. Upon notice from City to Contractor, call recordings identified by City to be associated with a private number which has been inadvertently recorded shall be removed by Contractor within 48 hrs.	
SUBSECTION 3 - IPTS SECURITY FEATURES			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
3.001	IPTS Security Features	The IPTS shall prohibit:	
3.002	IPTS Security Features	Direct-dialed calls of any type;	
3.003	IPTS Security Features	Access to a live operator for any type of calls;	
3.004	IPTS Security Features	Access to "411" information services;	
3.005	IPTS Security Features	Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services;	
3.006	IPTS Security Features	Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.	
3.007	IPTS Security Features	The IPTS shall prevent call collision or conference calling among telephone stations.	
3.008	IPTS Security Features	The IPTS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). City must be able to shut down via the IPTS user application and/or by cut-off switches at several locations including, but not limited to:	
3.009	IPTS Security Features	At demarcation location;	
3.010	IPTS Security Features	Central control; and	
3.011	IPTS Security Features	By select housing units.	
3.012	IPTS Security Features	The IPTS shall not accept any incoming calls. Contractor shall work with the LEC to ensure such control.	

3.013	IPTS Security Features	The IPTS, upon detection of a three-way call, forwarded call, conference call shall be able to flag and/or terminate the call immediately. These calls shall be flagged in the CDRs as such.	
3.014	IPTS Security Features	The IPTS shall allow the called party to block their telephone number during the call acceptance process.	
3.015	IPTS Security Features	As specified by City, the IPTS shall have the capability to allow calls to specific numbers at specified times during the day.	
3.016	IPTS Security Features	The IPTS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of minutes or seconds per incarcerated person, per month. The current call time limit for the Facilities is specified in Appendix A - Section H (Facility Specifications) .	
3.017	IPTS Security Features	Prior to the initial implementation of Contractor's services, Contractor shall receive City approved lists of telephone numbers that shall be configured as private or blocked. All numbers provided as approved by City shall be configured as requested and re-validated by Contractor before transition of service and implementation of the new IPTS.	
SUBSECTION 4 - PERSONAL IDENTIFICATION NUMBER APPLICATION			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
4.001	Personal Identification Number Application	The Personal Identification Number (PIN) application shall work with the IPTS allowing incarcerated persons to use PINs to complete calls via the IPTS and include all of the following features and functionalities:	
4.002	Personal Identification Number Application	The capability to provide collect, pre-paid and debit, free and speed dial calling utilizing a PIN;	
4.003	Personal Identification Number Application	The capability to configure pro per incarcerated person PINs including any associated PAN lists, separate from the original incarcerated person PIN, and configurable and searchable by City within the IPTS platform.	
4.003	Personal Identification Number Application	The capability to interface with the Facility's Jail Management System ("JMS"). The current JMS provider is New World Systems. It is the Contractor's responsibility to contact the JMS provider, establish a working business relationship and identify the requirements necessary to interface with the JMS to ensure Contractor will be able to meet the PIN requirements listed below with the initial implementation. The City shall not be responsible for paying any amount associated with the required interface.	
4.004	Personal Identification Number Application	The capability to receive, accept and search alphanumeric characters in an incarcerated person's ID.	
4.005	Personal Identification Number Application	The capability of accommodating any of the following options for how PINs are received and/or generated by the IPTS:	
4.006	Personal Identification Number Application	JMS generates and sends to the IPTS an incarcerated person ID. The IPTS stores the incarcerated person ID and generates an additional unique identifier to be added to the incarcerated person ID. The combination of the incarcerated person ID and the additional unique identifier shall be the PIN;	
4.007	Personal Identification Number Application	JMS generates and sends to the IPTS an incarcerated person ID along with additional incarcerated person data. The IPTS stores the incarcerated person ID and utilizes the additional incarcerated person data to create the complete PIN;	
4.008	Personal Identification Number Application	JMS generates and sends the complete PIN to the IPTS. The IPTS stores the complete PIN; or	
4.009	Personal Identification Number Application	The IPTS, without an interface with the JMS, auto-generates the complete PIN;	
4.010	Personal Identification Number Application	The IPTS shall be capable of accepting a manually entered PIN.	
4.011	Personal Identification Number Application	The interface between the JMS and IPTS shall automatically update the status of the PIN in the IPTS based on the incarcerated person's status in the JMS (e.g. newly booked, transferred, released).	
4.012	Personal Identification Number Application	City requires a 12-digit PIN comprised of an 8-digit incarcerated person ID and a unique 4-digit identifier generated by the IPTS.	
4.013	Personal Identification Number Application	PINs are required for booking/intake phone(s).	
4.014	Personal Identification Number Application	Once a PIN has been activated in the IPTS, the incarcerated person shall only be allowed to place calls from a designated Facility or group of incarcerated person telephones located at the Facility.	
4.016	Personal Identification Number Application	When an individual PIN is added or modified in the system, the IPTS shall document the date/time and the user making the change.	
4.017	Personal Identification Number Application	City requires a Contractor-provided test PIN for private call prompt verification. City must have the ability to place test calls and confirm, without assistance from Contractor, that the IPTS is configured with the appropriate admonition relative to calls that are placed to telephone numbers configured with private/privileged settings. The City may request modifications to private call prompt language at any time and shall be completed by Contractor within 48 hours of request.	

SUBSECTION 5 - PERSONAL ALLOWABLE NUMBER LISTS (PANs)			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
5.001	PANs	The IPTS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with specified incarcerated person PINs, including pro per PINs. The City shall have the flexibility to apply PAN lists to some or all of the incarcerated person population.	
5.002	PANs	The IPTS shall allow authorized users to set a universal quantity of PANs at the incarcerated person level or override the default quantity of PANs for an incarcerated person.	
5.003	PANs	The quantity of approved telephone numbers within a PAN shall be configurable.	
5.004	PANs	PANs shall allow authorized users to set a universal quantity of approved telephone numbers for each PIN.	
5.005	PANs	The IPTS shall have the capability to track PAN changes based on a frequency required by City. The IPTS shall have the capability to notify the user if a PAN change is requested to be made outside of the allowed timeframe (e.g. every 90 days).	
5.006	PANs	The IPTS shall document all updates, modifications and/or details for a PAN (e.g. user name, modification made, time/date stamp).	
5.007	PANs	IPTS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN; telephone number, called party name, address and relationship to incarcerated person.	
5.008	PANs	The PAN application shall include an auto-enroll feature to avoid manual entry of PANs.	
SUBSECTION 6 - MONITORING AND RECORDING			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
6.001	Monitoring and Recording Requirements	The IPTS shall be capable of monitoring and recording all incarcerated person calls and visitation sessions from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls and visitation sessions such as attorney-client privilege. The IPTS must provide an automated message to advise participants that the visitation session may be monitored and recorded. All incarcerated person-attorney or incarcerated person-Public Defender calls are not and shall not be recorded. Contractor shall be responsible for ensuring that all calls to verified attorney telephone numbers, specified and/or entered by the City or Contractor, are set as private and are not recorded. A failure by the Contractor to adhere to City's attorney verification process is subject to liquidated damages as described in Appendix A - Section I. (Rates and Fees) .	
6.002	Monitoring and Recording Requirements	The IPTS shall be able to exclude all restricted or privileged calls and visitation sessions and clearly designate non-recorded calls/visitation sessions within the IPTS user application.	
6.003	Monitoring and Recording Requirements	The IPTS shall allow designated users at the Facilities to play back a recorded call/visitation session in progress (e.g. live monitoring) via the IPTS user application.	
6.004	Monitoring and Recording Requirements	The IPTS shall be configured by default to record all calls/visitation sessions, except in the case of attorney calls. The IPTS shall have the capability of allowing the City to activate/deactivate the recording feature for the visitation stations without the involvement of Contractor.	
6.005	Monitoring and Recording Requirements	A failure by the Contractor to adhere to City's visitation monitoring/recording process is subject to liquidated damages as described in Appendix A - Section I. (Rates and Fees) .	
6.006	Monitoring and Recording Requirements	The IPTS shall be capable of recording calls/visitation sessions in a manner allowing designated users to isolate the incarcerated person or the end-user side of the recording for playback.	
6.007	Monitoring and Recording Requirements	The IPTS shall provide simultaneous playback and continuous recording of calls and visitation sessions.	
6.008	Monitoring and Recording Requirements	The live monitoring feature shall display a list of calls in progress to allow City to scan through all calls in progress or to listen to a specific call. At minimum the default view shall sort calls in chronological order. Private calls, such as attorney calls, shall be indicated as such in the display window. For the purpose of call monitoring, the City prefers that the IPTS display the fields below. Contractor shall indicate any display fields not currently available.	
6.009	Monitoring and Recording Requirements	Call Start Time;	
6.010	Monitoring and Recording Requirements	Facility;	
6.011	Monitoring and Recording Requirements	Phone Location Name;	
6.012	Monitoring and Recording Requirements	Incarcerated Person Name;	

6.013	Monitoring and Recording Requirements	Incarcerated Person PIN;	
6.014	Monitoring and Recording Requirements	Called Number;	
6.015	Monitoring and Recording Requirements	Private/Attorney Call;	
6.016	Monitoring and Recording Requirements	Called City, State;	
6.017	Monitoring and Recording Requirements	Call Type;	
6.018	Monitoring and Recording Requirements	Call Status;	
6.019	Monitoring and Recording Requirements	Alert; and	
6.020	Monitoring and Recording Requirements	Duration.	
6.021	Monitoring and Recording Requirements	All Call Detail Records (“CDRs”) including all attempted and completed calls, shall be stored online for a minimum period of 3 years and stored offline for a minimum period of 7 years following the expiration of the Agreement.	
6.022	Monitoring and Recording Requirements	All call recordings and visitation sessions shall be stored online for the life of the Agreement. A copy of all recordings shall be stored offline by the Contractor for a period of 2 years following the expiration or termination of the Agreement and any renewal terms.	
6.023	Monitoring and Recording Requirements	The City does not require IPTS workstations under this Agreement aside from that for the Contractor-provided dedicated technician or similar. Access to the IPTS shall be completely web-based and Contractor shall provide a detailed description, as well as network requirements, for how real-time, anywhere, anytime access to the IPTS user application shall be accomplished at no cost to the City. Contractor shall include remote access to the IPTS at no additional cost.	
6.024	Monitoring and Recording Requirements	The provision of remote access shall allow City the same features and functionalities, permitted by the user’s level of access, available on a Contractor-provided workstation.	
6.025	Monitoring and Recording Requirements	For the term of the Agreement, City shall have access to all CDRs from all workstations and remote access computers, based on the user’s access level.	
6.026	Monitoring and Recording Requirements	The IPTS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call/visitation session to a specified destination.	
6.027	Monitoring and Recording Requirements	The IPTS user application shall transfer/copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording. Contractor shall provide a detailed description of the process for transferring/copying/exporting recordings.	
6.028	Monitoring and Recording Requirements	The IPTS shall be capable of emailing and copying recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or MP3/data format with tamper free capabilities.	
6.029	Monitoring and Recording Requirements	The copying/burning application shall be internal to the IPTS .	
6.030	Monitoring and Recording Requirements	Contractor shall provide modular units for the occurrence of mass arrests. Portable phones shall be custom mounted on metal four wheel dollies for easy and stable transport and stable end-use. Provide units with poly-urethane, non-marring, ball-bearing, smooth running, lockable wheels. Provide with push-cart handle and location to secure the unit to a fixed item. Provide plug-in extension length as required. Unit platform shall be aluminum or finished metal. Provide phone outlets at predetermined locations for interconnect to IPTS system. Contractor shall provide the quantity of portable phones required by the City as outlined in Appendix A - Section H (Facility Specifications) .	
6.031	Monitoring and Recording Requirements	In case of IPTS system failure, the IPTS shall provide an easily switchable bypass to remove the intake phone system from the IPTS system and to access outside lines directly upon failure of the IPTS system. Such workaround may be provided as follows: cutoff switching at an agreed upon location from the IPTS system with a “land-line” cut-in interface for standard phone service. This is to meet legal requirements to provide phone calls within the first 2-hours of custody.	
6.032	Monitoring and Recording Requirements	Contractor shall provide hands-free suicide resistant telephones at specific locations per the City's direction and preference.	

SECTION F - VVS REQUIREMENTS			
SUBSECTION 1 - VIDEO VISITATION SERVICE			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
1.001	Video Visitation Service	The VVS shall consist of hardware, firmware and software designed to enable the City to initiate, monitor, record, and retrieve video visitation sessions. Contractor visitation software scheduling shall apply to both VVS and standard onsite visitations. If Contractor software cannot accommodate both VVS and standard onsite visitations, Contractor must reimburse City's annual maintenance fee for City's provision of standard onsite visitation scheduling software.	
1.002	Video Visitation Service	Contractor's VVS shall provide all operational features and system requirements applicable to all video visitation sessions placed through the VVS including incarcerated person to general public and incarcerated person to attorney video visitation sessions at City preferred durations.	
1.003	Video Visitation Service	The VVS shall utilize the IPTS interface with the JMS. City will not be responsible for paying any amount(s) associated with the required interface(s). City prefers the incarcerated person identifier utilized for the IPTS is the same incarcerated person identifier for the VVS.	
1.004	Video Visitation Service	City requires the VVS to complete both onsite and remote video visitation sessions at no cost to the general public or incarcerated person. All video visits shall be considered paid for by City within the per-device-lease cost for each video visitation station and billed monthly. Onsite video visitation stations are currently available to visitors in the lobbies of CJ#1 and CJ#5, allowing a visitor at CJ#1 to conduct a video visitation session with an incarcerated person at CJ#5. A visitor at CJ#5 can conduct a video visitation session with an incarcerated person at CJ#2. Incarcerated person video visitation stations are installed at CJ#5 and CJ#2.	
1.005	Video Visitation Service	Should the City require additional VVS stations at currently populated Facilities or an expansion of VVS to newly constructed and/or newly populated Facilities, Contractor shall provide additional VVS stations, both for visitors in lobby areas and inmates within housing units, and monitoring and recording equipment (as needed) upon 45 days request and at no additional cost to City. The additionally provided VVS stations shall incur the same per-device-lease cost per month as detailed in Appendix A - Section I (Rates and Fees) . If the Contractor fails to provide and install the additional VVS stations and/or monitoring and recording equipment within 45 days the Contractor may be liable for liquidated damages as described in Appendix A - Section I. (Rates and Fees) .	
1.006	Video Visitation Service	Contractor shall provide internet test capability to remote video visitors.	
1.007	Video Visitation Service	The VVS must be able to shut down and/or disable an individual video visitation station or group of video visitation stations quickly and selectively without affecting other video visitation stations.	
1.008	Video Visitation Service	Designate professional visitors, such as legal counsel, to ensure the video visitation sessions are not recorded; provide full monitoring and recording for all other video visitation sessions and store video visitation recordings online for a period of 90 days.	
1.009	Video Visitation Service	Provide power over Ethernet ("POE") and complete all wiring and installation work required to implement VVS.	
1.010	Video Visitation Service	Accommodate a ratio of 1 incarcerated person video visitation station for every 45-50 incarcerated persons.	
1.011	Video Visitation Service	Install a monitoring station with the capability for City staff to view real-time video visitation session activity. City prefers a 60" screen size with the capability to view 12 16 simultaneous video visitation stations in a thumbnail format on the monitoring screen.	
1.012	Video Visitation Service	The VVS shall be capable of differentiating onsite and remote video visitation sessions. Further, the VVS shall be capable of limiting the length of a video visitation session providing service at certain times of the day/week/month and allowing a maximum number of video visitation sessions per incarcerated person per week or month.	
1.013	Video Visitation Service	Contractor must have the capability to provide remote access to the VVS at no additional cost. The provision of remote access shall allow the City the same features and functionalities, permitted by the user's level of access, available on a control workstation.	

SUBSECTION 2 - VVS SPECIFIC INSTALLATION REQUIREMENTS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
2.001	VVS Installation Requirements	Contractor shall provide the City the number of VVS control workstation(s) specified in Appendix A - Section H (Facility Specifications) . The workstations shall work in real time with the VVS, for monitoring, recording and reporting. The workstation shall each include a CD/DVD burner, 2 flat screen monitors, built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).	
2.002	VVS Installation Requirements	VVS stations shall be suitable for a correctional environment, made from stainless steel, and must be vandal and tamper resistant with a shatter proof screen. VVS stations shall include the cord length requirements as those for telephone sets as described in Appendix A - Section H (Facility Specifications) .	
2.003	VVS Installation Requirements	The VVS stations shall not include any removable parts.	
2.004	VVS Installation Requirements	The VVS stations shall include volume control.	
2.005	VVS Installation Requirements	Contractor shall, with direction and approval from City and/or City's Bureau of Building Services, install all new VVS equipment even if the selected Contractor is the incumbent Contractor, and as advised.	
2.006	VVS Installation Requirements	VVS stations shall include picture-in-picture viewing.	
2.007	VVS Installation Requirements	Upon installation of the VVS, Contractor will be responsible for providing all labor, equipment, supplies, materials, software, configuration (hardware, software, networking and bandwidth), documentation, testing and training necessary for the completion of the installation.	
2.008	VVS Installation Requirements	The VVS must provide high-quality, stereo audio and broadcast-quality video while meeting the industry quality standards.	
2.009	VVS Installation Requirements	Upon completion of the initial installation and any ongoing installations, Contractor shall provide City with a list of incarcerated person and visitor video visitation stations, specifications, and location of each unit.	
2.010	VVS Installation Requirements	Contractor shall place placards containing video visitation use instructions in English, Spanish and Cantonese on or near each station. Placards shall be replaced each time a VVS station is replaced.	
SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
3.001	VVS Registration and Scheduling	The VVS shall include a web-based scheduling application allowing visitors (public and professional) to register, schedule, fund and/or cancel standard and video visitation sessions using an internet browser and internet connection. Contractor visitation software scheduling shall apply to both VVS and standard onsite visitations. If Contractor software cannot accommodate both VVS and standard onsite visitations, Contractor must reimburse City's annual maintenance fee for City's provision of standard onsite visitation scheduling software. All video visits shall be scheduled to occur on the dates specified and approved by City.	
3.002	VVS Registration and Scheduling	The VVS shall have the capability to allow smart phone scheduling.	
3.003	VVS Registration and Scheduling	The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.	
3.004	VVS Registration and Scheduling	The VVS shall be capable of requiring the general public to acknowledge and agree to the terms and conditions associated with City's visitation policies as part of the registration process and with each scheduled visitation session.	
3.005	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the registration process:	
3.006	VVS Registration and Scheduling	First Name;	
3.007	VVS Registration and Scheduling	Last Name;	
3.008	VVS Registration and Scheduling	Email;	
3.009	VVS Registration and Scheduling	Telephone Number / Cell Phone;	
3.010	VVS Registration and Scheduling	Username; and	
3.011	VVS Registration and Scheduling	Password.	
3.012	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the scheduling process:	
3.013	VVS Registration and Scheduling	First Name;	
3.014	VVS Registration and Scheduling	Middle Name;	
3.015	VVS Registration and Scheduling	Last Name;	

3.016	VVS Registration and Scheduling	Email;	
3.017	VVS Registration and Scheduling	Physical Address (Street Address, City, State, Zip);	
3.018	VVS Registration and Scheduling	Telephone Number;	
3.019	VVS Registration and Scheduling	Identification Type;	
3.020	VVS Registration and Scheduling	ID Number;	
3.021	VVS Registration and Scheduling	Username; and	
3.022	VVS Registration and Scheduling	Password.	
3.023	VVS Registration and Scheduling	The VVS shall have the capability to track all incarcerated person housing unit assignments, movements, and releases. The VVS shall automatically cancel all sessions associated with an incarcerated person if the incarcerated person gets released.	
3.024	VVS Registration and Scheduling	The VVS shall be capable of sending the general public an email or text notification confirming the scheduled or canceled visit.	
3.025	VVS Registration and Scheduling	The VVS shall have the capability to display upcoming daily video visitation session information on one or multiple incarcerated person station screens (i.e. incarcerated person name, time of visit).	
3.026	VVS Registration and Scheduling	The VVS shall be capable of accommodating different sets of rules for onsite standard visitation and remote video visitation sessions.	
SUBSECTION 4 - VVS USER APPLICATION			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
4.001	VVS User Application	The VVS must provide specific information for tracking incarcerated person and visitor activities and patterns by, at a minimum, the following criteria:	
4.002	VVS User Application	Incarcerated Person ID number;	
4.003	VVS User Application	Incarcerated Person name;	
4.004	VVS User Application	Visitor name;	
4.005	VVS User Application	Date and time of visit;	
4.006	VVS User Application	Incarcerated Person video visitation station; and	
4.007	VVS User Application	Daily, weekly and monthly visit statistics.	
4.008	VVS User Application	The VVS shall have the capability to allow authorized City staff to create the following restrictions with customizable durations:	
4.009	VVS User Application	Restrict a visitor from visiting certain incarcerated person(s);	
4.010	VVS User Application	Restrict an incarcerated person from visiting ALL visitors;	
4.011	VVS User Application	Restrict a visitor from visiting ALL incarcerated persons;	
4.012	VVS User Application	Restrict an incarcerated person from having remote video visits (onsite video visits only);	
4.013	VVS User Application	The VVS user application shall have the capability to support the following functions:	
4.014	VVS User Application	Set user ID;	
4.015	VVS User Application	Set/reset password;	
4.016	VVS User Application	Capture the user's first, middle and last name;	
4.017	VVS User Application	Manually terminate standard or video visitation sessions;	
4.018	VVS User Application	Report status of all standard and video visitation sessions (online or idle);	
4.019	VVS User Application	Stop, pause and restart any running visit;	
4.020	VVS User Application	Allow the City to enter comments or add notes to a visit;	
4.021	VVS User Application	Allow for station reassignment during any running visit;	
4.022	VVS User Application	Allow for visitation time extension during any running visit;	
4.023	VVS User Application	Customize the number of visits per the monitoring screen and the page rotation duration;	
4.024	VVS User Application	Designate a visitor as being an attorney (or other professional) type of visitor;	
4.025	VVS User Application	Manually schedule standard or video visitation sessions for a particular incarcerated person, station, and date and time, on behalf of visitor(s);	
4.026	VVS User Application	Allow authorized users the ability to mandate specific visits, visitors and/or incarcerated persons to be recorded;	
4.027	VVS User Application	Allow authorized users to download, share and/or view recordings; and	
4.028	VVS User Application	Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).	
SUBSECTION 5 - VVS MONITORING AND RECORDING REQUIREMENTS			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
5.001	VVS Monitoring and Recording Requirements	The VVS must permit the City to fully record and monitor all standard and video visitation sessions from any standard or video visitation station within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney-client restrictions. Contractor shall be responsible for ensuring that all video visitation sessions with verified attorneys, specified and/or entered by the City or Contractor, are set as private and are not recorded. Contractor's failure to adhere to City's attorney verification process may result in liquidated damages as described in Appendix A - Section I. (Rates and Fees) .	

5.002	VVS Monitoring and Recording Requirements	The VVS shall automatically start each video visitation session at the designated start time.	
5.003	VVS Monitoring and Recording Requirements	The VVS shall allow City to determine if a visit is to be cancelled if the visitor does not check-in on time or after a set amount of time, and if the visitation session will count against the incarcerated person's visitation quota.	
5.004	VVS Monitoring and Recording Requirements	The VVS shall automatically attempt to reconnect a video visitation session if connectivity is lost.	
5.005	VVS Monitoring and Recording Requirements	The VVS shall include an alert system that will detect visitation sessions made by a particular incarcerated person or visitor.	
5.006	VVS Monitoring and Recording Requirements	The VVS should have the capability to display an onscreen countdown clock timer on the incarcerated person and the visitor stations.	
5.007	VVS Monitoring and Recording Requirements	The City requires the retention of video visitation sessions online for 90 days.	
5.008	VVS Monitoring and Recording Requirements	The VVS shall store all video visitation sessions offline for the life of the Agreement plus 2 years after the termination of the Agreement.	

SECTION G - ADDITIONAL TECHNOLOGY			
SUBSECTION 1 - AUTOMATED INFORMATION TECHNOLOGY SYSTEM (AITS)			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
1.001	AITS	Contractor shall provide to City the Virtual Receptionist as an AITS within 180 days of Agreement execution and at no cost to City.	
1.002	AITS	Contractor's AITS shall provide both incarcerated persons and external users with information relative to the facilities or to a specific incarcerated person.	
1.003	AITS	Contractor shall offer its AITS at the discretion of the City with configurable and wholly adjustable prompts as appropriate, including but not limited to general facility information, visitation information, incarcerated person information, incarcerated person charges, bond amounts and types, court dates/times/locations, and release dates.	
SUBSECTION 2 - Cell Phone Detection			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	AGREEMENT NEGOTIATION RELATED COMMENTS
2.001	Cell Phone Detection	Contractor shall provide to City one (1) ferromagnetic mobile cell phone detection device within 180 days of Agreement execution and at no cost to City.	
2.002	Cell Phone Detection	Contractor's mobile cell phone detection device shall be capable of detecting cell phones and other devices, provide full body scans and body cavity detection, and shall also offer a covert screening option.	

SECTION H - FACILITY SPECIFICATIONS			
SUBSECTION 1 - FACILITY INFORMATION & EQUIPMENT REQUIREMENTS			
Data Category	County Jail #1 (Intake Facility) 425 7th Street San Francisco, CA 94103	County Jail #2 425 7th Street San Francisco, CA 94103	County Jail #3 850 Bryant Street, 6th Floor San Francisco, CA 94103
Average Daily Population (ADP):	30	280	Facility Empty
Incarcerated Person Type:	City, County, State	City, County, State	
Call Time Limit:	15 Minutes	15 Minutes	
Hours of Availability for Incarcerated Person Telephones:	24/7	24/7	
Hours of Availability for Booking Telephones:	24/7	24/7	
Incarcerated Person Telephones Required:	20	74	
Required Telephone Cord Length (Incarcerated Person Telephones):	18"	18"	
Visitation Telephones Required:	4	10	
Required Telephone Cord Length (Visitation Telephones):	18"	18"	
Portable/Cordless Phones Required:	1	5	
TDD and VRS Devices Required:	2 TDD/1 VRS	0	
Public Pay Telephones:	1	1	
Incarcerated Person Video Visitation Stations Required:	0	12 (5 Wall-mounted/7 Portable)	
Required Cord Length (Incarcerated Person Video Visitation Stations):	18"	18"	
General Public Video Visitation Stations:	1	0	
Required Cord Length (General Public Video Visitation Stations):	18"	18"	
Control Workstation Required:	0	1	
Total IPCS Devices to be Invoiced:	30	103	
Data Category	County Jail #4 850 Bryant Street 7th Floor San Francisco, CA 94103	County Jail #5 1 Moreland Drive San Bruno, CA 94066	County Jail #6 1 Moreland Drive San Bruno, CA 94066
Average Daily Population (ADP):	340	650	Facility Empty
Incarcerated Person Type:	City, County, State	City, County, State	
Call Time Limit:	15 Minutes	15 Minutes	
Hours of Availability for Incarcerated Person Telephones:	24/7	24/7	
Hours of Availability for Booking Telephones:	24/7	24/7	
Incarcerated Person Telephones Required:	59	64	
Required Telephone Cord Length (Incarcerated Person Telephones):	18"	18"	
Visitation Telephones Required:	64	76	
Required Telephone Cord Length (Visitation Telephones):	18"	18"	
Portable/Cordless Phones Required:	8	24	
TDD and VRS Devices Required:	0	2 TDD/1 VRS	
Public Pay Telephones:	1	1	
Incarcerated Person Video Visitation Stations Required:	0	25 (16 Wall-mounted/9 Portable)	
Required Cord Length (Incarcerated Person Video Visitation Stations):	N/A	18"	
General Public Video Visitation Stations:	0	2	
Required Cord Length (General Public Video Visitation Stations):	N/A	18"	
Control Workstation Required:	0	1	
Total IPCS Devices to be Invoiced:	132	196	
SUBSECTION 2 - INTERFACE CONTACT INFORMATION			
Service Provider Type	Company & Contact Name	Contact Telephone Number	Email
Commissary	Keefe/Jennifer Rowland		jrowland@keefegroup.com
JMS	New World Systems/Gene Markle	248-269-1000	

SECTION I - RATES AND FEES		
SUBSECTION 1 - IPCS RATES & FEES		
Category	Cost Per Minute	Average Cost Per Call Or Visit: 15 Minute Duration
Calling Rates to Incarcerated Persons or Called Party		
All Domestic Calls	\$0.00	\$0.00
International	\$0.00	\$0.00
Video Visitation Fee to Incarcerated Persons or Visiting Party		
Onsite VVS	\$0.00	\$0.00
Offsite/Remote VVS	\$0.00	\$0.00
<p>Contractor's per-device-lease fee shall be payable by City on a per station basis and covering the scope of the Agreement associated with the IPCS.</p> <p>Incarcerated persons and end-users shall not be charged for any communications covered herein, inclusive of any associated funding fees.</p> <p>All calls and video visits, including international calls, shall be processed as free through the IPCS.</p> <p>No invoices for Services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the Contractor received advance written approval from the City Attorney.</p>		
SUBSECTION 2 - IPTS/VVS LEASE COST PER INCARCERATED PERSON TELEPHONE & VIDEO VISITATION STATION		
Category	Amount	Interval
Lease cost for IPTS (Per Device):	89.78*	Per Device Per Month
Lease cost for VVS (Per Device):	89.78*	Per Device Per Month
<p>* In accordance with Quote 00003376 received from GTL dated June 1, 2020, City's total cost for the VVS expansion (inclusive of hardware, implementation, and infrastructure) shall be \$107,450.00. This total VVS expansion cost shall be paid in 12 equal and monthly installments at a rate of \$8,954.16 in addition to the \$89.78 per-device-lease fee per month for the first year of this Agreement. Details of the VVS expansion costs are detailed in Appendix A - Section J. (VVS Cost).</p> <p>* Beginning with year 2 of this Agreement, and with each year thereafter, City shall only be responsible for the total per-device-lease fee of \$89.78 per month.</p>		
SUBSECTION 3 - CALCULATION OF CHARGES		
The IPTS/VVS Lease Cost (Per Device) of \$89.78 per Appendix A - Section I, Subsection 2, each month as compensation, includes the lease, implementation, maintenance, infrastructure, service, and hardware costs listed in Appendix A, Section H. Facility Specifications and Section J. VVS Cost.		
Contract Period	Monthly Cost	Annual Cost
Year 1 (Months 1 to 12)	\$49,774.14	\$597,289.70
Year 2 (Months 13 to 24)	\$41,388.58	\$496,662.96
Year 3 (Months 25 to 36)	\$41,388.58	\$496,662.96
Total Not to Exceed Amount		\$1,590,615.62
SUBSECTION 4 - LIQUIDATED DAMAGES		
Category	Description	Amount
All Incarcerated Person Communication Services	Unauthorized visitation recordings wherein visitation sessions were recorded without the authorization of the City or direction from the City regarding the settings for monitoring/recording the visitation session was not followed.	\$300.00 per unauthorized recording or per instance where City direction regarding the settings for monitoring/recording the visitation session was not followed.
All Incarcerated Person Communication Services	IPTS traffic detail reports, billing files, CDRs, VVS detail reports, and/or all other reports not containing the required fields, received by City after the date specified in Appendix A, Section A (General Conditions). If the reporting is late and/or reports do not contain all required fields, late charges/interest for all three shall apply.	<p>\$750.00 per month for each report not received by the due date specified or for each report that does not contain all of the fields and information identified in Appendix A, Section A (General Conditions).</p> <p>\$100.00 per day for any daily CDR reports not submitted by Contractor, or for each day where the CDR report does not contain all of the fields and information identified in Appendix A, Section A (General Conditions).</p>

All Incarcerated Person Communication Services	Any changes to rates without the express written approval of City. Contractor must issue refunds to all overcharged end-users or	\$2.00 per completed call or video visitation session which was rated/charged using unauthorized rates(s).
All Incarcerated Person Communication Services	Any bill types, transactions or applications implemented or removed regarding the processing and/or completion of incarcerated person telephone calls without the express written consent of City.	\$500.00 per day for each day the bill type, transaction or applications is implemented or removed.
All Incarcerated Person Communication Services	Due to Contractor's action(s), if any installation, initial or additionally requested incarcerated person communications equipment is not completed within the timeframe allowed in the agreed-upon implementation plan.	\$500.00 per day for each day the after the agreed-upon date until the installation is complete.
All Incarcerated Person Communication Services	Contractor shall be responsible for resolving any reported repairs or replacements within 10 days following the date of notification of a service request or incarcerated person communication service failure ("Cure Period"). Should Contractor fail to resolve the reported repair or replacement within the specified Cure Period, Contractor may be liable for liquidated damages.	\$500.00 for each day after the Cure Period and for each reported repair or replacement that the Contractor fails to resolve, until each reported repair or replacement is resolved by Contractor.
All Incarcerated Person Communication Services	When City suffers one or more lost, unrecoverable or un-useable recording(s). City agrees to notify Contractor of such instances and provide up to 7 days per instance for Contractor to produce the call recordings.	\$1,000.00 per occurrence.
All Incarcerated Person Communication Services	Contractor shall adhere to City's performance process when upgrading each incarcerated person communications service, software, equipment, or performing any changes to the incarcerated person communications which affect the scope under this Agreement. Any deviation from the process may result in liquidated damages incurred by Contractor.	\$500.00 per occurrence.

SECTION J - VVS Expansion Cost					
SUBSECTION 1 - VVS Hardware, Implementation, and Infrastructure (Year 1)					
Hardware					
Product Name	Contractor	Product Code	Quantity	Unit Cost	Extended
15.6" Megatron – Complete unit		N/A	3	\$1,400.00	\$4,200.00
15.6" Megatron – Mobile unit		N/A	16	\$1,900.00	\$30,400.00
Subtotal:					\$34,600.00
Services					
Product Name	Contractor	Product Code	Quantity	Unit Cost	Extended
SV - Implementation		RS-SV-5.6-1000	19	\$150.00	\$2,850.00
SV - Install/Infrastructure (Includes Data Dr		N/A	31	\$2,258.06	\$70,000.00
Subtotal:					\$72,850.00
				Grand Total:	\$107,450.00

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: Health Care Coverage Administration Services

Funding Source: MOU Reserve

PSC Duration: 4 years 39 weeks

PSC Amount: \$8,000,000

1. Description of Work

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

Third party administration for Healthy Workers, a health insurance program. Healthy Workers members have access to medical services through Community Health Network. Medical services include: doctor visits, vision care, hospital and emergency room care, and mental health services.

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

The program currently provides health coverage to temporary, exempt as-needed employees of the City and County of San Francisco. A third party administrator is necessary to provide health benefit services per Ordinance 176-07. Denial of this PSC will prevent the City from meeting its obligation to provide healthcare benefits.

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

PSC#43868-17/18 was approved by the Civil Service Commission on 12/18/2017. HRD is submitting a new PSC because HRD was unable to execute the contract within a year.

D. Will the contract(s) be renewed?

The contract may be renewed.

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

2. Reason(s) for the Request

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

☒ 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:

HSS employees cannot perform the services because the plan covers employees who are not eligible to become members of HSS.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Healthcare plan administration, including information technology for membership data, marketing and communication skills, customer service, financial administration, and coordination of benefits. Healthcare service delivery, including general medical, pharmaceutical, behavioral health services, etc.

B. Which, if any, civil service class(es) normally perform(s) this work? 1052, IS Business Analyst; 1054, IS Business Analyst-Principal; 1064, IS Prg Analyst-Principal; 1093, IT Operations Support Admn III; 1209, Benefits Technician; 1210, Benefits Analyst; 1404, Clerk; 1406, Senior Clerk; 1632, Senior Account Clerk; 1634, Principal Account Clerk; 1652, Accountant II; 1654, Accountant III; 1802, Research Assistant; 1813, Senior Benefits Analyst; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1827, Administrative Services Mgr; 1842, Management Assistant; 2593, Health Program Coordinator 3; 2594, Employee Assistance Counselor; 2595, Sr Employee Asst Counselor; 2820, Senior Health Program Planner; 2822, Health Educator; 0923,

Manager II; 0931, Manager III; 0953, Dep Dir III; 0963, Dept Head III;

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

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

Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health.

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

A. Explain why civil service classes are not applicable.

Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health. Civil Service Classes in the Health Service System (HSS) cannot administer the healthcare plan because the plan covers employees who are not eligible to become members of HSS.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would not be practical to adopt a new civil service class because civil service classes already exist and perform most of the work.

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 not be provided because there is no transfer of knowledge.

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

Yes. Ordinance #176-07

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 08/14/2020, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21; Management & Superv Local 21; Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; Professional & Tech Engrs, SFAPP; 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: Ian Hart Phone: 415-557-4912 Email: Ian.Hart@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40976 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of Ian.Hart@sfgov.org
Sent: Friday, August 14, 2020 11:39 AM
To: Hart, Ian (HRD); sarah.wilson@seiu1021.org; thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; Meyers, Julie (HSA); Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; amakayan@ifpte21.org; Criss@SFMEA.com; camaguey@sfmea.com (contact); Christina@SFMEA.com; staff@SFMEA.com; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Choi, Suzanne (HRD); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 40976 - 20/21

RECEIPT for Union Notification for PSC 40976 - 20/21 more than \$100k

The HUMAN RESOURCES -- HRD has submitted a request for a Personal Services Contract (PSC) 40976 - 20/21 for \$8,000,000 for Initial Request services for the period 10/01/2020 – 06/30/2025. 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/15389> 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)

FILE NO. 070926

ORDINANCE NO. **176-07**

1 [Designating a sole source contractor to provide healthcare coverage to certain eligible
2 temporary exempt as-needed SEIU City employees.]

3 Ordinance authorizing Department of Human Resources to execute a contract with the
4 San Francisco Health Plan to administer healthcare coverage to certain eligible
5 temporary exempt as-needed City employees who are members of SEIU locals 535, 790
6 and UHW; and granting a waiver to the competitive procurement requirements of San
7 Francisco Administrative Code Chapter 21.
8

9 Note: Additions are single-underline italics Times New Roman;
10 deletions are ~~striketrough-italics Times New Roman~~.
11 Board amendment additions are double underlined.
12 Board amendment deletions are ~~striketrough-normal~~.

13 Be it ordained by the People of the City and County of San Francisco:

14 Section 1. FINDINGS. The Board of Supervisors hereby finds and declares that:

15 (1) Administrative Code section 16.4700 and Charter Appendix A8.420365-2 exclude
16 from membership in the City's Health Services System temporary exempt as-needed
17 employees who have not worked 1040 hours in a consecutive 12-month period.

18 (2) The City and SEIU Locals UHW, 535 and 790 agreed in their current collective
19 bargaining agreement ("CBA") to design and implement a health benefits program for certain
20 "as-needed" employees in the bargaining unit not eligible to enroll in the City's Health
21 Services System.

22 (3) The CBA established an "As-needed Health Benefits Committee" ("Committee")
23 made up of six City representatives and six SEIU rank and file representatives. The CBA
24 directed the Committee to exercise all reasonable efforts to begin providing benefits to eligible
25 employees by April 1, 2007. The Committee began meeting in August 2006.

1 (9) The Committee determined that the San Francisco Health Plan's Healthy Workers
2 Program presented the best choice for insuring eligible temporary exempt City employees at
3 the earliest date possible (August 1, 2007). The Committee made its conclusion based on the
4 cost and comprehensiveness of coverage and the existence of an already functioning
5 infrastructure.

6 Section 2. The Acting Executive Director of the Department of Human Resources is
7 hereby authorized to execute a contract with the San Francisco Health Plan, subject to
8 approval by the Civil Service Commission. Copies of the contract are on file with the Clerk of
9 the Board of Supervisors in File No. 070926.

10 Section 3. WAIVERS. For the purpose of this contract, the Board of Supervisors finds
11 that it is reasonable and in the public interest to waive the competitive procurement
12 requirements of the San Francisco Administrative Code Chapter 21 and hereby does so.

13 APPROVED AS TO FORM:
14 DENNIS J. HERRERA, City Attorney

15 By: 

16 Frederick P. Sheinfield
17 Deputy City Attorney
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File No. 070926

I hereby certify that the foregoing Ordinance
was **FINALLY PASSED** on July 31, 2007 by
the Board of Supervisors of the City and
County of San Francisco.

7/31/07

Date Approved

Angela Calvillo

Angela Calvillo
Clerk of the Board

Gavin Newsom

Mayor Gavin Newsom

FILE NO. 070926

ORDINANCE NO. 176-07

1 [Designating a sole source contractor to provide healthcare coverage to certain eligible
2 temporary exempt as-needed SEIU City employees.]

3 Ordinance authorizing Department of Human Resources to execute a contract with the
4 San Francisco Health Plan to administer healthcare coverage to certain eligible
5 temporary exempt as-needed City employees who are members of SEIU locals 535, 790
6 and UHW; and granting a waiver to the competitive procurement requirements of San
7 Francisco Administrative Code Chapter 21.

8 Note: Additions are single-underline italics Times New Roman;
9 deletions are ~~striketrough italics Times New Roman~~.
10 Board amendment additions are double underlined.
11 Board amendment deletions are ~~striketrough normal~~.

12 Be it ordained by the People of the City and County of San Francisco:

13 Section 1. FINDINGS. The Board of Supervisors hereby finds and declares that:

14 (1) Administrative Code section 16.4700 and Charter Appendix A8.420365-2 exclude
15 from membership in the City's Health Services System temporary exempt as-needed
16 employees who have not worked 1040 hours in a consecutive 12-month period.

17 (2) The City and SEIU Locals UHW, 535 and 790 agreed in their current collective
18 bargaining agreement ("CBA") to design and implement a health benefits program for certain
19 "as-needed" employees in the bargaining unit not eligible to enroll in the City's Health
20 Services System.

21 (3) The CBA established an "As-needed Health Benefits Committee" ("Committee")
22 made up of six City representatives and six SEIU rank and file representatives. The CBA
23 directed the Committee to exercise all reasonable efforts to begin providing benefits to eligible
24 employees by April 1, 2007. The Committee began meeting in August 2006.
25

1 (4) The CBA allocated funds for the health benefits program as follows: \$500,000 in
2 FY 06-07; \$2,000,000 in FY 07-08 and \$2,000,000 in 08-09.

3 (5) The Committee reviewed various health plan options, determined eligibility criteria
4 and crafted policies and procedures for eligibility and enrollment. The Committee selected the
5 Healthy Workers Program administered by the San Francisco Community Health Authority,
6 doing business as the San Francisco Health Plan to provide health coverage. The Healthy
7 Workers Program provides preventive care, hospitalization, vision services, emergency care,
8 prescription drugs, and more. With the exception of vision services and some emergency
9 care, all health services will be provided through the San Francisco Department of Public
10 Health's own hospital, clinics and pharmacies.

11 (6) The San Francisco Health Plan is a non-profit public entity separate from the City.
12 The City created it in 1994 to provide services in a managed care system for people who
13 qualified for Medi-Cal. Since its creation, the San Francisco Health Plan has expanded the
14 services it provides to the City and County of San Francisco. In 1999, the San Francisco
15 Health Plan created the Healthy Workers Program to cover In-Home Supportive Services
16 ("IHSS") workers, who are jointly employed by their clients and State and county departments.
17 The San Francisco Health Plan also is San Francisco's community provider for the Healthy
18 Families and Healthy Kids/Young Adults Programs.

19 (7) Administrative Code section 21.1 requires that City contracts, with some
20 exceptions, be procured through competitive solicitation.

21 (8) The Committee did not engage in the competitive solicitation process. However, it
22 did review several benefit plans, including those available through the City's Health Service
23 System.
24
25

1 (9) The Committee determined that the San Francisco Health Plan's Healthy Workers
2 Program presented the best choice for insuring eligible temporary exempt City employees at
3 the earliest date possible (August 1, 2007). The Committee made its conclusion based on the
4 cost and comprehensiveness of coverage and the existence of an already functioning
5 infrastructure.

6 Section 2. The Acting Executive Director of the Department of Human Resources is
7 hereby authorized to execute a contract with the San Francisco Health Plan, subject to
8 approval by the Civil Service Commission. Copies of the contract are on file with the Clerk of
9 the Board of Supervisors in File No. 070926.

10 Section 3. WAIVERS. For the purpose of this contract, the Board of Supervisors finds
11 that it is reasonable and in the public interest to waive the competitive procurement
12 requirements of the San Francisco Administrative Code Chapter 21 and hereby does so.

13 APPROVED AS TO FORM:
14 DENNIS J. HERRERA, City Attorney

15 By: 

16 Frederick P. Sheinfeld
17 Deputy City Attorney
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City and County of San Francisco

Tails

Ordinance

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 070926

Date Passed:

Ordinance authorizing the Department of Human Resources to execute a contract with the San Francisco Health Plan to administer healthcare coverage to certain eligible temporary exempt as-needed City employees who are members of SEIU locals 636, 790 and UHW; and granting a waiver to the competitive procurement requirements of San Francisco Administrative Code Chapter 21.

July 24, 2007 Board of Supervisors — PASSED ON FIRST READING

Ayes: 10 - Alioto-Pier, Ammiano, Daly, Duffy, Elsbernd, Jew, Maxwell,
Mirkarimi, Peskin, Sandoval
Absent: 1 - McGoldrick

July 31, 2007 Board of Supervisors — FINALLY PASSED

Ayes: 11 - Alioto-Pier, Ammiano, Daly, Duffy, Elsbernd, Jew, Maxwell,
McGoldrick, Mirkarimi, Peskin, Sandoval

File No. 070926


I hereby certify that the foregoing Ordinance
was **FINALLY PASSED** on July 31, 2007 by
the Board of Supervisors of the City and
County of San Francisco.



Angela Calvillo
Clerk of the Board

7/31/07

Date Approved



Mayor Gavin Newsom

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: Health Care Coverage Administration Services

Funding Source: MOU Reserve

PSC Duration: 4 years

PSC Amount: \$5,000,000

1. Description of Work

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

Third party administration for Healthy Workers, a health insurance program. Healthy Workers members have access to medical services through Community Health Network. Medical services include: doctor visits, vision care, hospital and emergency room care, and mental health services.

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

The program currently provides health coverage to temporary, exempt as-needed employees of the City and County of San Francisco. A third party administrator is necessary to provide health benefit services per Ordinance 176-07. Denial of this PSC will prevent the City from meeting its obligation to provide healthcare benefits.

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

PSC#41645-15/16 was approved by the Civil Service Commission on 6/20/2016. HRD is submitting a new PSC because HRD was unable to execute the contract within a year.

D. Will the contract(s) be renewed?

The contract may be renewed.

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

2. Reason(s) for the Request

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

☒ 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:

HSS employees cannot perform the services because the plan covers employees who are not eligible to become members of HSS.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Healthcare plan administration, including information technology for membership data, marketing and communication skills, customer service, financial administration, and coordination of benefits. Healthcare service delivery, including general medical, pharmaceutical, behavioral health services, etc.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1052, IS Business Analyst; 1054, IS Business Analyst-Principal; 1064, IS Prg Analyst-Principal; 1093, IT Operations Support Admn III; 1209, Benefits Technician; 1210, Benefits Analyst; 1404, Clerk; 1406, Senior Clerk; 1632, Senior Account Clerk; 1634, Principal Account Clerk; 1652, Accountant II; 1654, Accountant III; 1802, Research Assistant; 1813, Senior Benefits Analyst; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1827, Administrative Services Mgr; 1842, Management Assistant; 2593, Health Program Coordinator 3; 2594, Employee Assistance Counselor; 2595, Sr Employee Asst Counselor; 2820, Senior Health Program Planner; 2822, Health Educator; 0923, Manager II; 0931, Manager III; 0953, Dep Dir III; 0963, Dept Head III;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
No

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

Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health.

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

- A. Explain why civil service classes are not applicable.
Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health. Civil Service Classes in the Health Service System (HSS) cannot administer the healthcare plan because the plan covers employees who are not eligible to become members of HSS.
- 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 be practical to adopt a new civil service class because civil service classes already exist and perform most of the work.

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 not be provided because there is no transfer of knowledge.
- C. Are there legal mandates requiring the use of contractual services?
Yes. Ordinance #176-07
- 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. San Francisco Health Plan

7. Union Notification: On 10/26/2017, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21; Management & Superv Local 21; Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; Professional & Tech Engrs, SFAPP; SEIU 1021 Miscellaneous; SEIU Local 1021; SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU, Local 1021 H-1 Fire-Rescue Paramedics

☒ 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 4th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43868 - 17/18

DHR Analysis/Recommendation:

action date: 12/18/2017

Commission Approval Required

Approved by Civil Service Commission

12/18/2017 DHR Approved for 12/18/2017

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: SHERIFF -- SHF

Dept. Code: SHF

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

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

Type of Service: Pretrial Consulting Services

Funding Source: General Fund

PSC Duration: 3 years

PSC Amount: \$19,830,206

1. Description of Work

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

The San Francisco Sheriff's Office has made it a top priority to reduce recidivism and improve the outcomes of the incarcerated population and offering alternatives to incarceration while maintaining public safety. A key component of this effort is to provide effective pretrial programming with a continuum of pretrial supervision options. SFSO is seeking to contract with a provider experienced in providing such a continuum that upholds the presumption of innocence as outlined in federal law, while reducing incarceration and helping to maintain public safety. Components of this continuum will include:

- Probable Cause review
- Pretrial Risk Assessment
- Alternatives to Pretrial Incarceration with Levels of Supervision Matched to Risk
- Pretrial Diversion for persons charged with misdemeanors
- Group Facilitation

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

This Pretrial Services contract provides critical information to the Court for their consideration when determining whether arrested persons remain in custody or are released while their charges are pending. In addition, this contract provides supervision for released persons and progress reports for the Court on compliance with release conditions.

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 City and County of San Francisco was one of the first jurisdictions in the country to have an alternative to money bail and has contracted with non-profit providers to provide Own Recognizance services for approximately 50 years.

D. Will the contract(s) be renewed?

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

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:

This Pretrial Services contract provides critical information to the Court for their consideration when determining whether arrested persons remain in custody or are released while their charges are pending. In addition, this contract provides supervision for released persons and progress reports for the Court on compliance with release conditions. Proposed services required subject matter expertise that is currently not available within the City. Services were provided via a Grant Contract with the Sheriff's Office.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: All proposers should have qualified staff with demonstrated competencies in their assigned duties. Case management staff should be knowledgeable about strategies for effectively engaging the client population including, cultural, language and gender-related competencies. Case managers should have a basic understanding of behavioral health disorders and understand how these illnesses could impact pretrial success. All program staff shall have training in recognizing and respecting all people's gender identity and successfully complete Prison Rape Elimination Act (PREA) training provided by the SFSO during the civilian orientation. The department is contracting units of service and expects that when a contractor's employee is absent from work, for whatever reason, a fully qualified employee (as identified previously) will replace them.

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?

Proposed services required subject matter expertise that is currently not available within the City. Services were provided via a Grant Contract with the Sheriff's Office.

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

A. Explain why civil service classes are not applicable.

Many jurisdictions have utilized sworn probation officers to conduct this work, but San Francisco has invested in a non-profit staff of criminal history specialists that prepare or work ups and risk assessments for the court and case managers who link clients to services and monitor court compliance.

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. San Francisco has successfully provided this service through a partnership with an independent non-profit for almost fifty years. This model is supported by criminal justice advocates. Any change to provide this work with a new civil service class would need to take this history into account.

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. All program staff shall have training in recognizing and respecting all people's gender identity and successfully complete Prison Rape Elimination Act (PREA) training provided by the SFSO during the civilian orientation. No specified hours of training.

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

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

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

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

Yes. The current incumbent contractor for this service is permitted to submit in response to this solicitation.

7. Union Notification: On 09/21/2020, 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: Caroline Xu Phone: (415) 554-7229 Email: caroline.xu@sfgov.org

Address: 1 Dr. Carlton B Goodlett Place Room 456 San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44812 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

Xu, Caroline (SHF)

From: dhr-psccordinator@sfgov.org on behalf of caroline.xu@sfgov.org
Sent: Monday, September 21, 2020 5:04 PM
To: Xu, Caroline (SHF); emathurin@cirseiu.org; abush@cirseiu.org; sbabaria@cirseiu.org; anthony@dc16.us; mlobre@sfpoa.org; tony@sfpoa.org; tracym@sfpoa.org; mleach@ibt856.org; rooferslocal40@gmail.com; sal@local16.org; Criss@SFMEA.com; Meyers, Julie (HSA); seichenberger@local39.org; camaguey@sfmea.com (contact); ablood@cirseiu.org; kcartermartinez@cirseiu.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; sarah.wilson@seiu1021.org; kschumacher@ifpte21.org; kpage@ifpte21.org; tjenkins@uapd.com; eerbach@ifpte21.org; tmathews@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcillo, 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; ramonliuna261@gmail.com; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@SFMEA.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; bart@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; Christina@SFMEA.com; ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Xu, Caroline (SHF); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 44812 - 20/21

RECEIPT for Union Notification for PSC 44812 - 20/21 more than \$100k

The SHERIFF -- SHF has submitted a request for a Personal Services Contract (PSC) 44812 - 20/21 for \$19,830,206 for Initial Request services for the period 07/01/2021 – 06/30/2024. 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/15517> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Modification

Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION

Dept. Code: PUC

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4092 - 10/11)

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

Type of Service: DCS/SCADA/software licensing fees and technical support for WasteWater Enterprise (CS-171,318)

Funding Source: Wastewater revenue & bonds funds

PSC Original Approved Amount: \$1,500,000

PSC Original Approved Duration: 04/18/11 - 06/30/13 (2 years 10 weeks)

PSC Mod#1 Amount: \$2,000,000

PSC Mod#1 Duration: 07/01/13-10/01/18 (5 years 13 weeks)

PSC Mod#2 Amount: no amount added

PSC Mod#2 Duration: 10/01/18-10/01/19 (1 year)

PSC Mod#3 Amount: \$500,000

PSC Mod#3 Duration: no duration added

PSC Mod#4 Amount: no amount added

PSC Mod#4 Duration: 10/02/19-01/31/21 (1 year 17 weeks)

PSC Mod#5 Amount: \$3,871,422

PSC Mod#5 Duration: 02/01/21-07/31/23 (2 years 25 weeks)

PSC Cumulative Amount Proposed: \$7,871,422

PSC Cumulative Duration Proposed: 12 years 15 weeks

1. Description of Work

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

Provide emergency technical support 24-hours a day, maintenance and remote monitoring of the Distributed Control System (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.

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

The Invensys/Foxboro is the current DCS system at all the WWE facilities. The DCS system was originally installed in 1991-92 and was upgraded in 2007. If the service is denied then WWE cannot keep system up-to date to effectively manage the wastewater treatment systems. This can result in increased risk of non-compliance with regulatory permits and jeopardize the health and safety of the citizens of San Francisco.

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

Services have been provided in the past through earlier PSC request. See 4092 - 10/11

D. Will the contract(s) be renewed?

No.

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

The services provided under this agreement are necessary to allow the WWE of the SFPUC to manage its Wastewater treatment systems. Such services are needed 24 hours a day on a continuous basis.

2. Reason(s) for the Request

A. Display all that apply

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

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

Explain the qualifying circumstances:

The software licenses and hardware for DCS system are proprietary to Invensys/Foxboro. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

B. Reason for the request for modification:

Mod 5 to PSC 4092-10/11 is requested to authorize an \$850,000 increase and a two-years and six months extension to contract CS-318, and to correct a prior administrative error that understated the combined value of Contracts CS-318 and CS-171 by \$3,021,422. The Oceanside and Southeast Wastewater treatment plants are controlled through two independent Foxboro distributed control systems (DCS) that were originally installed in 1992 and 1996 respectively. Schneider Electric Systems USA, Inc. owns the proprietary and intellectual rights to the Foxboro DCS operating software and hardware systems which are unique and only available from this manufacturer. This CS-318 contract is required to provide timely emergency technical support 24 hours per day for the maintenance and repair of DCS software and hardware, installation of DCS software patches and upgrades, and perform phased equipment upgrades for both OSP and SEP. The reliability and uptime of the DCS system are critical to maintain the SFPUC in compliance with the San Francisco Regional Water Control Board regulatory permits and to avoid impacts to the health and safety of the citizens of San Francisco. In December of 2016, a Progressive Design Build Contract was awarded to Emerson Process Management for the complete replacement of the DCS system at the Southeast plant (SEP). The construction for the SEP replacement of the Foxboro DCS with an Emerson DCS is estimated to be completed by June 2023. The two and a half years CS-318 Contract amendment will allow the negotiation of a new contract with Schneider Electric that will only cover maintenance and support services for the Oceanside Treatment plant.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Requires specialized knowledge of proprietary Invensys DCS and SCADA systems (hardware and software).

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?

Not Applicable

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

- A. Explain why civil service classes are not applicable.

Civil service classes are not applicable because the software licenses and hardware for DCS system are proprietary. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for WWE to upgrade the program codes and patches.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The software licenses and hardware for DCS system are proprietary. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

6. Additional Information

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

No.

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

One 7336, Electronic Instrumentation technician and one 1042, IS engineer will receive emergency training up to 40 hours/year each. The training session will cover the software applicability as it relates to DCS maintenance and operation.

- 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.

Schneider Electric Systems USA, Inc.

7. **Union Notification:** On 10/08/20, 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: Bill Irwin Phone: 415-934-3975 Email: wirwin@sfgwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4092 - 10/11

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of wirwin@sfgwater.org
To: Irwin.William; jennifer.esteen@seiu1021.org; emathurin@cirseiu.org; abush@cirseiu.org; sbalaria@cirseiu.org; anthony@dc16.us; mlobre@sfpoa.org; tony@sfpoa.org; tracym@sfpoa.org; mleach@ibt856.org; rooferslocal40@gmail.com; sal@local16.org; Criss@SFMEA.com; Meyers.Julie (HSA); seichenberger@local39.org; Camaguey@SFMEA.com; ablood@cirseiu.org; kcartermartinez@cirseiu.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; sarah.wilson@seiu1021.org; kschumacher@ifpte21.org; kpage@ifpte21.org; tjenkins@uapd.com; eerbach@ifpte21.org; tmathews@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcillo.Kathy; 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@sffdlocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; ramonliuna261@gmail.com; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org; smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@SFMEA.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfmsa@gmail.com; bart@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; Christina@SFMEA.com; ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Sanchez.Daniel; DHR-PSCCoordinator, [DHR\(HRD\)](mailto:DHR(HRD))
Subject: Receipt of Modification Request to PSC # 4092 - 10/11 - MODIFICATIONS
Date: Thursday, October 8, 2020 11:22:33 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

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 \$3,871,422 for services for the period February 1, 2021 – July 31, 2023. 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/7928>

Email sent to the following addresses: Please check the record to see if you selected a union where a corresponding email in the TO: field isn't present. Either you selected none or there is no email entered in the system by that particular union

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 # 4092 - 10/11)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: DCS/SCADA/software licensing fees and technical support for WasteWater Enterprise (CS-171,318)Funding Source: Wastewater revenue & bonds fundsPSC Original Approved Amount: \$1,500,000PSC Original Approved Duration: 04/18/11 - 06/30/13 (2 years 10 weeks)PSC Mod#1 Amount: \$2,000,000PSC Mod#1 Duration: 07/01/13-10/01/18 (5 years 13 weeks)PSC Mod#2 Amount: no amount addedPSC Mod#2 Duration: 10/01/18-10/01/19 (1 year)PSC Mod#3 Amount: \$500,000PSC Mod#3 Duration: no duration addedPSC Mod#4 Amount: no amount addedPSC Mod#4 Duration: 10/02/19-01/31/21 (1 year 17 weeks)PSC Cumulative Amount Proposed: \$4,000,000PSC Cumulative Duration Proposed: 9 years 41 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Provide emergency technical support 24-hours a day, maintenance and remote monitoring of the Distributed Control System (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.

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

The Invensys/Foxboro is the current DCS system at all the WWE facilities. The DCS system was originally installed in 1991-92 and was upgraded in 2007. If the service is denied then WWE cannot keep system up-to date to effectively manage the wastewater treatment systems. This can result in increased risk of non-compliance with regulatory permits and jeopardize the health and safety of the citizens of San Francisco.

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. 4092-10/11.

D. Will the contract(s) be renewed?

No.

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

The services provided under this agreement are necessary to allow the WWE of the SFPUC to manage its Wastewater treatment systems. Such services are needed 24 hours a day on a continuous basis.

2. Reason(s) for the Request

A. Display all that apply

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

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

Explain the qualifying circumstances:

The software licenses and hardware for DCS system are proprietary to Invensys/Foxboro. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

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: Requires specialized knowledge of proprietary Invensys DCS and SCADA systems (hardware and software).

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?

Not Applicable

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

A. Explain why civil service classes are not applicable.

Civil service classes are not applicable because the software licenses and hardware for DCS system are proprietary. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for WWE to upgrade the program codes and patches.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The software licenses and hardware for DCS system are proprietary. The DCS software system is a copyrighted intellectual

property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
One 7336, Electronic Instrumentation technician and one 1042, IS engineer will receive emergency training up to 40 hours/year each. The training session will cover the software applicability as it relates to DCS maintenance and operation.
- 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.
Schneider Electric Systems USA, Inc.

- 7. Union Notification:** On 01/08/19, 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: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4092 - 10/11

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 01/18/2019

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUCType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4092 - 10/11)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: DCS/SCADA/software licensing fees and technical support for WasteWater Enterprise (CS-171,318)Funding Source: Wastewater revenue & bonds fundsPSC Original Approved Amount: \$1,500,000PSC Original Approved Duration: 04/18/11 - 06/30/13 (2 years 10 weeks)PSC Mod#1 Amount: \$2,000,000PSC Mod#1 Duration: 07/01/13-10/01/18 (5 years 13 weeks)PSC Mod#2 Amount: no amount addedPSC Mod#2 Duration: 10/01/18-10/01/19 (1 year)PSC Mod#3 Amount: \$500,000PSC Mod#3 Duration: no duration addedPSC Cumulative Amount Proposed: \$4,000,000PSC Cumulative Duration Proposed: 8 years 24 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Provide emergency technical support 24-hours a day, maintenance and remote monitoring of the Distributed Control System (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.

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

The Invensys/Foxboro is the current DCS system at all the WWE facilities. The DCS system was originally installed in 1991-92 and was upgraded in 2007. If the service is denied then WWE cannot keep system up-to date to effectively manage the wastewater treatment systems. This can result in increased risk of non-compliance with regulatory permits and jeopardize the health and safety of the citizens of San Francisco.

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. 4092-10/11.

D. Will the contract(s) be renewed?

No.

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

The services provided under this agreement are necessary to allow the WWE of the SFPUC to manage its Wastewater treatment systems. Such services are needed 24 hours a day on a continuous basis.

2. Reason(s) for the Request

- A. Display all that apply

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

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

Explain the qualifying circumstances:

The software licenses and hardware for DCS system are proprietary to Invensys/Foxboro. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

- 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: Requires specialized knowledge of proprietary Invensys DCS and SCADA systems (hardware and software).

- 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?

Not Applicable

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

- A. Explain why civil service classes are not applicable.

Civil service classes are not applicable because the software licenses and hardware for DCS system are proprietary. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for WWE to upgrade the program codes and patches.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The software licenses and hardware for DCS system are proprietary. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

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.
One 7336, Electronic Instrumentation technician and one 1042, IS engineer will receive emergency training up to 40 hours/year each. The training session will cover the software applicability as it relates to DCS maintenance and operation.
- 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.
Schneider Electric Systems USA, Inc.

7. Union Notification: On 01/31/17, 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: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4092 - 10/11

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 02/09/2017

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUC

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4092 - 10/11)

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

Type of Service: DCS/SCADA/software licensing fees and technical support for WasteWater Enterprise (CS-171,318)

Funding Source: Wastewater revenue & bonds funds

PSC Original Approved Amount: \$1,500,000

PSC Original Approved Duration: 04/18/11 - 06/30/13 (2 years 10 weeks)

PSC Mod#1 Amount: \$2,000,000

PSC Mod#1 Duration: 07/01/13-10/01/18 (5 years 13 weeks)

PSC Mod#2 Amount: no amount added

PSC Mod#2 Duration: 10/01/18-10/01/19 (1 year)

PSC Cumulative Amount Proposed: \$3,500,000

PSC Cumulative Duration Proposed: 8 years 24 weeks

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

Provide emergency technical support 24-hours a day, maintenance and remote monitoring of the Distributed Control System (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.

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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. 4092-10/11.

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:

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manage its Wastewater treatment systems. Such services are needed 24 hours a day on a continuous basis.

2. Reason(s) for the Request

A. Display all that apply

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

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

Explain the qualifying circumstances:

The software licenses and hardware for DCS system are proprietary to Invensys/Foxboro. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

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: Requires specialized knowledge of proprietary Invensys DCS and SCADA systems (hardware and software).

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?

Not Applicable

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

A. Explain why civil service classes are not applicable.

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B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The software licenses and hardware for DCS system are proprietary. The DCS software system is a copyrighted intellectual property of Invensys and therefore it is not possible for the City to upgrade the program codes and patches.

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

7. Union Notification: On 09/01/16, the Department notified the following employee organizations of this PSC/RFP request:
all unions were notified

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4092 - 10/11

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 09/13/2016

MINUTES
Regular Meeting
August 5, 2013
2:00 p.m.
ROOM 400, CITY HALL
1 Dr. Carlton B. Goodlett Place

CALL TO ORDER

2:02 p.m.

ROLL CALL

President Scott R. Helfond	Present (Missed items #17, 19-21)
Vice President E. Dennis Normandy	Present
Commissioner Douglas S. Chan	Present
Commissioner Kate Favetti	Present
Commissioner Gina Roccanova	Present

President Scott R. Helfond presided. Vice President E. Dennis Normandy presided items #17, 19-21.

President Helfond welcomed Commissioner Douglas Chan and Commissioner Gina Roccanova to the Civil Service Commission.

**REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE
CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA
(Item No. 2)**

None.

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of July 15, 2013

Action: Adopted. (Vote of 3 to 0); Commissioner Chan and Commissioner Roccanova were not present at the July 15, 2013 meeting.

ANNOUNCEMENTS (Item No. 4)

None.

Other announcements None.

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

None.

EXECUTIVE OFFICER'S REPORT (Item No. 6)

None.

**0208-13-8 Review of request for approval of proposed personal services contracts.
(Item No. 7)**

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4009-13/14	Sheriff	\$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 (SFSD), installation and testing of Compass software, 14.5 hours spent training staff to use the risk/needs assessment module, and post installation software support.	Regular	1/1/14

4081-09/10	Ethics Commission	Current Approved Amount \$270,000 Increase Amount Requested \$687,000 New Total Amount Requested \$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.	Modification	9/30/18
4009-11/12	Airport Commission	Current Approved Amount \$4,500,000 Increase Amount Requested 4,000,000 New Total Amount Requested \$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.	Modification	8/1/16

4092-10/11	Public Utilities Commission	Current Approved Amount \$1,500,000 Increase Amount Requested \$2,000,000 New Total Amount Requested \$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.	Modification	10/1/18
4200-06/07	Public Utilities Commission	Current Approved Amount \$4,000,000 Increase Amount Requested \$4,000,000 New Total Amount Requested \$8,000,000	Provide complete technical Security System Design, Integration, Estimates, and Construction Management Services for the SFPUC's security and for the Capital Improvement and Repair and Readiness Programs.	Modification	11/1/16
4005-11/12	Municipal Transportation Agency	Current Approved Amount \$6,000,000 Increase Amount Requested \$0 New Total Amount Requested \$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 vehicle, 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 SFMTA 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.	Modification	8/14/16

4095-08/09	Public Works	Current Approved Amount 17,640,598 Increase Amount Requested \$3,320,600 New Total Amount Requested \$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.	Modification	11/30/15
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0208-13-8 (continued)**Speakers:**

Jennifer Lovvorn and Susan Pontious, Arts Commission spoke on PSC #4010-13/14.

Johanna Wong and David Scott, Public Utilities Commission spoke on PSC# 4200-06/07.

Action:

- 1) PSC #4010-13/14 approved 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 remaining proposed personal services contracts. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

0207-13-3**Survey of Monthly Rates Paid to Police Officers and Firefighters in all Cities of 350,000 or more in the State of California. (Item No. 8)**

Speakers: None.

Action: Adopted the report; Transmit Rate to the Retirement System in Accordance with Charter Section A8.590-1- A.590-7; Provide Report to the Board of Supervisors. (Vote of 5 to 0)

0210-13-1**Bi-Annual Summary of Future Employment Restriction Placed by the Municipal Transportation Agency. (Item No. 9)**

Speakers: None.

Action: Adopted the Report. (Vote of 5 to 0)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4102-07/08)

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

Type of Service: Non Emergency Patient Transportation Services

Funding Source: General Funds- CHN Funds

PSC Original Approved Amount: \$2,000,000

PSC Original Approved Duration: 03/10/08 - 12/31/12 (4 years 42 weeks)

PSC Mod#1 Amount: \$4,000,000

PSC Mod#1 Duration: 07/01/10-12/31/18 (6 years 1 day)

PSC Mod#2 Amount: \$2,000,000

PSC Mod#2 Duration: 01/01/19-12/31/22 (4 years 1 day)

PSC Mod#3 Amount: \$20,000,000

PSC Mod#3 Duration: 11/01/20-06/30/26 (3 years 25 weeks)

PSC Cumulative Amount Proposed: \$28,000,000

PSC Cumulative Duration Proposed: 18 years 16 weeks

1. Description of Work

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

The contractor(s) will provide medical transportation services between medical facilities or a patient's home on an oncall

basis. Contractor(s) may transport ambulatory or non-ambulatory patients to and from medical facilities utilizing

specialized vehicles. The Contractor(s) must be available to provide services on an on call basis 24 hours a day seven

days a week. Transportation services will include patient discharges from San Francisco General Hospital, Health

Centers or Laguna Honda Hospital. In addition the contractor(s) may also transport voluntary 5150 (mental health)

cases to appropriate psychiatric centers or provide the Department with Taxi vouchers or Taxi script for non-emergency

transportation services.

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

This service is necessary in order to continue to provide quality health services to the residents of San

Francisco. In addition with the roll out of Healthy San Francisco, the Department has determined that it may experience an increase in the need for non-emergency patient transportation services. This increase would be the result of an increase in the volume of patients currently accessing City sponsored Healthcare services. A lack of reliable and easily accessible nonemergency transportation services will have a negative impact on patient care.

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

Yes.

D. Will the contract(s) be renewed?

Yes.

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

There will be an ongoing need to utilize as-needed non emergency transportation services to transport patients to and from medical facilities, or discharging patients to their homes. The City does not possess a fleet of vehicles that can be used on as-needed basis.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

The services are as needed and on call services. In addition the services are relatively low in volume.

B. Reason for the request for modification:

This modification is to extend the approval and to increase the amount of the PSC. The increase in the requested amount is due to an increase in the usage of as-needed non emergency medical transportation services and to respond to the emerging and ever changing COVID-19 emergency. Specifically, the Department has seen an increase in the day to day need to transport patients to medical procedures such as dialysis services and specialized off site medical appointments. These patients are in wheelchairs or have limited mobility and may be uninsured or under-insured. In addition, the vast majority of the requested increase in authority is to respond to the COVID-19 emergency. Since the early days of the emergency response the Department has had to procure ambulances on standby on a 24/7 basis to respond to emergency transportation services in support of the COVID-19 response. Contracted ambulances are used to transport patients, medical staff, and specimens to and from treatment facilities and laboratories in a safe and efficient manner.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contracts(s) must have the proper licenses to operate medical transport services which would include being permitted under Article 14 of the San Francisco Health Code, CPR license, and Advance Life Support Certification

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: Contractor will provide specialized vehicles (wheel chair vans, Ambulances or taxi cabs) on an as-needed basis. In addition for patient transportation services that require the use of an Ambulance the vendor must be permitted by the San Francisco Emergency Medical Services Agency to operate in San Francisco. Depending on the level of care required, the following items will be provided by the contractor in their vehicle for the benefit of the patient, wheelchair, IV pole, pump, oxygen, ventilator, patient monitoring equipment, suction machines, and pharmaceutical support if necessary.

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 Classes do not perform dedicated non-emergency transportation of patients or clients. When clinically appropriate the Department utilizes City transportation programs such as MUNI bus tokens or referrals to the City sponsored Paratransit program. The Department is also in talks with the Fire Department to determine if they, along with all licensed commercial operators in San Francisco, wish to provide services as well.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The services are as needed and on call services. In addition the services are relatively low in volume.

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.
There will be no training involved because civil classes do not perform dedicated non-emergency transportation of patients or clients. When clinically appropriate the Department utilizes City transportation programs such as MUNI bus tokens or referrals to the City sponsored Paratransit program. The Department is also in talks with the Fire Department to determine if they, along with all licensed commercial operators in San Francisco, wish to provide services as well.
- 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 08/10/20, 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: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4102-07/08

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

Hale, Jacquie (DPH)

From: dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org
Sent: Monday, August 10, 2020 4:47 PM
To: Hale, Jacquie (DPH); Criss@SFMEA.com; Meyers, Julie (HSA); seichenberger@local39.org; camaguey@sfmea.com (contact); ablood@cirseiu.org; kcartermartinez@cirseiu.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; sarah.wilson@seiu1021.org; kschumacher@ifpte21.org; kpage@ifpte21.org; tjenkins@uapd.com; eerbach@ifpte21.org; tmathews@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcillo, 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@sffdlocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; ramonliuna261@gmail.com; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@SFMEA.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; jtanner940@aol.com; oashworth@ibew6.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; Christina@SFMEA.com; ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Lee, Arlene (DPH); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 4102-07/08 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC HEALTH -- DPH has submitted a modification request for a Personal Services Contract (PSC) for \$20,000,000 for services for the period November 1, 2020 – June 30, 2026. 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/5311>

Email sent to the following addresses: Please check the record to see if you selected a union where a corresponding email in the TO: field isn't present.

Either you selected none or there is no email entered in the system by that particular union

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTHDept. Code: DPHType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4102-07/08)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Non Emergency Patient Transportation ServicesFunding Source: General Funds- CHN FundsPSC Original Approved Amount: \$2,000,000PSC Original Approved Duration: 03/10/08 - 12/31/12 (4 years 42 weeks)PSC Mod#1 Amount: \$4,000,000PSC Mod#1 Duration: 07/01/10-12/31/18 (6 years 1 day)PSC Mod#2 Amount: \$2,000,000PSC Mod#2 Duration: 01/01/19-12/31/22 (4 years 1 day)PSC Cumulative Amount Proposed: \$8,000,000PSC Cumulative Duration Proposed: 14 years 42 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor(s) will provide medical transportation services between medical facilities or a patient's home on an oncall

basis. Contractor(s) may transport ambulatory or non-ambulatory patients to and from medical facilities utilizing

specialized vehicles. The Contractor(s) must be available to provide services on an on call basis 24 hours a day seven

days a week. Transportation services will include patient discharges from San Francisco General Hospital, Health

Centers or Laguna Honda Hospital. In addition the contractor(s) may also transport voluntary 5150 (mental health)

cases to appropriate psychiatric centers or provide the Department with Taxi vouchers or Taxi script for non-emergency

transportation services.

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

This service is necessary in order to continue to provide quality health services to the residents of San Francisco. In addition with the roll out of Healthy San Francisco, the Department has determined that it may experience an increase in the need for non-emergency patient transportation services. This

increase would be the result of an increase in the volume of patients currently accessing City sponsored Healthcare services. A lack of reliable and easily accessible nonemergency transportation services will have a negative impact on patient care.

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

Services have been provided in the past through earlier PSC request. See 4102-07/08

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

Yes.

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

This service is necessary in order to continue to provide quality health services to the residents of San Francisco. The Department has determined that it may experience an increase in the need for non-emergency patient transportation services. This increase would be the result of an increase in the volume of patients currently accessing City sponsored Healthcare services. A lack of reliable and easily accessible nonemergency transportation services will have a negative impact on patient care.

2. Reason(s) for the Request

- A. Display all that apply

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

Explain the qualifying circumstances:

The services are as needed and on call services. In addition the services are relatively low in volume.

- B. Reason for the request for modification:

This service is necessary in order to continue to provide quality health services to the residents of San Francisco. The Department has determined that it may experience an increase in the need for non-emergency patient transportation services. This increase would be the result of an increase in the volume of patients currently accessing City sponsored Healthcare services. A lack of reliable and easily accessible nonemergency transportation services will have a negative impact on patient care.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Contracts(s) must have the proper licenses to operate medical transport services which would include being permitted under Article 14 of the San Francisco Health Code, CPR license, and Advance Life Support Certification

- 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: Contractor will provided specialized vehicles (wheel chair vans, Ambulances or taxi cabs) on an as-needed basis. In addition for patient transportation services that require the use of an

Ambulance the vendor must be permitted by the San Francisco Emergency Medical Services Agency to operate in San Francisco. Depending on the level of care required, the following items will be provided by the contractor in their vehicle for the benefit of the patient, wheelchair, IV pole, pump, oxygen, ventilator, patient monitoring equipment, suction machines, and pharmaceutical support if necessary.

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 Classes do not perform dedicated non-emergency transportation of patients or clients. When clinically appropriate the Department utilizes City transportation programs such as MUNI bus tokens or referrals to the City sponsored Paratransit program. The Department is also in talks with the Fire Department to determine if they, along with all licensed commercial operators in San Francisco, wish to provide services as well.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The services are as needed and on call services. In addition the services are relatively low in volume.

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.

There will be no training involved because civil classes do not perform dedicated non-emergency transportation of patients or clients. When clinically appropriate the Department utilizes City transportation programs such as MUNI bus tokens or referrals to the City sponsored Paratransit program. The Department is also in talks with the Fire Department to determine if they, along with all licensed commercial operators in San Francisco, wish to provide services as well.

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 05/20/16, the Department notified the following employee organizations of this PSC/RFP request:
all unions were notified

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4102-07/08

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Not Required

Approved by DHR on 06/27/2016



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

GAVIN NEWSOM
MAYOR

MAR 22 2010

MORGAN R. GORRONO
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DONALD A. CASPER
COMMISSIONER

MARY Y. JUNG
COMMISSIONER

ANITA SANCHEZ
EXECUTIVE OFFICER

March 18, 2010

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4093-09/10 THROUGH 4101-09/10; 4092-09/10 AND 4102-07/08.

At its meeting of March 15, 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) Approve request for proposed personal services contract #4096-09/10 on the condition that the Department of Public Works engage in discussions with SEIU Local 1021. Should SEIU continue to have concerns about the contract, it may be put back on calendar for further discussion and action at the next regular meeting of April 5, 2010. In no case will the approval of the contract be delayed beyond the April 5, 2010 meeting. Notify the offices of the Controller and the Office of Contract Administration.
- (2) Approve request for proposed personal services contract #4097-09/10 on the condition that contact be made with SEIU Local 1021 within 24 hours to address concerns they have with the PSC. In addition, that a response be provided to Local 1021 by the Recreation and Parks Department within the following 24 hours addressing their concerns after which the conditions of the Civil Service Commission approval would have been met. Notify the offices of the Controller and the Office of Contract Administration.
- (3) Approve request for proposed personal services contracts on all remaining 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
Executive Officer

Attachment

c: Cynthia Avakian, Airport Commission
Micki Callahan, Human Resources Director
Gordon Choy, Department of Public Works
Jacquie Hale, Department of Public Health
Mary Ng, Department of Human Resources
Shawn Wallace, San Francisco Police Department
Commission File
Chron

POSTING FOR
3/1/2010

PROPOSED PERSONAL SERVICES CONTRACTS
MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION

DeptNo	PSC No	DeptDescription	Approval Type	Change	Contract Amount	Description of Work	Duration
38	4092-09/10	Police	Modification	\$60,000	\$90,000	The Veterinarian will provide routine and emergency medical care for up to twenty horses that are part of the San Francisco Police Department Mounted Unit. Routine services average fifteen visits per year. The Veterinarian will also perform pre-purchase horse examinations.	6/30/2012
82	4102-07/08	Public Health	Modification	\$4,000,000	\$6,000,000	Will provide medical transportation services between medical facilities or a patient's home on an on-call basis, available 24 hours a day, 7 days a week. Contractor(s) may transport ambulatory or non-ambulatory patients to and from medical facilities utilizing specialized vehicles. Transportation services include patient discharges from San Francisco General Hospital, Public Health Centers or Laguna Honda Hospital; transporting voluntary mental health cases to appropriate psychiatric centers; providing Department with taxi vouchers or scripts for non-emergency services.	12/31/2018

PERSONAL SERVICES CONTRACT SUMMARYDATE: DEC 18 2009DEPARTMENT NAME: DEPARTMENT OF PUBLIC HEALTH DEPARTMENT NUMBER 81&82TYPE OF APPROVAL: ☐ EXPEDITED ☒ REGULAR (OMIT POSTING)
☐ CONTINUING ☐ ANNUAL

TYPE OF REQUEST:

☐ INITIAL REQUEST ☒ MODIFICATION (PSC# 4102-07/08)TYPE OF SERVICE: Non Emergency Patient Transportation ServicesFUNDING SOURCE: General Funds – CHN FundsOriginal Amount: \$2,000,000 PSC Duration: 3/1/2008 – 12/31/2012Modification Amount: \$4,000,000 PSC Duration: 7/1/2010 – 12/30/2018Total Amount: \$6,000,000 Total PSC Duration: 3/1/2008 – 12/31/2018**1. DESCRIPTION OF WORK****A. Concise description of proposed work:**

The contractor(s) will provide medical transportation services between medical facilities or a patient's home on an on-call basis. Contractor(s) may transport ambulatory or non-ambulatory patients to and from medical facilities utilizing specialized vehicles. The contractor(s) must be available to provide services on an on call basis 24 hours a day seven days a week. Transportation services will include patient discharges from San Francisco General Hospital, Public Health Centers or Laguna Honda Hospital. In addition, the contractor(s) may also transport voluntary 5150 (mental health) cases to appropriate psychiatric centers or provide the Department with taxi vouchers or taxi script for non-emergency transportation services.

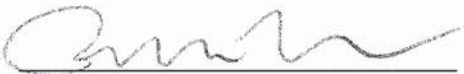
B. Explain why this service is necessary and the consequence of denial:

This service is necessary in order to continue to provide quality health services to the residents of San Francisco. With the roll out of Healthy San Francisco, the Department has determined that it may experience an increase in the need for non-emergency patient transportation services. This increase would be the result of an increase in the volume of patients currently accessing City sponsored Healthcare services. A lack of reliable and easily accessible non-emergency transportation services will have a negative impact on patient care.

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 are currently performed under PSC 4102-07/08. This modification will extend and increase the existing approval to allow the Department to exercise contract options in order to maintain services solicited under various RFP's.

D. Will the contract(s) be renewed? Yes.**2. UNION NOTIFICATION:** Copy of this summary is to be sent to employee organizations as appropriate (refer to instructions for specific procedure):

<input checked="" type="checkbox"/>	<u>SEIU 1021</u>	<u>Jacque Hale</u>	<u>DEC 18 2009</u>
	Union Name	Signature of person mailing/faxing form	Date
<input type="checkbox"/>	<u> </u>	<u> </u>	<u> </u>
	Union Name	Signature of person mailing/faxing form	Date
	RFP sent to <u>SEIU 1021</u>	, on <u>12/17/2007</u>	
	Union Name	Date	Signature

FOR DEPARTMENT OF HUMAN RESOURCES USEPSC# 4102-07/08

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

March 15, 2010

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Contracts(s) must have the proper licenses to operate medical transport services which would include being permitted under Article 14 of the San Francisco Health Code, CPR license, and Advance Life Support Certification

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

There are no Civil Service Classes that perform dedicated non-emergency inter-medical facility patient transportation services.

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

Contractor will provide specialized vehicles (wheelchair vans, ambulances or taxicabs) on an as-needed basis. In addition for patient transportation services that require the use of an ambulance, the vendor must be permitted by the San Francisco Emergency Medical Services Agency to operate in San Francisco. Depending on the level of care required, the following items will be provided by the contractor in their vehicle for the benefit of the patient: wheelchair, IV pole, pump, oxygen, ventilator, patient monitoring equipment, suction machines, and pharmaceutical support, if necessary.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

Civil service classes do not perform dedicated non-emergency transportation of patients or clients. When clinically appropriate, the Department utilizes City transportation programs such as MUNI bus tokens or referrals to the City sponsored paratransit program. The Department is also in talks with the Fire Department to determine if they, along with all licensed commercial operators in San Francisco, wish to provide services as well.

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

No. The services are as-needed, on call services and relatively low in volume.

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 numbers to be trained.

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

☐☒

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

☐☒


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

☐☒

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? *Work may be completed by current vendors or new vendors selected through solicitations.*

☒☐

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


Signature of Departmental Personal Services Contract Coordinator

RL

Jacquie Hale

Print or Type Name

(415) 554-2609

Telephone Number

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

Address

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44383 - 15/16)

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

Type of Service: Pharmacy and Medical Waste Management and Disposal Services

Funding Source: General Funds

PSC Original Approved Amount: \$5,000,000

PSC Original Approved Duration: 01/01/16 - 06/30/20 (4 years 25 weeks)

PSC Mod#1 Amount: no amount added

PSC Mod#1 Duration: 05/29/19-08/31/22 (2 years 8 weeks)

PSC Mod#2 Amount: no amount added

PSC Mod#2 Duration: 12/01/20-12/31/23 (1 year 17 weeks)

PSC Cumulative Amount Proposed: \$5,000,000

PSC Cumulative Duration Proposed: 8 years 1 day

1. Description of Work

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

The contractors will pick up and dispose of pharmaceutical and medical waste generated by Department of Public Health facilities (hospitals, clinics, satellite locations)

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

This service is necessary in order to continue the day to day operations of the Department of Public Health. As a generator of various streams of medical waste the Department is mandated to dispose of such waste in approved manners. Denial will result in the department being subject to fines and sanctions that will impact the day to day operation of the Department and the provision of medical services to our patients and clients.

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

Services have been provided in the past through earlier PSC request. See 44383 - 15/16

D. Will the contract(s) be renewed?

Yes

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

The pharmacy and medical waste management and disposal services are expected to be continuous and ongoing.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

The City does not have the permitted waste disposal facilities and lacks the full range of equipment to handle and dispose of medical and pharmaceutical waste to provide these as-needed services.

B. Reason for the request for modification:

This modification is to extend the duration in order to continue providing pharmacy and medical waste management and disposal services at SFDPH. This modification is for \$0.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Licensed disposal facilities, proper licenses and experience to handle and transport medical / pharmaceutical wastes, thorough knowledge of federal and state requirements pertaining to the transportation and disposal of medical and pharmaceutical wastes. The work must be done by persons meeting OSHA training and medical monitoring requirements.
- B. Which, if any, civil service class(es) normally perform(s) this work? 6122, Sr Environmental Hlth Insp;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor will provide permitted and specialized vehicles not possessed by the City. The contractor will maintain a store of containers and packaging materials not possessed by the City. Disposal sites operate a broad range of waste treatment, incineration, and landfill facilities not possessed by the City.

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.
Due to the intermittent and as-needed nature of the work, civil service classes are not applicable.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No, the actual volume of labor required to administer this services is small. That labor is primarily for work necessary for the final loading and removal of medical and pharmaceutical waste from City work sites.

6. Additional Information

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

- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
The contractor will only pick up and dispose medical waste. Training on how to handle medical waste and its proper disposal is obtained through Departmental training programs. Through the employment of contractors, there may be knowledge transfer between entities on the subject matter.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 09/29/20, the Department notified the following employee organizations of this PSC/RFP request:
TWU - Miscellaneous; TWU Local 250A;

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44383 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/16/2020

Receipt of Union Notification(s)

From: [DHR-PSCCoordinator, DHR \(HRD\)](#) on behalf of [Hale, Jacquie \(DPH\)](#)
To: [Hale, Jacquie \(DPH\)](#); rmitchell@twusf.org; [Lee, Arlene \(DPH\)](#); [DHR-PSCCoordinator, DHR \(HRD\)](#)
Subject: Receipt of Modification Request to PSC # 44383 - 15/16 - MODIFICATIONS
Date: Tuesday, September 29, 2020 10:58:44 AM

PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC HEALTH -- DPH has submitted a modification request for a Personal Services Contract (PSC) for \$0 for services for the period December 1, 2020

–
December 31, 2023. 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/13080>

Email sent to the following addresses: rmitchell@twusf.org

Choi, Suzanne (HRD)

From: Hale, Jacquie (DPH)
Sent: Friday, October 9, 2020 3:31 PM
To: roger marengo
Cc: DHR-PSCCoordinator, DHR (HRD); Lee, Arlene (DPH)
Subject: Modification Request to PSC # 44383 - 15/16 - MODIFICATIONS

The PUBLIC HEALTH -- DPH has submitted a modification request for a Personal Services Contract (PSC) for \$0 for services for the period December 1, 2020 – December 31, 2023. For all Modification requests, there is a 7-Day notice 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/13080>

Email sent to the following addresses: rmarengo@twusf.org

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTHDept. Code: DPH

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44383 - 15/16)

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

Type of Service: Pharmacy and Medical Waste Management and Disposal ServicesFunding Source: General FundsPSC Original Approved Amount: \$5,000,000PSC Original Approved Duration: 01/01/16 - 06/30/20 (4 years 25 weeks)PSC Mod#1 Amount: no amount addedPSC Mod#1 Duration: 05/29/19-08/31/22 (2 years 8 weeks)PSC Cumulative Amount Proposed: \$5,000,000PSC Cumulative Duration Proposed: 6 years 34 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractors will pick up and dispose of pharmaceutical and medical waste generated by Department of Public Health facilities (hospitals, clinics, satellite locations)

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

This service is necessary in order to continue the day to day operations of the Department of Public Health. As a generator of various streams of medical waste the Department is mandated to dispose of such waste in approved manners. Denial will result in the department being subject to fines and sanctions that will impact the day to day operation of the Department and the provision of medical services to our patients and clients.

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

Services have been provided in the past through earlier PSC request. See 44383 - 15/16

D. Will the contract(s) be renewed?

Yes

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

The pharmacy and medical waste management and disposal services are expected to be continuous and ongoing.

2. Reason(s) for the Request**A. Display all that apply**

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

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

Explain the qualifying circumstances:

The City does not have the permitted waste disposal facilities and lacks the full range of equipment to handle and dispose of medical and pharmaceutical waste to provide these as-needed services.

B. Reason for the request for modification:

This modification is to extend the duration in order to continue providing pharmacy and medical waste management and disposal services at SFDPH. This modification is for \$0.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Licensed disposal facilities, proper licenses and experience to handle and transport medical / pharmaceutical wastes, thorough knowledge of federal and state requirements pertaining to the transportation and disposal of medical and pharmaceutical wastes. The work must be done by persons meeting OSHA training and medical monitoring requirements.
- B. Which, if any, civil service class(es) normally perform(s) this work? 6122, Sr Environmental Hlth Insp;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor will provide permitted and specialized vehicles not possessed by the City. The contractor will maintain a store of containers and packaging materials not possessed by the City. Disposal sites operate a broad range of waste treatment, incineration, and landfill facilities not possessed by the City.

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.
Due to the intermittent and as-needed nature of the work, civil service classes are not applicable.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No, the actual volume of labor required to administer this services is small. That labor is primarily for work necessary for the final loading and removal of medical and pharmaceutical waste from City work sites.

6. Additional Information

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

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

The contractor will only pick up and dispose medical waste. Training on how to handle medical waste and its proper disposal is obtained through Departmental training programs. Through the employment of contractors, there may be knowledge transfer between entities on the subject matter.

- 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 05/29/19, the Department notified the following employee organizations of this PSC/RFP request:

TWU - Miscellaneous;

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44383 - 15/16

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 07/15/2019

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPHDept. Code: DPHType of Request: ☒ Initial ☐ Modification of an existing PSC (PSC # _____)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Pharmacy and Medical Waste Management and Disposal ServicesFunding Source: General FundsPSC Duration: 4 years 25 weeksPSC Amount: \$5,000,000**1. Description of Work**

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

The contractors will pick up and dispose of pharmaceutical and medical waste generated by Department of Public Health facilities (hospitals, clinics, satellite locations)

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

This service is necessary in order to continue the day to day operations of the Department of Public Health. As a generator of various streams of medical waste the Department is mandated to dispose of such waste in approved manners. Denial will result in the department being subject to fines and sanctions that will impact the day to day operation of the Department and the provision of medical services to our patients and clients.

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 services are provided under contract (term contract) administered by the Office of Contract Administration.

D. Will the contract(s) be renewed?

Yes

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable**2. Reason(s) for the Request**

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

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

B. Explain the qualifying circumstances:

The City does not have the permitted waste disposal facilities and lacks the full range of equipment to handle and dispose of medical and pharmaceutical waste to provide these as-needed services.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Licensed disposal facilities, proper licenses and experience to handle and transport medical / pharmaceutical wastes, thorough knowledge of federal and state requirements pertaining to the transportation and disposal of medical and pharmaceutical wastes. The work must be done by persons meeting OSHA training and medical monitoring requirements.

B. Which, if any, civil service class(es) normally perform(s) this work? 6122, Sr Environmental Hlth Insp;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor will provide permitted and specialized vehicles not possessed by the City. The contractor will maintain a store of containers and packaging materials not possessed by the City. Disposal sites operate a broad range of waste treatment, incineration, and landfill facilities not possessed by the City.

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

The Department uses City staff to manage the overall program, however it is not practical to have dedicated resources (i.e. an new class) for the disposal of medical and pharmaceutical waste.

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

A. Explain why civil service classes are not applicable.

Due to the intermittent and as-needed nature of the work, civil service classes are not applicable.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, the actual volume of labor required to administer this services is small. That labor is primarily for work necessary for the final loading and removal of medical and pharmaceutical waste from City work sites.

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 only pick up and dispose medical waste. Training on how to handle medical waste and its proper disposal is obtained through Departmental training programs. Through the employment of contractors, there may be knowledge transfer between entities on the subject matter.

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. Stericycle, Inc. and Clean Harbors Environmental, Inc. currently hold contracts with the Department and the City for the disposal of hazardous waste or medical waste.

7. Union Notification: On 10/26/2015, the Department notified the following employee organizations of this PSC/RFP request:

TWU Local 250A; TWU - Miscellaneous

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44383 - 15/16

DHR Analysis/Recommendation:

action date: 01/04/2016

Commission Approval Required

Approved by Civil Service Commission

01/04/2016 DHR Approved for 01/04/2016