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:

<table>
<thead>
<tr>
<th></th>
<th>Total of this Report</th>
<th>YTD Expedited Approvals FY2020-2021</th>
<th>Total for FY2020-2021</th>
</tr>
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<tbody>
<tr>
<td>Total for FY2020-2021</td>
<td>$58,801,628</td>
<td>$47,685,448</td>
<td>$782,950,803</td>
</tr>
</tbody>
</table>
Amy Nuque
Municipal Transportation Agency
1 South Van Ness Ave., 6th Floor
San Francisco, CA 94103
(415) 646-2802

Bill Irwin / Daniel Kwon
Public Utilities Commission
525 Golden Gate Ave., 8th Floor
San Francisco, CA 94102
BI: (415) 934-3975
DK: (415) 934-5722

Henry Gong / Caroline Xu
Sheriff
1 Dr. Carlton B. Goodlett Pl., Rm. 456
San Francisco, CA 94102
HG: (415) 554-7241
CX: (415) 554-7229

Ian Hart
Human Resources
1 South Van Ness Ave., 4th Floor
San Francisco, CA 94103
(415) 557-4912

Jacquie Hale
Public Health
101 Grove St., Rm. 307
San Francisco, CA 94102
(415) 554-2609
Table of Contents
PSC Submissions

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<td>46607 – 20/21</td>
<td>Public Utilities Commission</td>
<td>6</td>
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<tr>
<td>47893 – 20/21</td>
<td>Sheriff</td>
<td>14</td>
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<tr>
<td>40976 – 20/21</td>
<td>Human Resources</td>
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<tr>
<td>44812 – 20/21</td>
<td>Sheriff</td>
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<th>Modification PSCs</th>
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<tr>
<td>4102 – 07/08</td>
<td>Public Health</td>
<td>83</td>
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<tr>
<td>44383 – 15/16</td>
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POSTING FOR
November 16, 2020

PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

Commission Hearing Date

2020-11-16

<table>
<thead>
<tr>
<th>PSC No</th>
<th>Dept Designation</th>
<th>PSC Amount</th>
<th>Description of Work</th>
<th>PSC Estimated Start Date</th>
<th>PSC Estimated End Date</th>
<th>Type of Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>49334 - 20/21</td>
<td>MUNICIPAL TRANSPORTATION</td>
<td>$600,000.00</td>
<td>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.</td>
<td>November 17, 2020</td>
<td>December 31, 2022</td>
<td>REGULAR</td>
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</tbody>
</table>

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.

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.

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.

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
- Affordable Care Act Enrollment Assistance

TOTAL AMOUNT $34,930,206
### Proposed Modifications to Personal Services Contracts

<table>
<thead>
<tr>
<th>PSC Number</th>
<th>Commission Hearing Date</th>
<th>Department</th>
<th>Additional Amount</th>
<th>Cumulative Total</th>
<th>Description</th>
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<tr>
<td>4092 - 10/11 - MODIFICATIONS</td>
<td>November 16, 2020</td>
<td>PUBLIC UTILITIES COMMISSION -- PUC</td>
<td>$3,871,422</td>
<td>$7,871,422</td>
<td>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</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>02/01/2021 07/31/2023 REGULAR</td>
</tr>
</tbody>
</table>
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.
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).

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


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 contact? 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 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
Receipt of Union Notification(s)
From: dhr-psccoordinator@sfgov.org on behalf of amy.nuque@sfmta.com
Sent: Thursday, September 17, 2020 1:17 PM
To: Nuque, Amy; ernathurin@cirseiou.org; abush@cirseiou.org; sbabaria@cirseiou.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@cirseiou.org; kcartermartinez@cirseiou.org; ecassidy@ifppte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; sarah.wilson@seiu1021.org; kschumacher@ifppte21.org; kpage@ifppte21.org; tjenkins@uapd.com; eerbach@ifppte21.org; tmathews@ifppte21.org; amakayan@ifppte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcello, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo_seiu@sbcglobal.net; MRainsford@local39.org; Wendy.Frigillana@seiu1021.org; psreview@seiu1021.org; pkim@ifppte21.org; agonzalez@iam1414.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; gail@sffdlclocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; ramonliuna261@gmail.com; ablood@cirseiou.org; pkaninen@ncrrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org; smcgarry@ncrrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@SFMEA.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifppte21.org; sfsmsa@gmail.com; bart@dc16.us; david.canham@seiu1021.org; jtanner940@aol.com; Osha.Ashworth@L21PSCReview@ifppte21.org; LiUNA.Local261@gmail.com; local200twu; speedy4864@aol.com; Christina@SFMEA.com; ecdemoveter@aol.com; thomas.vitalle@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/dhhrdrupal/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 contact? 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

Page 7
Receipt of Union Notification(s)
From: dhr-psccoordinator@sfgov.org on behalf of dkwon@sewater.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@sfoa.org; tony@sfoa.org; tracym@sfoa.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; eacassidy@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; psreview@seiu1021.org; pkim@ifpte21.org; agonzalez@iam1414.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; gail@sffdlcal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; ramonliuna261@gmail.comnet; ablood@cirseiu.org; pkarinen@ncrrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org; smcgarry@ncrrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@SFMEA.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmas@gmail.com; bart@dc16.us; david.canham@seiu1021.org; j Tanner940@aol.com; cashworth@ibew6.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; Christina@SFMEA.com; eccdevoter@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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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: Regular

Expedited

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 employees?  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.

   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@sfwater.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

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 increased 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 its 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. The 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 contact? 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)
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/dhrrupal/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

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.001</td>
<td>IPS Project Scope</td>
<td>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 1 (Rates and Fees).</td>
<td></td>
</tr>
</tbody>
</table>

#### SUBSECTION 2 - INCARCERATED PERSON TELEPHONE SYSTEM (IPTS) REPORTING

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.001</td>
<td>IPTS Reporting</td>
<td>Reports for IPTS are due to City on or before the 20th day of the month following the traffic month.</td>
<td></td>
</tr>
<tr>
<td>2.002</td>
<td>IPTS Reporting</td>
<td>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:</td>
<td></td>
</tr>
<tr>
<td>2.003</td>
<td>IPTS Reporting</td>
<td>Facility Name;</td>
<td></td>
</tr>
<tr>
<td>2.004</td>
<td>IPTS Reporting</td>
<td>Facility Identification Number</td>
<td></td>
</tr>
<tr>
<td>2.005</td>
<td>IPTS Reporting</td>
<td>Facility Address [Street, City, State and Zip];</td>
<td></td>
</tr>
<tr>
<td>2.006</td>
<td>IPTS Reporting</td>
<td>Automatic Number Identifier;</td>
<td></td>
</tr>
<tr>
<td>2.007</td>
<td>IPTS Reporting</td>
<td>Incarcerated Person Telephone Station Port/Identifier;</td>
<td></td>
</tr>
<tr>
<td>2.008</td>
<td>IPTS Reporting</td>
<td>Incarcerated Person Telephone Location Name;</td>
<td></td>
</tr>
<tr>
<td>2.009</td>
<td>IPTS Reporting</td>
<td>Local Calls, Minutes, (Per Incarcerated Person Telephone);</td>
<td></td>
</tr>
<tr>
<td>2.010</td>
<td>IPTS Reporting</td>
<td>Intralata/Intrastate Calls, Minutes (Per Incarcerated Person Telephone);</td>
<td></td>
</tr>
<tr>
<td>2.011</td>
<td>IPTS Reporting</td>
<td>Interlata/Intrastate Calls, Minutes (Per Incarcerated Person Telephone);</td>
<td></td>
</tr>
<tr>
<td>2.012</td>
<td>IPTS Reporting</td>
<td>Intralata/Interstate Calls, Minutes (Per Incarcerated Person Telephone);</td>
<td></td>
</tr>
<tr>
<td>2.013</td>
<td>IPTS Reporting</td>
<td>Interlata/Interstate Calls, Minutes (Per Incarcerated Person Telephone);</td>
<td></td>
</tr>
<tr>
<td>2.014</td>
<td>IPTS Reporting</td>
<td>International Calls, Minutes (Per Incarcerated Person Telephone);</td>
<td></td>
</tr>
<tr>
<td>2.015</td>
<td>IPTS Reporting</td>
<td>Total Calls, Minutes, (Per Incarcerated Person Telephone); and</td>
<td></td>
</tr>
<tr>
<td>2.016</td>
<td>IPTS Reporting</td>
<td>Traffic Period and Dates.</td>
<td></td>
</tr>
<tr>
<td>2.017</td>
<td>IPTS Reporting</td>
<td>Contractor shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic.</td>
<td></td>
</tr>
<tr>
<td>2.018</td>
<td>IPTS Reporting</td>
<td>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:</td>
<td></td>
</tr>
<tr>
<td>2.019</td>
<td>IPTS Reporting</td>
<td>Facility Name;</td>
<td></td>
</tr>
<tr>
<td>2.020</td>
<td>IPTS Reporting</td>
<td>Facility Identification Number;</td>
<td></td>
</tr>
<tr>
<td>2.021</td>
<td>IPTS Reporting</td>
<td>From ANI;</td>
<td></td>
</tr>
<tr>
<td>2.022</td>
<td>IPTS Reporting</td>
<td>To ANI;</td>
<td></td>
</tr>
<tr>
<td>2.023</td>
<td>IPTS Reporting</td>
<td>Batch Number / ID;</td>
<td></td>
</tr>
<tr>
<td>2.024</td>
<td>IPTS Reporting</td>
<td>From City;</td>
<td></td>
</tr>
<tr>
<td>2.025</td>
<td>IPTS Reporting</td>
<td>To City;</td>
<td></td>
</tr>
<tr>
<td>2.026</td>
<td>IPTS Reporting</td>
<td>To State;</td>
<td></td>
</tr>
<tr>
<td>2.027</td>
<td>IPTS Reporting</td>
<td>Station Port/Identifier;</td>
<td></td>
</tr>
<tr>
<td>2.028</td>
<td>IPTS Reporting</td>
<td>Phone Name or Location;</td>
<td></td>
</tr>
<tr>
<td>2.029</td>
<td>IPTS Reporting</td>
<td>Incarcerated Person Name;</td>
<td></td>
</tr>
<tr>
<td>2.030</td>
<td>IPTS Reporting</td>
<td>Incarcerated Person Identification Number;</td>
<td></td>
</tr>
<tr>
<td>2.031</td>
<td>IPTS Reporting</td>
<td>Personal Identification Number;</td>
<td></td>
</tr>
<tr>
<td>2.032</td>
<td>IPTS Reporting</td>
<td>Traffic Period;</td>
<td></td>
</tr>
<tr>
<td>2.033</td>
<td>IPTS Reporting</td>
<td>Call Start (ymmd; mmss);</td>
<td></td>
</tr>
<tr>
<td>2.034</td>
<td>IPTS Reporting</td>
<td>Call End (ymmd; mmss);</td>
<td></td>
</tr>
<tr>
<td>2.035</td>
<td>IPTS Reporting</td>
<td>Seconds;</td>
<td></td>
</tr>
<tr>
<td>2.036</td>
<td>IPTS Reporting</td>
<td>Call Type (e.g. local, etc.);</td>
<td></td>
</tr>
<tr>
<td>2.037</td>
<td>IPTS Reporting</td>
<td>Bill Type (e.g. free);</td>
<td></td>
</tr>
<tr>
<td>2.038</td>
<td>IPTS Reporting</td>
<td>Call Cost;</td>
<td></td>
</tr>
<tr>
<td>2.039</td>
<td>IPTS Reporting</td>
<td>Tax;</td>
<td></td>
</tr>
<tr>
<td>2.040</td>
<td>IPTS Reporting</td>
<td>Validation Result;</td>
<td></td>
</tr>
</tbody>
</table>
### SUBSECTION 3 - VVS REPORTING

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.001</td>
<td>VVS Reporting</td>
<td>Reports for video visitation sessions are due to City on or before the 20th day of the month following the activity/session month.</td>
<td></td>
</tr>
<tr>
<td>3.002</td>
<td>VVS Reporting</td>
<td>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:</td>
<td></td>
</tr>
<tr>
<td>3.012</td>
<td>VVS Reporting</td>
<td>Facility Name;</td>
<td></td>
</tr>
<tr>
<td>3.013</td>
<td>VVS Reporting</td>
<td>Facility Identification Number/Site Identification Number;</td>
<td></td>
</tr>
<tr>
<td>3.014</td>
<td>VVS Reporting</td>
<td>VVS Station Identifier;</td>
<td></td>
</tr>
<tr>
<td>3.015</td>
<td>VVS Reporting</td>
<td>VVS Station Location Name;</td>
<td></td>
</tr>
<tr>
<td>3.016</td>
<td>VVS Reporting</td>
<td>Onsite Video Visitations Minutes (Per VVS Station);</td>
<td></td>
</tr>
<tr>
<td>3.018</td>
<td>VVS Reporting</td>
<td>Remote Video Visitations Sessions, Minutes (Per VVS Station);</td>
<td></td>
</tr>
<tr>
<td>3.020</td>
<td>VVS Reporting</td>
<td>Total Video Visitations Sessions, Minutes; and</td>
<td></td>
</tr>
<tr>
<td>3.021</td>
<td>VVS Reporting</td>
<td>Traffic Period and Dates.</td>
<td></td>
</tr>
<tr>
<td>3.022</td>
<td>VVS Reporting</td>
<td>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).</td>
<td></td>
</tr>
</tbody>
</table>

### SUBSECTION 4 - PUBLIC PAY TELEPHONE SPECIFICATIONS

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.001</td>
<td>Public Pay Telephones</td>
<td>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).</td>
<td></td>
</tr>
</tbody>
</table>

### SUBSECTION 5 - RATE REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.001</td>
<td>Rate Requirements</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

### SUBSECTION 6 - RECONCILIATION

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.001</td>
<td>Reconciliation</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.002</td>
<td>Reconciliation</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

### SECTION B - USER BILLING AND PAYMENTS

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.001</td>
<td>Contractor Retention of End-User Account Information</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>1.002</td>
<td>Contractor Retention of End-User Account Information</td>
<td>The City shall have access to such account information upon request, to the extent permissible by law.</td>
<td></td>
</tr>
</tbody>
</table>
### SECTION C - CUSTOMER SERVICE

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.001</td>
<td>Maintenance</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>1.002</td>
<td>Maintenance</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>1.003</td>
<td>Maintenance</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>1.004</td>
<td>Maintenance</td>
<td>City shall be notified of progress and/or delays in progress until the problems are resolved.</td>
<td></td>
</tr>
<tr>
<td>1.005</td>
<td>Maintenance</td>
<td>Contractor shall notify City any time a technician will be dispatched to the Facilities and prior to the technician’s arrival.</td>
<td></td>
</tr>
<tr>
<td>1.006</td>
<td>Maintenance</td>
<td>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).</td>
<td></td>
</tr>
<tr>
<td>1.007</td>
<td>Maintenance</td>
<td>Each party shall report to the other party any misuse, destruction, damage, or vandalism. Contractor will assume liability for any and all such damages.</td>
<td></td>
</tr>
<tr>
<td>1.008</td>
<td>Maintenance</td>
<td>All operation, maintenance and repair issues regarding the IPCS shall be reported by Contractor to City promptly.</td>
<td></td>
</tr>
<tr>
<td>1.009</td>
<td>Maintenance</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

### SECTION D - GENERAL INSTALLATION REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.001</td>
<td>Standards</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>1.002</td>
<td>Standards</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.001</td>
<td>Implementation</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.002</td>
<td>Implementation</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>3.001</td>
<td>Transition Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>3.002</td>
<td>Transition Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>3.003</td>
<td>Transition Requirements</td>
<td>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:</td>
<td></td>
</tr>
</tbody>
</table>
### 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.

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.

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.004</td>
<td>Transition</td>
<td>4.014</td>
<td>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).</td>
</tr>
<tr>
<td>3.005</td>
<td>Transition</td>
<td>4.007</td>
<td>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.</td>
</tr>
<tr>
<td>3.006</td>
<td>Transition</td>
<td>4.011</td>
<td>Contractor shall install/mount all incarcerated person communication services equipment in accordance with the City's requirements.</td>
</tr>
<tr>
<td>3.007</td>
<td>Transition</td>
<td>4.005</td>
<td>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.</td>
</tr>
<tr>
<td>3.008</td>
<td>Transition</td>
<td>4.008</td>
<td>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.</td>
</tr>
</tbody>
</table>

### SUBSECTION 4 - GENERAL INSTALLATION REQUIREMENTS

- **4.01** 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).
- **4.02** 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).
- **4.03** 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.
- **4.04** General Installation Requirements: Contractor agrees to obtain the City's written approval before making any physical alterations to the Facilities, such as drilling into walls, floors, ceilings or any other structures that may contain asbestos.
- **4.05** 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.
- **4.06** 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).
- **4.07** General Installation Requirements: 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 CIW1 and 2 (425 7th Street and at 850 Bryant Street) where asbestos containing material is known to exist.
- **4.08** 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.
- **4.09** 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).
- **4.10** General Installation Requirements: 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 CIW1 and 2 (425 7th Street and at 850 Bryant Street) where asbestos containing material is known to exist.
- **4.11** 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.
- **4.12** 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.
City security requirements shall apply to all maintenance series, including but not at mutually agreed upon locations. All lines shall have individual automatic operation as requested by City. City is to approve performed. Unless otherwise specified by the City, no equipment, inventory practices, installations, troubleshooting, investigations and Security associated with the incarcerated person communication Contractor during City Contractor Orientation, then City will issue a repair costs, and all costs or losses due to vandalism shall be the 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**

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.001</td>
<td>Security</td>
<td>All Contractor employees shall obtain, at Contractor's cost, the appropriate personnel background security clearance prior to arrival at the Facilities.</td>
<td></td>
</tr>
<tr>
<td>5.002</td>
<td>Security</td>
<td>All Contractor employees will comply with City’s policies and procedures.</td>
<td></td>
</tr>
<tr>
<td>5.003</td>
<td>Security</td>
<td>All installation, service, maintenance and repair of Contractor telephones shall be performed in strict compliance with City’s Jail Clearance Policy.</td>
<td></td>
</tr>
<tr>
<td>5.004</td>
<td>Security</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>5.005</td>
<td>Security</td>
<td>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.</td>
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</tr>
<tr>
<td>5.006</td>
<td>Security</td>
<td>Entry to the Facilities is subject to the approval of City.</td>
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</tbody>
</table>

**SUBSECTION 6 - TRAINING**

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<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.001</td>
<td>Training</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.002</td>
<td>Training</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.003</td>
<td>Training</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.004</td>
<td>Training</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>
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

**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. |
**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.

**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 a new person telephone set is replaced.

**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).

**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).

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<table>
<thead>
<tr>
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<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.001</td>
<td>IPTS and User Application Specifications</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.002</td>
<td>IPTS and User Application Specifications</td>
<td>The IPTS shall be configured to process both free and speed dialed calls.</td>
<td></td>
</tr>
<tr>
<td>2.003</td>
<td>IPTS and User Application Specifications</td>
<td>At City’s request, Contractor shall provide a report documenting the completion ratio on a monthly basis or other frequency designated by City.</td>
<td></td>
</tr>
<tr>
<td>2.004</td>
<td>IPTS and User Application Specifications</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.005</td>
<td>IPTS and User Application Specifications</td>
<td>Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation (&quot;positive acceptance&quot;). Voice recognition is not an acceptable method for positive acceptance.</td>
<td></td>
</tr>
<tr>
<td>2.006</td>
<td>IPTS and User Application Specifications</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.007</td>
<td>IPTS and User Application Specifications</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.008</td>
<td>IPTS and User Application Specifications</td>
<td>With each call, the IPTS must provide an automated message, customized to the City's specifications, to advise the called party that:</td>
<td></td>
</tr>
<tr>
<td>2.009</td>
<td>IPTS and User Application Specifications</td>
<td>The call is coming from a correctional facility.</td>
<td></td>
</tr>
<tr>
<td>2.010</td>
<td>IPTS and User Application Specifications</td>
<td>The call is coming from a specific incarcerated person.</td>
<td></td>
</tr>
<tr>
<td>2.011</td>
<td>IPTS and User Application Specifications</td>
<td>The call may be monitored and recorded, or</td>
<td></td>
</tr>
<tr>
<td>2.012</td>
<td>IPTS and User Application Specifications</td>
<td>The call is private and not being monitored and recorded.</td>
<td></td>
</tr>
<tr>
<td>2.013</td>
<td>IPTS and User Application Specifications</td>
<td>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:</td>
<td></td>
</tr>
<tr>
<td>2.014</td>
<td>IPTS and User Application Specifications</td>
<td>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;</td>
<td></td>
</tr>
<tr>
<td>2.015</td>
<td>IPTS and User Application Specifications</td>
<td>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;</td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>IPTS and User Application Specifications</td>
<td>Description</td>
<td></td>
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<td>---------</td>
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<td></td>
</tr>
<tr>
<td>2.016</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.017</td>
<td>For calls that are not completed, the IPTS shall play a recorded message to the incarcerated person detailing why the call was not completed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.018</td>
<td>Following the dialing sequence, Contractor shall indicate whether the IPTS can be configured to either:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.019</td>
<td>Allow incarcerated persons to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up); or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.020</td>
<td>Place the incarcerated person on-hold and not permit the incarcerated person to hear the call progress.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.021</td>
<td>In no event shall the incarcerated person be allowed to communicate with the called party until the call is positively accepted.</td>
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<td></td>
</tr>
<tr>
<td>2.022</td>
<td>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:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.023</td>
<td>Incarcerated Person Name (First, Last);</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.024</td>
<td>Incarcerated Person Personal Identification Number;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.025</td>
<td>Record Identifier;</td>
<td></td>
<td></td>
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<tr>
<td>2.026</td>
<td>Date Range (Start Date/Time and End Date/Time);</td>
<td></td>
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<tr>
<td>2.027</td>
<td>Facility;</td>
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<td>2.028</td>
<td>Called Number;</td>
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<td>2.029</td>
<td>Originating Number;</td>
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<td>2.030</td>
<td>Station Name;</td>
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<tr>
<td>2.031</td>
<td>Call Type;</td>
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<td>2.032</td>
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<td>Duration;</td>
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<td>Call Amount;</td>
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<td>Flagged Calls;</td>
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<td>Monitored Calls;</td>
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<td>Phone Group(s);</td>
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<tr>
<td>2.042</td>
<td>Visitation Phone(s); and</td>
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<tr>
<td>2.043</td>
<td>Custom Search.</td>
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<td>Paragraph</td>
<td>Description</td>
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<tr>
<td>2.044</td>
<td>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).</td>
<td></td>
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</tr>
<tr>
<td>2.045</td>
<td>At a minimum, the IPTS user application shall be equipped to generate the following standard reports in addition to the CDRs:</td>
<td></td>
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<tr>
<td>2.046</td>
<td>Call Statistics by Date Range;</td>
<td></td>
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<tr>
<td>2.047</td>
<td>Frequently Called Numbers;</td>
<td></td>
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<tr>
<td>2.048</td>
<td>Frequently Used Personal Identification Numbers;</td>
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<tr>
<td>2.049</td>
<td>Commonly Called Number;</td>
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<tr>
<td>2.050</td>
<td>Call Detail Report;</td>
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<tr>
<td>2.051</td>
<td>Facility Totals and Statistics;</td>
<td></td>
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<tr>
<td>2.052</td>
<td>Called Party/Number Accepting Report;</td>
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<tr>
<td>2.053</td>
<td>Fraud/Velocity Report;</td>
<td></td>
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<tr>
<td>2.054</td>
<td>Total Calls;</td>
<td></td>
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<tr>
<td>2.055</td>
<td>Personal Allowable Numbers (PAN) Report;</td>
<td></td>
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</tr>
<tr>
<td>2.056</td>
<td>Phone Usage;</td>
<td></td>
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<tr>
<td>2.057</td>
<td>Reverse Look-Up;</td>
<td></td>
<td></td>
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<tr>
<td>2.058</td>
<td>User Audit Trail;</td>
<td></td>
<td></td>
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<tr>
<td>2.059</td>
<td>The IPTS user application shall allow City to export the reports in a format selected by City (.csv, PDF, Microsoft Excel 2016 or greater).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.060</td>
<td>The IPTS shall have the capability to customize reports in a form mutually agreed upon by City and Contractor.</td>
<td></td>
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</tr>
<tr>
<td>2.061</td>
<td>Contractor’s IPTS user application shall at a minimum allow:</td>
<td></td>
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<tr>
<td>2.062</td>
<td>Report generation to include the reports listed above;</td>
<td></td>
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<tr>
<td>2.063</td>
<td>The creation, modification and deactivation of user accounts;</td>
<td></td>
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</tr>
<tr>
<td>2.064</td>
<td>The creation, modification and deactivation of incarcerated person accounts;</td>
<td></td>
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</tr>
<tr>
<td>2.065</td>
<td>The creation and modification of telephone numbers in the IPTS including entry of free and privileged telephone numbers without the assistance of Contractor;</td>
<td></td>
<td></td>
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<tr>
<td>2.066</td>
<td>Locating and accessing a specific recording by utilizing a unique recording/call identifier;</td>
<td></td>
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<tr>
<td>2.067</td>
<td>Block/unblock telephone numbers without the assistance of Contractor;</td>
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</tr>
<tr>
<td>2.068</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.069</td>
<td>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;</td>
<td></td>
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<tr>
<td>2.070</td>
<td>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.</td>
<td></td>
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</tr>
<tr>
<td>2.071</td>
<td>The IPTS shall have the capability to allow City to create, view and track service tickets associated with the IPTS or Facilities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.072</td>
<td>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.</td>
<td></td>
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</tr>
<tr>
<td>2.073</td>
<td>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.</td>
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</tr>
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</table>
### SUBSECTION 3 - IPTS SECURITY FEATURES

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.001</td>
<td>IPTS Security Features</td>
<td>The IPTS shall prohibit:</td>
<td></td>
</tr>
<tr>
<td>3.002</td>
<td>IPTS Security Features</td>
<td>Direct-dialed calls of any type;</td>
<td></td>
</tr>
<tr>
<td>3.003</td>
<td>IPTS Security Features</td>
<td>Access to a live operator for any type of calls;</td>
<td></td>
</tr>
<tr>
<td>3.004</td>
<td>IPTS Security Features</td>
<td>Access to &quot;411&quot; information services;</td>
<td></td>
</tr>
<tr>
<td>3.005</td>
<td>IPTS Security Features</td>
<td>Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services;</td>
<td></td>
</tr>
<tr>
<td>3.006</td>
<td>IPTS Security Features</td>
<td>Access to multiple long distance carriers via 950, 800 and 10-10-XXX numbers.</td>
<td></td>
</tr>
<tr>
<td>3.007</td>
<td>IPTS Security Features</td>
<td>The IPTS shall prevent call collision or conference calling among telephone stations.</td>
<td></td>
</tr>
<tr>
<td>3.008</td>
<td>IPTS Security Features</td>
<td>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:</td>
<td></td>
</tr>
<tr>
<td>3.009</td>
<td>IPTS Security Features</td>
<td>At demarcation location;</td>
<td></td>
</tr>
<tr>
<td>3.010</td>
<td>IPTS Security Features</td>
<td>Central control; and</td>
<td></td>
</tr>
<tr>
<td>3.011</td>
<td>IPTS Security Features</td>
<td>By select housing units;</td>
<td></td>
</tr>
<tr>
<td>3.012</td>
<td>IPTS Security Features</td>
<td>The IPTS shall not accept any incoming calls. Contractor shall work with the LEC to ensure such control.</td>
<td></td>
</tr>
</tbody>
</table>
IPTS Security Features

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.

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.001</td>
<td>Personal Identification Number Application</td>
<td>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:</td>
</tr>
<tr>
<td>4.002</td>
<td>Personal Identification Number Application</td>
<td>The capability to provide collect, pre-paid and debit, free and speed dial calling utilizing a PIN;</td>
</tr>
<tr>
<td>4.003</td>
<td>Personal Identification Number Application</td>
<td>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.</td>
</tr>
<tr>
<td>4.004</td>
<td>Personal Identification Number Application</td>
<td>The capability to receive, accept and search alphanumeric characters in an incarcerated person’s ID.</td>
</tr>
<tr>
<td>4.005</td>
<td>Personal Identification Number Application</td>
<td>The capability of accommodating any of the following options for how PINs are received and/or generated by the IPTS:</td>
</tr>
<tr>
<td>4.006</td>
<td>Personal Identification Number Application</td>
<td>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;</td>
</tr>
<tr>
<td>4.007</td>
<td>Personal Identification Number Application</td>
<td>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;</td>
</tr>
<tr>
<td>4.008</td>
<td>Personal Identification Number Application</td>
<td>JMS generates and sends the complete PIN to the IPTS. The IPTS stores the complete PIN; or</td>
</tr>
<tr>
<td>4.009</td>
<td>Personal Identification Number Application</td>
<td>The IPTS, without an interface with the JMS, auto-generates the complete PIN;</td>
</tr>
<tr>
<td>4.010</td>
<td>Personal Identification Number Application</td>
<td>The IPTS shall be capable of accepting a manually entered PIN.</td>
</tr>
<tr>
<td>4.011</td>
<td>Personal Identification Number Application</td>
<td>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).</td>
</tr>
<tr>
<td>4.012</td>
<td>Personal Identification Number Application</td>
<td>City requires a 12-digit PIN comprised of an 8-digit incarcerated person ID and a unique 4-digit identifier generated by the IPTS.</td>
</tr>
<tr>
<td>4.013</td>
<td>Personal Identification Number Application</td>
<td>PINs are required for booking/intake phone(s).</td>
</tr>
<tr>
<td>4.014</td>
<td>Personal Identification Number Application</td>
<td>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.</td>
</tr>
<tr>
<td>4.016</td>
<td>Personal Identification Number Application</td>
<td>When an individual PIN is added or modified in the system, the IPTS shall document the date/time and the user making the change.</td>
</tr>
<tr>
<td>4.017</td>
<td>Personal Identification Number Application</td>
<td>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.</td>
</tr>
</tbody>
</table>
### SUBSECTION 5 - PERSONAL ALLOWABLE NUMBER LISTS (PANs)

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.001</td>
<td>PANs</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>5.002</td>
<td>PANs</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>5.003</td>
<td>PANs</td>
<td>The quantity of approved telephone numbers within a PAN shall be configurable.</td>
<td></td>
</tr>
<tr>
<td>5.004</td>
<td>PANs</td>
<td>PANs shall allow authorized users to set a universal quantity of approved telephone numbers for each PIN.</td>
<td></td>
</tr>
<tr>
<td>5.005</td>
<td>PANs</td>
<td>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).</td>
<td></td>
</tr>
<tr>
<td>5.006</td>
<td>PANs</td>
<td>The IPTS shall document all updates, modifications and/or details for a PAN (e.g. user name, modification made, time/date stamp).</td>
<td></td>
</tr>
<tr>
<td>5.007</td>
<td>PANs</td>
<td>The 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.</td>
<td></td>
</tr>
<tr>
<td>5.008</td>
<td>PANs</td>
<td>The PAN application shall include an auto-enroll feature to avoid manual entry of PANs.</td>
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### SUBSECTION 6 - MONITORING AND RECORDING

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<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.001</td>
<td>Monitoring and Recording Requirements</td>
<td>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 1. (Rates and Fees).</td>
<td></td>
</tr>
<tr>
<td>6.002</td>
<td>Monitoring and Recording Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.003</td>
<td>Monitoring and Recording Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.004</td>
<td>Monitoring and Recording Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.005</td>
<td>Monitoring and Recording Requirements</td>
<td>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 1. (Rates and Fees).</td>
<td></td>
</tr>
<tr>
<td>6.006</td>
<td>Monitoring and Recording Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.007</td>
<td>Monitoring and Recording Requirements</td>
<td>The IPTS shall provide simultaneous playback and continuous recording of calls and visitation sessions.</td>
<td></td>
</tr>
<tr>
<td>6.008</td>
<td>Monitoring and Recording Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>6.009</td>
<td>Monitoring and Recording Requirements</td>
<td>Call Start Time;</td>
<td></td>
</tr>
<tr>
<td>6.010</td>
<td>Monitoring and Recording Requirements</td>
<td>Facility;</td>
<td></td>
</tr>
<tr>
<td>6.011</td>
<td>Monitoring and Recording Requirements</td>
<td>Phone Location Name;</td>
<td></td>
</tr>
<tr>
<td>6.012</td>
<td>Monitoring and Recording Requirements</td>
<td>Incarcerated Person Name;</td>
<td></td>
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</tbody>
</table>


<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
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<tbody>
<tr>
<td>6.013</td>
<td>Monitoring and Recording Requirements</td>
</tr>
<tr>
<td>6.014</td>
<td>Monitoring and Recording Requirements</td>
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<tr>
<td>6.015</td>
<td>Monitoring and Recording Requirements</td>
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<tr>
<td>6.016</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.017</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.018</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.019</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.020</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.026</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.027</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.028</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.029</td>
<td>Monitoring and Recording Requirements</td>
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<td>6.030</td>
<td>Monitoring and Recording Requirements</td>
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<tr>
<td>6.031</td>
<td>Monitoring and Recording Requirements</td>
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<tr>
<td>6.032</td>
<td>Monitoring and Recording Requirements</td>
</tr>
<tr>
<td>REQUIREMENT NUMBER</td>
<td>REQUIREMENT TYPE</td>
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<tr>
<td>1.001</td>
<td>Video Visitation Service</td>
</tr>
<tr>
<td>1.002</td>
<td>Video Visitation Service</td>
</tr>
<tr>
<td>1.003</td>
<td>Video Visitation Service</td>
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<tr>
<td>1.004</td>
<td>Video Visitation Service</td>
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<tr>
<td>1.005</td>
<td>Video Visitation Service</td>
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<tr>
<td>1.006</td>
<td>Video Visitation Service</td>
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<td>1.007</td>
<td>Video Visitation Service</td>
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<td>1.008</td>
<td>Video Visitation Service</td>
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<tr>
<td>1.009</td>
<td>Video Visitation Service</td>
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<tr>
<td>1.010</td>
<td>Video Visitation Service</td>
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<td>1.011</td>
<td>Video Visitation Service</td>
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<td>1.012</td>
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<tr>
<td>1.013</td>
<td>Video Visitation Service</td>
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</table>
### SUBSECTION 2 - VVS SPECIFIC INSTALLATION REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement Number</th>
<th>Requirement Type</th>
<th>Description</th>
<th>Agreement Negotiation Related Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.001</td>
<td>VVS Installation Requirements</td>
<td>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).</td>
<td></td>
</tr>
<tr>
<td>2.002</td>
<td>VVS Installation Requirements</td>
<td>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).</td>
<td></td>
</tr>
<tr>
<td>2.003</td>
<td>VVS Installation Requirements</td>
<td>The VVS stations shall not include any removable parts.</td>
<td></td>
</tr>
<tr>
<td>2.004</td>
<td>VVS Installation Requirements</td>
<td>The VVS stations shall include volume control.</td>
<td></td>
</tr>
<tr>
<td>2.005</td>
<td>VVS Installation Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.006</td>
<td>VVS Installation Requirements</td>
<td>VVS stations shall include picture-in-picture viewing.</td>
<td></td>
</tr>
<tr>
<td>2.007</td>
<td>VVS Installation Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.008</td>
<td>VVS Installation Requirements</td>
<td>The VVS must provide high-quality, stereo audio and broadcast-quality video while meeting the industry quality standards.</td>
<td></td>
</tr>
<tr>
<td>2.009</td>
<td>VVS Installation Requirements</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2.010</td>
<td>VVS Installation Requirements</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

### SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING

<table>
<thead>
<tr>
<th>Requirement Number</th>
<th>Requirement Type</th>
<th>Description</th>
<th>Agreement Negotiation Related Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.001</td>
<td>VVS Registration and Scheduling</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>3.002</td>
<td>VVS Registration and Scheduling</td>
<td>The VVS shall have the capability to allow smart phone scheduling.</td>
<td></td>
</tr>
<tr>
<td>3.003</td>
<td>VVS Registration and Scheduling</td>
<td>The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.</td>
<td></td>
</tr>
<tr>
<td>3.004</td>
<td>VVS Registration and Scheduling</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>3.005</td>
<td>VVS Registration and Scheduling</td>
<td>At a minimum, the VVS shall obtain and store the following information for the visitor as part of the registration process:</td>
<td></td>
</tr>
<tr>
<td>3.006</td>
<td>VVS Registration and Scheduling</td>
<td>First Name;</td>
<td></td>
</tr>
<tr>
<td>3.007</td>
<td>VVS Registration and Scheduling</td>
<td>Last Name;</td>
<td></td>
</tr>
<tr>
<td>3.008</td>
<td>VVS Registration and Scheduling</td>
<td>Email;</td>
<td></td>
</tr>
<tr>
<td>3.009</td>
<td>VVS Registration and Scheduling</td>
<td>Telephone Number / Cell Phone;</td>
<td></td>
</tr>
<tr>
<td>3.010</td>
<td>VVS Registration and Scheduling</td>
<td>Username; and</td>
<td></td>
</tr>
<tr>
<td>3.011</td>
<td>VVS Registration and Scheduling</td>
<td>Password.</td>
<td></td>
</tr>
<tr>
<td>3.012</td>
<td>VVS Registration and Scheduling</td>
<td>At a minimum, the VVS shall obtain and store the following information for the visitor as part of the scheduling process:</td>
<td></td>
</tr>
<tr>
<td>3.013</td>
<td>VVS Registration and Scheduling</td>
<td>First Name;</td>
<td></td>
</tr>
<tr>
<td>3.014</td>
<td>VVS Registration and Scheduling</td>
<td>Middle Name;</td>
<td></td>
</tr>
<tr>
<td>3.015</td>
<td>VVS Registration and Scheduling</td>
<td>Last Name;</td>
<td></td>
</tr>
</tbody>
</table>
The VVS shall have the capability to allow authorized City staff to create the associated with an incarcerated person if the incarcerated person.

Manually schedule standard or video visitation sessions for a particular incarcerated person.

The VVS shall automatically cancel sessions from any standard or video visitation station within the facilities.

Designate a visitor as being an attorney (or other professional type of visitor).

Restrict an incarcerated person from having remote video visits (onsite on one or multiple incarcerated person station screens (i.e. incarcerated person name, time of visit).

The VVS shall be capable of accommodating different sets of rules for onsite standard visitation and remote video visitation sessions.

**REQUIREMENT TYPE**

**DESCRIPTION**

**AGREEMENT NEGOTIATION RELATED COMMENTS**

---

**SUBSECTION 4 - VVS USER APPLICATION**

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
<th>AGREEMENT NEGOTIATION RELATED COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.001</td>
<td>VVS User Application</td>
<td>The VVS must provide specific information for tracking incarcerated person and visitor activities and patterns by, at a minimum, the following criteria:</td>
<td></td>
</tr>
<tr>
<td>4.002</td>
<td>VVS User Application</td>
<td>Incarcerated Person ID number;</td>
<td></td>
</tr>
<tr>
<td>4.003</td>
<td>VVS User Application</td>
<td>Incarcerated Person name;</td>
<td></td>
</tr>
<tr>
<td>4.004</td>
<td>VVS User Application</td>
<td>Visitor name;</td>
<td></td>
</tr>
<tr>
<td>4.005</td>
<td>VVS User Application</td>
<td>Date and time of visit;</td>
<td></td>
</tr>
<tr>
<td>4.006</td>
<td>VVS User Application</td>
<td>Incarcerated Person video visitation station; and</td>
<td></td>
</tr>
<tr>
<td>4.007</td>
<td>VVS User Application</td>
<td>Daily, weekly and monthly visit statistics.</td>
<td></td>
</tr>
<tr>
<td>4.008</td>
<td>VVS User Application</td>
<td>The VVS shall have the capability to allow authorized City staff to create the following restrictions with customizable durations:</td>
<td></td>
</tr>
<tr>
<td>4.009</td>
<td>VVS User Application</td>
<td>Restrict a visitor from visiting certain incarcerated person(s);</td>
<td></td>
</tr>
<tr>
<td>4.010</td>
<td>VVS User Application</td>
<td>Restrict an incarcerated person from visiting ALL visitors;</td>
<td></td>
</tr>
<tr>
<td>4.011</td>
<td>VVS User Application</td>
<td>Restrict a visitor from visiting ALL incarcerated persons;</td>
<td></td>
</tr>
<tr>
<td>4.012</td>
<td>VVS User Application</td>
<td>Restrict an incarcerated person from having remote video visits (onsite video visits only);</td>
<td></td>
</tr>
<tr>
<td>4.013</td>
<td>VVS User Application</td>
<td>The VVS user application shall have the capability to support the following functions:</td>
<td></td>
</tr>
<tr>
<td>4.014</td>
<td>VVS User Application</td>
<td>Set user ID;</td>
<td></td>
</tr>
<tr>
<td>4.015</td>
<td>VVS User Application</td>
<td>Set/reset password;</td>
<td></td>
</tr>
<tr>
<td>4.016</td>
<td>VVS User Application</td>
<td>Capture the user’s first, middle and last name;</td>
<td></td>
</tr>
<tr>
<td>4.017</td>
<td>VVS User Application</td>
<td>Manually terminate standard or video visitation sessions;</td>
<td></td>
</tr>
<tr>
<td>4.018</td>
<td>VVS User Application</td>
<td>Report status of all standard and video visitation sessions (online or idle);</td>
<td></td>
</tr>
<tr>
<td>4.019</td>
<td>VVS User Application</td>
<td>Stop, pause and restart any running visit;</td>
<td></td>
</tr>
<tr>
<td>4.020</td>
<td>VVS User Application</td>
<td>Allow the City to enter comments or add notes to a visit;</td>
<td></td>
</tr>
<tr>
<td>4.021</td>
<td>VVS User Application</td>
<td>Allow for station reassignment during any running visit;</td>
<td></td>
</tr>
<tr>
<td>4.022</td>
<td>VVS User Application</td>
<td>Allow for visitation time extension during any running visit;</td>
<td></td>
</tr>
<tr>
<td>4.023</td>
<td>VVS User Application</td>
<td>Customize the number of visits per the monitoring screen and the page rotation duration;</td>
<td></td>
</tr>
<tr>
<td>4.024</td>
<td>VVS User Application</td>
<td>Designate a visitor as being an attorney (or other professional) type of visitor;</td>
<td></td>
</tr>
<tr>
<td>4.025</td>
<td>VVS User Application</td>
<td>Manually schedule standard or video visitation sessions for a particular incarcerated person, station, and date and time, on behalf of visitor(s);</td>
<td></td>
</tr>
<tr>
<td>4.026</td>
<td>VVS User Application</td>
<td>Allow authorized users the ability to mandate specific visits, visitors and/or incarcerated persons to be recorded;</td>
<td></td>
</tr>
<tr>
<td>4.027</td>
<td>VVS User Application</td>
<td>Allow authorized users to download, share and/or view recordings; and</td>
<td></td>
</tr>
<tr>
<td>4.028</td>
<td>VVS User Application</td>
<td>Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).</td>
<td></td>
</tr>
</tbody>
</table>

---

**SUBSECTION 5 - 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)

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.001</td>
<td>AITS</td>
<td>Contractor shall provide to City the Virtual Receptionist as an AITS within 180 days of Agreement execution and at no cost to City.</td>
</tr>
<tr>
<td>1.002</td>
<td>AITS</td>
<td>Contractor's AITS shall provide both incarcerated persons and external users with information relative to the facilities or to a specific incarcerated person.</td>
</tr>
<tr>
<td>1.003</td>
<td>AITS</td>
<td>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.</td>
</tr>
</tbody>
</table>

#### SUBSECTION 2 - Cell Phone Detection

<table>
<thead>
<tr>
<th>REQUIREMENT NUMBER</th>
<th>REQUIREMENT TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.001</td>
<td>Cell Phone Detection</td>
<td>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.</td>
</tr>
<tr>
<td>2.002</td>
<td>Cell Phone Detection</td>
<td>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.</td>
</tr>
</tbody>
</table>
### SECTION H - FACILITY SPECIFICATIONS

#### SUBSECTION 1 - FACILITY INFORMATION & EQUIPMENT REQUIREMENTS

<table>
<thead>
<tr>
<th>Data Category</th>
<th>County Jail #1 (Intake Facility)</th>
<th>County Jail #2</th>
<th>County Jail #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Daily Population (ADP):</td>
<td>30</td>
<td>280</td>
<td>Facility Empty</td>
</tr>
<tr>
<td>Incarcerated Person Type:</td>
<td>City, County, State</td>
<td>City, County, State</td>
<td></td>
</tr>
<tr>
<td>Call Time Limit:</td>
<td>15 Minutes</td>
<td>15 Minutes</td>
<td></td>
</tr>
<tr>
<td>Hours of Availability for Incarcerated Person Telephones:</td>
<td>24/7</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Hours of Availability for Booking Telephones:</td>
<td>24/7</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Incarcerated Person Telephones Required:</td>
<td>20</td>
<td>74</td>
<td></td>
</tr>
<tr>
<td>Required Telephone Cord Length (Incarcerated Person Telephones):</td>
<td>18”</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>Visitation Telephones Required:</td>
<td>4</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Required Telephone Cord Length (Visitation Telephones):</td>
<td>18”</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>Portable/Cordless Phones Required:</td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>TDD and VRS Devices Required:</td>
<td>2 TDD/1 VRS</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Public Pay Telephones:</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Incarcerated Person Video Visitation Stations Required:</td>
<td>0</td>
<td>12 (5 Wall-mounted/7 Portable)</td>
<td></td>
</tr>
<tr>
<td>Required Cord Length (Incarcerated Person Video Visitation Stations):</td>
<td>18”</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>General Public Video Visitation Stations:</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Required Cord Length (General Public Video Visitation Stations):</td>
<td>18”</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>Control Workstation Required:</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Total IPCS Devices to be Invoiced:</td>
<td>30</td>
<td>103</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data Category</th>
<th>County Jail #4</th>
<th>County Jail #5</th>
<th>County Jail #6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Daily Population (ADP):</td>
<td>340</td>
<td>650</td>
<td>Facility Empty</td>
</tr>
<tr>
<td>Incarcerated Person Type:</td>
<td>City, County, State</td>
<td>City, County, State</td>
<td></td>
</tr>
<tr>
<td>Call Time Limit:</td>
<td>15 Minutes</td>
<td>15 Minutes</td>
<td></td>
</tr>
<tr>
<td>Hours of Availability for Incarcerated Person Telephones:</td>
<td>24/7</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Hours of Availability for Booking Telephones:</td>
<td>24/7</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Incarcerated Person Telephones Required:</td>
<td>59</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>Required Telephone Cord Length (Incarcerated Person Telephones):</td>
<td>18”</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>Visitation Telephones Required:</td>
<td>64</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>Required Telephone Cord Length (Visitation Telephones):</td>
<td>18”</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>Portable/Cordless Phones Required:</td>
<td>8</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>TDD and VRS Devices Required:</td>
<td>0</td>
<td>2 TDD/1 VRS</td>
<td></td>
</tr>
<tr>
<td>Public Pay Telephones:</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Incarcerated Person Video Visitation Stations Required:</td>
<td>0</td>
<td>25 (16 Wall-mounted/9 Portable)</td>
<td></td>
</tr>
<tr>
<td>Required Cord Length (Incarcerated Person Video Visitation Stations):</td>
<td>N/A</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>General Public Video Visitation Stations:</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Required Cord Length (General Public Video Visitation Stations):</td>
<td>N/A</td>
<td>18”</td>
<td></td>
</tr>
<tr>
<td>Control Workstation Required:</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Total IPCS Devices to be Invoiced:</td>
<td>123</td>
<td>106</td>
<td></td>
</tr>
</tbody>
</table>

#### SUBSECTION 2 - INTERFACE CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Service Provider Type</th>
<th>Company &amp; Contact Name</th>
<th>Contact Telephone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissary</td>
<td>Keefe/Jennifer Rowland</td>
<td><a href="mailto:jrowland@keefegroup.com">jrowland@keefegroup.com</a></td>
<td></td>
</tr>
<tr>
<td>JMS</td>
<td>New World Systems/Gene Markle</td>
<td>248-269-1000</td>
<td></td>
</tr>
</tbody>
</table>
### SECTION I - RATES AND FEES

#### SUBSECTION 1 - IPCS RATES & FEES

<table>
<thead>
<tr>
<th>Category</th>
<th>Cost Per Minute</th>
<th>Average Cost Per Call Or Visit: 15 Minute Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Domestic Calls</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>International</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

#### Video Visitation Fee to Incarcerated Persons or Visiting Party

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onsite VVS</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Offsite/Remote VVS</td>
<td>$0.00</td>
<td></td>
</tr>
</tbody>
</table>

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.

Incarcerated persons and end-users shall not be charged for any communications covered herein, inclusive of any associated funding fees.

All calls and video visits, including international calls, shall be processed as free through the IPCS.

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.

#### SUBSECTION 2 - IPTS/VVS LEASE COST

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease cost for IPTS (Per Device):</td>
<td>89.78*</td>
</tr>
<tr>
<td>Lease cost for VVS (Per Device):</td>
<td>89.78*</td>
</tr>
</tbody>
</table>

*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).*

*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.*

#### 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.

<table>
<thead>
<tr>
<th>Contract Period</th>
<th>Monthly Cost</th>
<th>Annual Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1 (Months 1 to 12)</td>
<td>$49,774.14</td>
<td>$597,289.70</td>
</tr>
<tr>
<td>Year 2 (Months 13 to 24)</td>
<td>$41,388.58</td>
<td>$496,662.96</td>
</tr>
<tr>
<td>Year 3 (Months 25 to 36)</td>
<td>$41,388.58</td>
<td>$496,662.96</td>
</tr>
<tr>
<td>Total Not to Exceed Amount</td>
<td></td>
<td>$1,590,615.62</td>
</tr>
</tbody>
</table>

#### SUBSECTION 4 - LIQUIDATED DAMAGES

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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.</td>
<td>$300.00 per unauthorized recording or per instance where City direction regarding the settings for monitoring/recording the visitation session was not followed.</td>
</tr>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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.</td>
<td>$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). $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).</td>
</tr>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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 rate(s).</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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 after the agreed-upon date until the installation is complete.</td>
<td></td>
</tr>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>All Incarcerated Person Communication Services</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

**SECTION J - VVS Expansion Cost**

**SUBSECTION 1 - VVS Hardware, Implementation, and Infrastructure (Year 1)**

**Hardware**

<table>
<thead>
<tr>
<th>Product Name</th>
<th>ContractorProduct Code</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Extended</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.6” Megatron – Complete unit</td>
<td>N/A</td>
<td>3</td>
<td>$1,400.00</td>
<td>$4,200.00</td>
</tr>
<tr>
<td>15.6” Megatron – Mobile unit</td>
<td>N/A</td>
<td>16</td>
<td>$1,900.00</td>
<td>$30,400.00</td>
</tr>
</tbody>
</table>

**Subtotal:** $34,600.00

**Services**

<table>
<thead>
<tr>
<th>Product Name</th>
<th>ContractorProduct Code</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Extended</th>
</tr>
</thead>
<tbody>
<tr>
<td>SV - Implementation</td>
<td>RS-SV-5.6.1000</td>
<td>19</td>
<td>$150.00</td>
<td>$2,850.00</td>
</tr>
<tr>
<td>SV - Install/Infrastructure (Includes Data Drv)</td>
<td>N/A</td>
<td>31</td>
<td>$2,258.06</td>
<td>$70,000.00</td>
</tr>
</tbody>
</table>

**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,
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 contact? 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)
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/dhhrdrupal/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)
Amendment of the Whole
7/16/07

FILE NO. 070926

ORDINANCE NO. 176-07

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

Ordinance authorizing 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 535, 790 and UHW; and granting a waiver to the competitive procurement requirements of San Francisco Administrative Code Chapter 21.

Note: Additions are single-underline italics Times New Roman; deletions are strikethrough italics Times New Roman. Board amendment additions are double underlined. Board amendment deletions are strikethrough normal.

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

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

1. Administrative Code section 16.4700 and Charter Appendix A8.420365.2 exclude from membership in the City's Health Services System temporary exempt as-needed employees who have not worked 1040 hours in a consecutive 12-month period.

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

3. The CBA established an "As-needed Health Benefits Committee" ("Committee") made up of six City representatives and six SEIU rank and file representatives. The CBA directed the Committee to exercise all reasonable efforts to begin providing benefits to eligible employees by April 1, 2007. The Committee began meeting in August 2006.
(9) The Committee determined that the San Francisco Health Plan's Healthy Workers Program presented the best choice for insuring eligible temporary exempt City employees at the earliest date possible (August 1, 2007). The Committee made its conclusion based on the cost and comprehensiveness of coverage and the existence of an already functioning infrastructure.

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

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

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

By: Frederick P. Sheinfeld
Deputy City Attorney
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

Mayor Gavin Newsom

7/31/07
Date Approved
Amendment of the Whole
7/16/07
FILE NO. 070926
ORDINANCE NO. 176-07

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

Ordinance authorizing 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 535, 790 and UHW; and granting a waiver to the competitive procurement requirements of San Francisco Administrative Code Chapter 21.

Note: Additions are single-underline Times New Roman; deletions are strikethrough Times New Roman; Board amendment additions are double underlined; Board amendment deletions are strikethrough normal.

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

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

(1) Administrative Code section 16.4700 and Charter Appendix A8.42965.2 exclude from membership in the City's Health Services System temporary exempt as-needed employees who have not worked 1040 hours in a consecutive 12-month period.

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

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

Mayor's Office
BOARD OF SUPERVISORS
(4) The CBA allocated funds for the health benefits program as follows: $500,000 in FY 06-07; $2,000,000 in FY 07-08 and $2,000,000 in 08-09.

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

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

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

(8) The Committee did not engage in the competitive solicitation process. However, it did review several benefit plans, including those available through the City’s Health Service System.
(9) The Committee determined that the San Francisco Health Plan's Healthy Workers Program presented the best choice for insuring eligible temporary exempt City employees at the earliest date possible (August 1, 2007). The Committee made its conclusion based on the cost and comprehensiveness of coverage and the existence of an already functioning infrastructure.

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

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

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

By:
Frederick P. Spenfeldt
Deputy City Attorney
City and County of San Francisco

Tails

Ordinance

File Number: 070926

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 836, 780 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, Aminiano, Daly, Duffy, Elsbernd, Jew, Maxwell, Mirkarimi, Peskin, Sandoval
Absent: 1 - McGoldrick

July 31, 2007 Board of Supervisors — FINALLY PASSED
Ayes: 11 - Alioto-Pier, Aminiano, 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 contact? 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 Amount: $19,830,206

PSC Duration: 3 years

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 contact? 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)
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/dhdrupal/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 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 **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@sfwater.org

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

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4092 - 10/11

DHR Analysis/Recommendation:      Civil Service Commission Action:
Comission Approval Required
DHR Approved for 11/16/2020
Receipt of Union Notification(s)
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 COMMISSION
Dept. Code: PUC

Type of Request: ☒ Modification of an existing PSC (PSC # 4092 - 10/11)
Type of Approval: ☑ Regular
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 Cumulative Amount Proposed: $4,000,000
PSC 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 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 01/08/19, 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 COMMISSION  
Dept. Code: PUC

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

Type of Approval:  
☒ 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 Cumulative Amount Proposed: $4,000,000  
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.

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 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 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.

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.

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@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 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. Heldfond 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)

<table>
<thead>
<tr>
<th>PSC#</th>
<th>Department</th>
<th>Amount</th>
<th>Type of Service</th>
<th>Type of Approval</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>4009-13/14</td>
<td>Sheriff</td>
<td>$56,875</td>
<td>Implementation of Compass software, including 8 hours of consulting services to</td>
<td>Regular</td>
<td>1/1/14</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>customize software to meet the needs of the San Francisco Sheriff's Department</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>(SFSD), installation and testing of Compass software, 14.5 hours spent training</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>staff to use the risk/needs assessment module, and post installation software</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>support.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project ID</td>
<td>Agency</td>
<td>Current Approved Amount</td>
<td>Increase Amount Requested</td>
<td>New Total Amount Requested</td>
<td>Modification Date</td>
</tr>
<tr>
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<td>---------------------------</td>
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<td>-------------------</td>
</tr>
<tr>
<td>4081-09/10</td>
<td>Ethics Commission</td>
<td>$270,000</td>
<td>$687,000</td>
<td>$957,000</td>
<td>9/30/18</td>
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<tr>
<td>4009-11/12</td>
<td>Airport Commission</td>
<td>$4,500,000</td>
<td>$4,000,000</td>
<td>$8,500,000</td>
<td>8/1/16</td>
</tr>
</tbody>
</table>

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.

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.
<p>| 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 |</p>
<table>
<thead>
<tr>
<th>Date</th>
<th>Department</th>
<th>Current Approved Amount</th>
<th>Increase Amount Requested</th>
<th>New Total Amount Requested</th>
<th>Modification Date</th>
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</thead>
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<tr>
<td>4095-08/09</td>
<td>Public Works</td>
<td>17,640,598</td>
<td>$3,320,600</td>
<td>$20,961,198</td>
<td>11/30/15</td>
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</tbody>
</table>

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.

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 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, 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 or from medical facilities, or discharging patients to their homes. The City does not posses 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 (wheelchair 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 contact? 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)
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 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

<table>
<thead>
<tr>
<th>PSC Original Approved Amount: $2,000,000</th>
<th>PSC Original Approved Duration: 03/10/08 - 12/31/12 (4 years 42 weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSC Mod#1 Amount: $4,000,000</td>
<td>PSC Mod#1 Duration: 07/01/10-12/31/18 (6 years 1 day)</td>
</tr>
<tr>
<td>PSC Mod#2 Amount: $2,000,000</td>
<td>PSC Mod#2 Duration: 01/01/19-12/31/22 (4 years 1 day)</td>
</tr>
<tr>
<td>PSC Cumulative Amount Proposed: $8,000,000</td>
<td>PSC Cumulative Duration Proposed: 14 years 42 weeks</td>
</tr>
</tbody>
</table>

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 contact? 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
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

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

25 VAN NESS AVENUE, SUITE 720 ● SAN FRANCISCO, CA 94102-3603 ● (415) 252-3247 ● FAX (415) 252-3260 ● www.sfgov.org/civil_service/
## POSTING FOR

3/1/2010

### PROPOSED PERSONAL SERVICES CONTRACTS

**MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION**

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<tr>
<th>DeptNo</th>
<th>PSC No</th>
<th>Dept Description</th>
<th>Approval Type</th>
<th>Change</th>
<th>Contract Amount</th>
<th>Description of Work</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>38</td>
<td>4062-09/10</td>
<td>Police</td>
<td>Modification</td>
<td>$60,000</td>
<td>$90,000</td>
<td>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.</td>
<td>6/30/2012</td>
</tr>
<tr>
<td>82</td>
<td>4102-07/08</td>
<td>Public Health</td>
<td>Modification</td>
<td>$4,000,000</td>
<td>$6,000,000</td>
<td>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.</td>
<td>12/31/2018</td>
</tr>
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PERSONAL SERVICES CONTRACT SUMMARY

DATE: DEC 18 2009

DEPARTMENT NAME: DEPARTMENT OF PUBLIC HEALTH

DEPARTMENT NUMBER 81882

TYPE OF APPROVAL: ☑ REGULAR (OMIT POSTING ________ )

☑ MODIFICATION (PSC# 4102-07/08)

TYPE OF SERVICE: Non Emergency Patient Transportation Services

FUNDING SOURCE: General Funds – CHN Funds

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<th>Original Amount</th>
<th>$2,000,000</th>
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<tr>
<td>Modification Amount</td>
<td>$4,000,000</td>
<td>PSC Duration: 7/1/2010 – 12/30/2018</td>
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<tr>
<td>Total Amount</td>
<td>$6,000,000</td>
<td>Total PSC Duration: 3/1/2008 – 12/31/2018</td>
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</table>

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):

   ☑ SEIU 1021
   Signature of person mailing/faxing form
   Date

   □ Union Name
   Signature of person mailing/faxing form
   Date

   RFP sent to SEIU 1021, on 12/17/2007
   Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 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 provided 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?
   [ ] Yes [ ] No
   - Describe the training and indicate approximate number of hours.
   - Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate numbers to be trained.
   
   C. Are there legal mandates requiring the use of contractual services?
   [ ] Yes [ ] No
   
   D. Are there federal or state grant requirements regarding the use of contractual services?
   [ ] Yes [ ] No
   
   E. Has a board or commission determined that contracting is the most effective way to provide this service?
   [ ] Yes [ ] No
   
   F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? *Work may be completed by current vendors or new vendors selected through solicitations.*
   [ ] Yes [ ] No

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

[Signature]

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:  ☑ Modification of an existing PSC (PSC # 44383 - 15/16)

Type of Approval:  ☑ 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 contact? 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

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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)
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
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: rmarenc0@twusf.org
Additional Attachment(s)
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

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

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 Cumulative Amount Proposed: $5,000,000

PSC 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

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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 -- DPH  
Dept. Code: DPH

Type 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 Services

Funding Source: General Funds  
PSC Amount: $5,000,000  
PSC Duration: 4 years 25 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.
      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 contact? 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