

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MAYOR -- MYR

Dept. Code: MYR

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

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

Type of Service: Software License, Maintenance & Development

Funding Source: Community Development Block Grant, Emergen

PSC Amount: \$625,000

PSC Est. Start Date: 01/04/2021

PSC Est. End Date 12/22/2024

1. Description of Work

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

The Contractor shall customize, provide licensing and support, and maintain an end-to-end web-based grants management system identified by the City as Grants Management System (GMS) to provide the functionalities described below for at least 1,000 Users with varying levels of access, as well as a wide variety of experience in the use of online tools.

The System must provide MOHCD staff and potential and awarded Grantees with the ability to initiate, manage and monitor the entire granting process, including Grantee Project proposal set-up, submission, review and negotiations, grant award, reporting and reimbursement, and Agency and User setup and administration. Services provided shall include System planning and management, including but not limited to, requirements and design, integration, testing, acceptance, deployment, data migration (if applicable), training, and maintenance. Developer and Subscription System User support Monday through Friday, 8am - 6pm Pacific Time (as a minimum window of availability) is required. Live phone support is highly preferred.

The System must include all products and services required for successful implementation, as well as System maintenance and updates over the full term of the Agreement. Services may include, but not be limited to, business process and technical assessment and recommendations, project planning, System implementation, data migration (if applicable) and troubleshooting, acceptance testing, training, and support.

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

MOHCD manages over \$47,000,000 of federal funds granted by the U.S. Department of Housing and Urban Development ("HUD") through the Community Development Block Grant ("CDBG") program, as well as the Emergency Shelter Grant ("ESG"), Housing Opportunities for Persons with AIDS ("HOPWA") and other local, state, and federal funding sources. MOHCD's granting process consists of administering and tracking complex awarding, compliance, and reporting requirements in collaboration with, or on behalf of approximately 1,000 users at over 300 grantee agencies managing over 1,100 projects. Procurement of a new system will ensure MOHCD's effective and efficient management of public funds and requirements associated with these complex processes to assure accountability and accuracy, as well as efficient, timely, and accurate reporting as required to HUD and other local, state, and federal funding sources. We are nearing the end of a 5-year contract for the current system being used and the fast pace of technology change means that there is now a dramatically different landscape of possible grants management solutions than were available previously. Releasing a new RFP is a fiscally and programmatically responsible approach and will enable us to review all possible options in regard to costs, service levels, and available tools. Without these services, MOHCD would lose the ability to effectively manage the over \$47,000,000 of federal funds granted by HUD through the CDBG program, as well as the ESG, HOPWA, and other local, state, and federal funding sources.

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

This service has been provided and continues to be provided by its sole source organization, Cityspan. Most recent PSC #47589 13/14.

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):

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

B. Explain the qualifying circumstances:

This work is for services around licensing, maintenance, and customizations for a system that is proprietary to the vendor.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: The Contractor must have experience customizing and maintaining the proprietary Cityspan web-based system currently being used and identified by the City as "Grants Management System" (GMS). In addition, Contractor must be able to provide technical support to both City staff and CBO end users.

B. Which, if any, civil service class(es) normally perform(s) this work? 1053, IS Business Analyst-Senior;

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

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

No, GMS is a proprietary system

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

A. Explain why civil service classes are not applicable.

The Contractor must have experience customizing and maintaining the proprietary Cityspan web-based system currently being used and identified by the City as "Grants Management System" (GMS). In addition, Contractor must be able to provide technical support to both City staff and Community Based Organizations end users.

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, Grants Management Services (GMS) is a proprietary system. The software is proprietary to Cityspan, Inc.

6. Additional Information

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
Yes. The Contractor will provide technical support to both City staff and Community Based Organizations.

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 01/04/2021, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21

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

Name: Karen Henderson Phone: 701-5557 Email: karen.henderson@sfgov.org

Address: 1 South Van Ness Avenue, 5th floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41666 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 03/15/2021

Receipt of Union Notification(s)

Henderson, Karen (MYR)

From: dhr-psccordinator@sfgov.org on behalf of karen.henderson@sfgov.org
Sent: Monday, January 4, 2021 7:02 PM
To: Henderson, Karen (MYR); ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Henderson, Karen (MYR); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 41666 - 20/21

RECEIPT for Union Notification for PSC 41666 - 20/21 more than \$100k

The MAYOR -- MYR has submitted a request for a Personal Services Contract (PSC) 41666 - 20/21 for \$625,000 for Initial Request services for the period 01/04/2021 – 12/22/2024. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/15934> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Additional Attachment(s)



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent Via Electronic Mail

December 8, 2017

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS 46915-17/18; 45528-17/18; 47743-17/18; 44750-17/18; 46926-17/18; 47879-17/18; 49311-17/18; 47541-17/18; 43499-17/18; 47378-17/18; 40003-16/17; 46544-14/15; 4011-13/14; 42606-13/14; 45648-14/15 AND 47589-13/14.

At its meeting on December 4, 2017 the Civil Service Commission had for its consideration the above matter.

The Commission took the following actions:

1. Approved PSC #47378-17/18 with the condition that the department report back in one (1) year to discuss progress and lessons learned.
2. Adopted the report. Approved the remaining requests for proposed Personal Services Contracts and notified the Office of the Controller and the Office of Contract Administration.

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

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.*

CIVIL SERVICE COMMISSION

MICHAEL L. BROWN
Executive Officer

Attachments

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MAYOR

Dept. Code: MYR

Type of Request: Initial Modification of an existing PSC (PSC # 47589 - 13/14)

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

Type of Service: Software Licenses, Maintenance and Development

Funding Source: CDBG

PSC Original Approved Amount: \$625,000

PSC Original Approved Duration: 10/15/14 - 10/15/17 (3 years 1 day)

PSC Mod#1 Amount: \$625,000

PSC Mod#1 Duration: 10/01/17-10/01/20 (2 years 50 weeks)

PSC Cumulative Amount Proposed: \$1,250,000

PSC Cumulative Duration Proposed: 5 years 50 weeks

1. Description of Work

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

The Contractor shall provide & maintain an end-to-end web-based grants management system as a Commercial Off-The-Shelf solution or customized SaaS/PaaS/Cloud hosted subscription-based platform to provide the functionalities described below for at least 1,000 Users with varying levels of access, as well as a wide variety of experience in the use of online tools. The System must provide Mayor's Office of Housing & Community Development (MOHCD) staff & potential and awarded Grantees with the ability to initiate, manage and monitor the entire granting process, including Grantee Project proposal set-up, submission, review and negotiations, grant award, reporting and reimbursement, & Agency & User setup and administration. Services provided shall include System planning & management, including but not limited to, requirements & design, integration, testing, acceptance, deployment, data migration (if applicable), training, & maintenance. Developer & Subscription System User support Monday through Friday, 8am - 6pm Pacific Time (as a minimum window of availability) is required. (See Additional Attachment)

Scope Change

The Contractor shall customize, provide licensing and support, and maintain an end-to-end web-based grants management system identified by the City as Grants Management System (GMS) to provide the functionalities described below for at least 1,000 Users with varying levels of access, as well as a wide variety of experience in the use of online tools.

The System must provide MOHCD staff and potential and awarded Grantees with the ability to initiate, manage and monitor the entire granting process, including Grantee Project proposal set-up, submission, review and negotiations, grant award, reporting and reimbursement, and Agency and User setup and administration. Services provided shall include System planning and management, including but not limited to, requirements and design, integration, testing, acceptance, deployment,

data migration (if applicable), training, and maintenance. Developer and Subscription System User support Monday through Friday, 8am - 6pm Pacific Time (as a minimum window of availability) is required. Live phone support is highly preferred.

The System must include all products and services required for successful implementation, as well as System maintenance and updates over the full term of the Agreement. Services may include, but not be limited to, business process and technical assessment and recommendations, project planning, System implementation, data migration (if applicable) and troubleshooting, acceptance testing, training, and support.

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

Mayor's Office of Housing & Community Development (MOHCD) manages over \$47,000,000 of federal funds granted by the U.S. Department of Housing & Urban Development ("HUD") through the Community Development Block Grant ("CDBG") program, as well as the Emergency Shelter Grant ("ESG"), Housing Opportunities for Persons with AIDS ("HOPWA") & other local, state, & federal funding sources. Mayor's Office of Housing & Community Development (MOHCD's) granting process consists of administering & tracking complex awarding, compliance, & reporting requirements in collaboration with, or on behalf of approximately 1,000 users at over 300 grantee agencies managing over 1,100 projects. (See Additional Attachment)

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?

Subject to evaluation of contract(See Additional Attachment)

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 was not provided in the past - Approved Personal Service Contract 47589-13/14.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

The services being provided are limited in scope and duration as far as system development is concerned. Further, the skills, expertise, and knowledge can come only from the vendor, Cityspan Technologies as the system is proprietary to them.

B. Reason for the request for modification:

MOHCD manages over \$47,000,000 of federal funds granted by the U.S. Department of Housing and Urban Development ("HUD") through the Community Development Block Grant ("CDBG") program, as well as the Emergency Shelter Grant ("ESG"), Housing Opportunities for Persons with AIDS ("HOPWA") and other local, state, and federal funding sources. MOHCD's granting process

consists of administering and tracking complex awarding, compliance, and reporting requirements in collaboration with, or on behalf of approximately 1,000 users at over 300 grantee agencies managing over 1,100 projects. Procurement of a new system will ensure MOHCD's effective and efficient management of public funds and requirements associated with these complex processes to assure accountability and accuracy, as well as efficient, timely, and accurate reporting as required to HUD and other local, state, and federal funding sources. We are nearing the end of a 5-year contract for the current system being used and the fast pace of technology change means that there is now a dramatically different landscape of possible grants management solutions than were available previously. Releasing a new RFP is a fiscally and programmatically responsible approach and will enable us to review all possible options in regard to costs, service levels, and available tools. Without these services, MOHCD would lose the ability to effectively manage the over \$47,000,000 of federal funds granted by HUD through the CDBG program, as well as the ESG, HOPWA, and other local, state, and federal funding sources.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The Contractor must have experience developing & maintaining end-to-end (from development through successful launch & acceptance by government or nonprofit agency client) customized, hosted web-based systems utilizing the same software or platform they propose in their response to the associated Request For Proposal (RFP) for at least two (2) government or nonprofit agencies with over 50 users in the United States other than Mayor's Office of Housing & Community Development (MOHCD).(See Additional Attachment)
- B. Which, if any, civil service class(es) normally perform(s) this work? 1032, IS Trainer-Journey; 1033, IS Trainer-Senior; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1070, IS Project Director; 1071, IS Manager;
- 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.
The system will be subscription based, and any development/customization would be specific to the proposed system, which would likely be proprietary to the Contractor or partner. Further, as a minimum qualification, any lead developer working on the project must have current, active certification in the software or platform used as a minimum qualification.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No, it would not be practical and or feasible to adopt a civil service class to perform for this work because only employees of the company performing the service, City Span Technologies, can develop the system as it is proprietary to them. We received a Sole Source Waiver approval for this form Office of Contract Administration (OCA) on 9/12.

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 provide Administrator and end-user training as needed for up to 40 hours for up to 20 users who are a mix of administrators, analysts, and supervisors.
- 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.
Existing PSC extension Contract # 47589 13/14

7. Union Notification: On 09/22/17, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21;

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

Name: Karen Henderson Phone: 701-5557 Email: karen.henderson@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47589 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

~~Commission Approval Required~~

DHR Approved for 12/04/2017

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN SERVICES -- DSS

Dept. Code: DSS

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

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

Type of Service: Consultation, Technical Assistance, Meeting Facilitation

Funding Source: Federal

PSC Duration: 1 year 38 weeks

PSC Amount: \$198,000

1. Description of Work

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

Assist CalWORKs to complete the components of Cal-OAR (CalWORKs Outcome and Accountability Review), a State of California mandated project. Proposed works are as follow: (1) review of the current system and, (2) development of a system improvement plan.

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

This service is necessary because Cal-OAR is a State of California mandated project. Not completing the project will cause the CalWORKs program to fall out of compliance.

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.

N/A (This is a new project.)

D. Will the contract(s) be renewed?

No, the contract will not be renewed, as this is a one-time only project.

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

N/A (This project is less than 5 years.)

2. Reason(s) for the Request

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

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

B. Explain the qualifying circumstances:

This is a short term project of about 3 years that requires specific skills in stakeholder outreach and engagement, assistance to compile and report on stakeholder feedback, and integrate feedback effectively in the reports and CQI processes as required by the project.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Specific skills required are stakeholder outreach and engagement, assistance to compile and report on stakeholder feedback, and integrate feedback effectively in reports and CQI (Continuous Quality Improvement) processes, as required by Cal-OAR.

B. Which, if any, civil service class(es) normally perform(s) this work? 1820, Junior Administrative Analyst; 1822, Administrative Analyst; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 2913, Program Specialist; 2915, Program Specialist Supervisor; 2917, Program Support Analyst;

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

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

N/A

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 feasible because this is a short term project. The office will have to recruit, hire and train temporary staff in a short period of time; and then these workers will be released from employment after the project.

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 given the short-term nature of the project.

6. Additional Information

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

No.

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

No. The proposed work does not include 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.

No.

7. Union Notification: On 12/03/2020, the Department notified the following employee organizations of this PSC/RFP request:

Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; SEIU 1021 Miscellaneous

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

Name: Esperanza Zapien Phone: 557-5657 Email: esperanza.zapien@sfgov.org

Address: 1650 Mission Street, Suite 300 San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46770 - 19/20

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 03/15/2021

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of esperanza.zapien@sfgov.org
To: [Zapien, Esperanza \(HSA\)](#); [Meyers, Julie \(HSA\)](#); Ricardo.lopez@sfgov.org; [Basconillo, Katherine \(PUC\)](#); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; [Poon, Sin Yee \(HSA\)](#); david.canham@seiu1021.org; jtanner940@aol.com; [Laxamana, Junko \(BOS\)](#); WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; [Lau, Leslie \(HSA\)](#); [DHR-PSCCoordinator, DHR \(HRD\)](#)
Subject: Receipt of Notice for new PCS over \$100K PSC # 46770 - 19/20
Date: Thursday, December 3, 2020 10:43:02 AM

RECEIPT for Union Notification for PSC 46770 - 19/20 more than \$100k

The HUMAN SERVICES -- DSS has submitted a request for a Personal Services Contract (PSC) 46770 - 19/20 for \$198,000 for Initial Request services for the period 01/01/2021 – 09/30/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/14582> 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