



London Breed  
Mayor

Carol Isen  
Human Resources Director

Date: April 30, 2021

To: The Honorable Civil Service Commission

Through: Carol Isen  
Human Resources Director

From: Cynthia Avakian, AIR  
Monique Colon, HOM  
Joan Lubamersky, ADM/TIS  
Amy Nuque, MTA  
Shawndrea Hale/ Daniel Kwon, PUC  
Jacquie Hale, DPH  
Alexander Burns, DPW  
Genie Wong, POL

Subject: **Personal Services Contracts Approval Request**

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This report contains fifteen (15) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on November 5, 2014.

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

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

DHR has prepared the following cost summary for personal services contracts that have been processed through the Department of Human Resources Fiscal Year 20/21 to date:

Total of this Report	YTD Expedited Approvals FY2020-2021	Total for FY2020-2021
\$125,490,000	\$170,449,674	\$1,728,992,744

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## POSTING FOR

May 17, 2021

### PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

Commission Hearing Date

APPLY

2021-05-17

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
46781 - 20/21	AIRPORT COMMISSION	\$600,000.00	Contractor to perform on-going inspection, maintenance, and necessary repair/replacement of the San Francisco International Airport ("Airport") water perimeter buoy system. The maintenance includes: (1) inspections, (2) hardware repair and replacement, and (3) installation and/or connection of recovered buoys.	July 1, 2021	December 31, 2026	REGULAR
			The purpose of the contracts are to provide software as a service (SaaS)			

48652 - 20/21	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING	\$9,000,000.00	licensing and System Administration services for the Clarity Human Services SaaS application, which serves as the City's Homelessness Response Management Information System (HMIS). The City is required to have an HMIS as a condition of receiving federal CoC funding.	July 1, 2021	June 30, 2025	REGULAR
			The Reproduction and Mail Services Department ("ReproMail") is responsible for the distribution of mail envelopes/parcels to City departments as the recipient and on behalf of City departments as the sender to commercial and residential recipients. The accurate and timely distribution of such mailings requires the use of a mail sorter machine which maintains up- to-date United States Postal Services' ("USPS") Coding Accuracy Support System directories and current USPS tables (i.e. labeling lists			

and 5-digit city/state  
scheme  
information). This  
request is to provide  
the routine  
preventive and  
remedial equipment  
maintenance and  
software  
maintenance,  
including software  
fixes, patches, and  
updates, to allow for  
a fully functioning  
mail sorter machine.

GENERAL  
43927 - 20/21 SERVICES AGENCY \$350,000.00  
- CITY ADMIN

Equipment

preventive  
maintenance

July 1, 2021

June 30,  
2026

REGULAR

inspections will be  
performed monthly;  
remedial  
maintenance for the  
equipment will be  
performed on an as-  
needed basis.

Software  
maintenance,  
including  
phone/email support  
and software fixes,  
patches, or updates,  
are performed on an  
as-needed basis.

The San Francisco  
Chained Activity  
Modeling Process  
(SF-CHAMP) is the  
official transportation  
modeling tool for  
San Francisco and is  
certified as  
compliant with the  
Regional  
Transportation Plan

			by the MTC. SFMTA seeks the services of a consultant for the care, maintenance, and updates of SF-CHAMP, the San Francisco travel forecasting software program, to implement new relevant features, reporting tools, and up-to-date assumptions about travel behavior.			
48623 - 20/21	MUNICIPAL TRANSPORTATION AGENCY	\$500,000.00	The consultant will analyze the San Francisco Municipal Transportation Agency (SFMTA) transportation impacts on potential land use, employment, housing, transit service, and transportation infrastructure changes and provide as-needed travel demand monitoring.	April 1, 2021	March 31, 2026	REGULAR
			The Sunol Long Term Improvements - Alameda Creek Watershed Center design team requires Exhibitory (DBA Tracy Evans Productions, Inc.) to provide specialized technology for exhibits for the Alameda Creek Watershed Center			

42548 - 20/21	PUBLIC UTILITIES COMMISSION	\$2,000,000.00	<p>(Center), which is currently under construction</p> <p>Exhibitry is a design and production firm that specializes in state of the art proprietary interactive exhibits. Exhibitry has invented and developed the proprietary technology for the interactive exhibits including: Focal Vue, Holotube, Virtula Reality and TouchFree and 3D VUE Real-Time. The interactive technology will provide unique and hands-free education experiences which will reach a wider audience and provide interactive experiences that will meet the goals of the Center. Exhibitry is the inventor and sole manufacturer of these technologies.</p> <p>Exhibitry will provide 11 self contained "kiosks" for the Center that range from a virtual reality swim in a creek to viewing and manipulating historic artifacts up close as well as interactive</p>	May 1, 2021	April 30, 2026	REGULAR
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games and video walls. For each exhibit, the Exhibitory team will be responsible for all aspects of developing the creative, production, programming fabrication and testing. Exhibitory will also ship and oversee installation of the "kiosk" exhibits. The contract also includes 4 years of maintenance and updating of the exhibits as needed.

Contractor will provide community based end-to-end COVID-19 vaccine access sites. The providers will provide all services needed to administer vaccine to

40321 - 20/21 PUBLIC HEALTH

\$65,000,000.00

community sites. Services will include registration, scheduling, site administration, communication/call center, data collection and reporting, billing, and project management services.

February 1, 2021

January 31, 2022

REGULAR

The contractor shall provide medical

43503 - 20/21	PUBLIC HEALTH	\$10,000,000.00	<p>supplies, distribution services, and temporary warehousing services of essential City emergency supplies. The Department will contract for end-to-end distribution services for the bulk availability of commonly used supplies and just in time availability of less commonly used supplies. This will include maintenance of a required catalog of supplies SFDPH will order on a just in time and bulk basis, inventory management of those supplies while at Contractor's facility, analytical support in preparing and processing daily orders and maintaining the accuracy of the supplies catalog and daily delivery of ordered supplies to SFDPH facilities. SFDPH will also contract for the warehousing, inventory management and delivery of residual supplies, including personal protective equipment, ordered</p>	July 1, 2021	June 30, 2026	REGULAR
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by the City in response to the COVID-19 emergency. The request only represents the cost of the distribution services, and the temporary warehousing services of emergency supplies. The request does not include the actual cost of the commodities procured through the distributor and its partners currently estimated at over 25 million dollars a year.

Contractor will provide an online registration and scheduling platform including a call center for COVID-19 vaccinations.

45778 - 20/21 PUBLIC HEALTH

\$7,500,000.00

Contractor may also provide billing services to the City and potentially third parties. The contractor may also provide as-needed consultation services in the area of test site planning and optimization work.

February 8,  
2021

March 31,  
2022

REGULAR

This contract will cover eyeglasses and as-needed

46645 - 20/21	PUBLIC HEALTH	\$4,000,000.00	<p>optometric services for Zuckerberg San Francisco General Hospital (ZSFGH) and Laguna Honda hospital (LHH). The contractor(s) who are awarded this contract will be fitting eyeglasses for the patients of both hospitals and providing optometric services on an as-needed basis for patients referred by ZSFGH.</p>	May 1, 2021	February 28, 2025	REGULAR
41216 - 20/21	PUBLIC UTILITIES COMMISSION	\$20,000,000.00	<p>This PSC will be made up of four (4) contracts, each at a value of \$5 million. Work will consist of specialized and technical as-needed services in the areas of water supply, storage, delivery, and transmission services, water quality services, water treatment services, natural resources services, management improvement services, asset management services, land management services, security and emergency response services, environmental and regulatory</p>	October 1, 2021	September 30, 2026	REGULAR

compliance services,  
health and safety  
services, and  
customer services  
for the San Francisco  
Public Utilities  
Commission  
(SFPUC). Each team  
should be able to  
respond to the full  
scope.

**TOTAL AMOUNT \$118,950,000**

CSV

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

## Posting For May 17, 2021

### Proposed Modifications to Personal Services Contracts

Commission Hearing Date

APPLY

2021-05-17

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
3089 11/12 - MODIFICATIONS	May 17, 2021	GENERAL SERVICES AGENCY - CITY ADMIN -- ADM	\$2,000,000	\$2,769,500	<p>The contractor will install, configure and provide maintenance on a software module that allows access to the City's Customer Relationship Management (CRM) software used to manage the City's service requests. When required, vendor services assist City staff extending the functionality of the application while training staff to make additional improvements.</p> <p>Consultants will perform a full range of highly specialized environmental services in conformance with the provisions of the California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA) for the Better Market Street (BMS) Project, a</p>	04/01/2012	06/30/2024	REGULAR

4011-13/14 - MODIFICATIONS	May 17, 2021	GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW	\$0	\$6,665,000	project to improve pedestrian, transit, bicycle, and vehicular mode circulation, and activate the street by adding street life zones between Octavia Blvd and the Embarcadero (and possibly Mission Street between S. Van Ness Avenue to the Embarcadero). It is expected that a joint Environmental Impact Report (EIR)/Environmental Impact Statement (EIS) will be required. Consultants will conduct aesthetics/visual, air quality, biological resources, cultural resources, geology/soils, hazards and hazardous materials, land use and planning, noise, transportation and traffic, utilities and service systems and other analyses needed to support that analysis.	01/01/2021	01/12/2024	REGULAR
					The primary objective of this project is to implement a citywide Web Content Management (WCM) solution that is sufficiently scalable to address the growing needs of the City's websites while offering the flexibility required to satisfy City departments'			

44508 - 14/15 - MODIFICATIONS	May 17, 2021	GENERAL SERVICES	\$500,000	\$4,300,000	unique needs. The project envisions the vendor working with City staff to setup and support the WCM cloud environment that will enable the City to build custom websites using a more sophisticated software development system, the Drupal system.	07/01/2015	06/30/2023	REGULAR
		AGENCY - TECHNOLOGY -- TIS			This more sophisticated and flexible solution will replace the City's current low-cost solution offered by our incumbent Web content management vendor, Vision Internet, a vendor procured through the Technology Store. The contractor will provide emergency repair services and preventative maintenance and parts for the San Francisco Police Department's 16 freezers and 6 refrigerators which store evidence. A list of equipment is attached.			
39380 - 15/16 - MODIFICATIONS	May 17, 2021	POLICE -- POL	\$40,000	\$140,000	The contractor will provide a medical doctor (MD) with a specialization in the fields of dermatology, gynecology, nephrology, pathology, radiology, neurology, orthopedics, plastics, and other sub	05/01/2021	04/30/2023	REGULAR



specialties that may be required during the term of the approval. The services are very low in volume, typically averaging several hours a month and are also dependent on the patient mix at any given time.

**Scope Change:**

This is a modification to support ongoing services in multiple clinical practice areas at Laguna Honda Hospital. The scope of work is modified to reflect the current list of needed services, including: pathology, dermatology, nephrology, neurology, orthopedic surgery, plastic surgery services, radiology, rheumatology, ophthalmology and optometry, electrocardiogram (ECG) services, otolaryngology Head and Neck Surgery (OHNS) services, endocrinology, infectious diseases services, physiatry, cardiology, pulmonary, and podiatry.

4089 - 09/10 -  
MODIFICATIONS

May 17, 2021

PUBLIC  
HEALTH --  
DPH

\$4,000,000

\$17,000,000

07/01/2021 06/30/2024 REGULAR

**TOTAL AMOUNT \$6,540,000**

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

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

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

Type of Service: Water Perimeter Security Zone Buoy System Maintenance

Funding Source: Airport Operating Funds

PSC Amount: \$600,000

PSC Est. Start Date: 07/01/2021

PSC Est. End Date: 12/31/2026

**1. Description of Work**

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

Contractor to perform on-going inspection, maintenance, and necessary repair/replacement of the San Francisco International Airport ("Airport") water perimeter buoy system. The maintenance includes: (1) inspections, (2) hardware repair and replacement, and (3) installation and/or connection of recovered buoys.

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

This service is needed to maintain the visual barrier and deterrent to Airport's Water Perimeter Security Zone for vessels and people traversing bay waters. This services also provides the 200-foot security demarcation point for responding security personnel to approach intruding vessels and people. Without a well maintained visual barrier, the Airport's perimeter could be inadvertently breached.

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 have been provided in the past under PSC # 4069-11/12

D. Will the contract(s) be renewed?

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

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

This PSC is requested for a term of five and a half years to allow the Airport to match the contract term it is currently soliciting.

**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:

Anticipated work is intermittent in nature and requires expertise in underwater repair of buoys which are part of a water perimeter security system.

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

A. Specify required skills and/or expertise: Expertise needed include, the ability to: (1) operate a work skiff (boat with outboard motor) in navigable water and maintain buoy assemblies above and underwater; (2) dive using surface supplied breathing apparatus; and (3) be knowledgeable with California Occupational Safety and Health Administration (CAL OSHA) regulations related to diving.

B. Which, if any, civil service class(es) normally perform(s) this work? 9330, Pile Worker; 9332, Piledriver Supervisor 1; 9357, 9357 Wharfinger I/II;

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. There are no civil service classes with this specialized expertise that could perform these services.

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

A. Explain why civil service classes are not applicable.

Civil services classifications are not applicable as the work is intermittent and entails short periods of work.

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, because the work required only happens twice a year and on as needed basis.

**6. Additional Information**

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

No.

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

No. No there is not an anticipated need for training given the specificity of the work.

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

No.

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

No.

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

No.

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

No.

**7. Union Notification:** On 02/19/2021, the Department notified the following employee organizations of this PSC/RFP request:

Pile Drivers, Local 34; SEIU 1021 Miscellaneous

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

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

Address: P.O. Box 8097 San Francisco, CA 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 46781 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

## Ricardo Valle (AIR)

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**From:** Ricardo Valle (AIR)  
**Sent:** Tuesday, February 23, 2021 10:53 AM  
**To:** local34dispatch@nccrc.org; cmeyer@nccrc.org  
**Subject:** FW: Receipt of Notice for new PCS over \$100K PSC # 46781 - 20/21

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

From: dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org> On Behalf Of cynthia.avakian@flysfo.com  
Sent: Friday, February 19, 2021 10:03 AM  
To: Cynthia Avakian (AIR) <cynthia.avakian@flysfo.com>; Meyers, Julie (HSA) <Julie.Meyers@sfgov.org>; Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC) <kbasconcillo@sfgov.org>; 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) <sin.yee.poon@sfgov.org>; david.canham@seiu1021.org; jtanner940@aol.com; pkarinen@nccrc.org; Ricardo Valle (AIR) <ricardo.e.valle@flysfo.com>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>  
Subject: Receipt of Notice for new PCS over \$100K PSC # 46781 - 20/21

RECEIPT for Union Notification for PSC 46781 - 20/21 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 46781 - 20/21 for \$600,000 for Initial Request services for the period 07/01/2021 – 12/31/2026. 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:

<https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fapps.sfgov.org%2Fdhrdrupal%2Fnode%2F16084&data=04%7C01%7Cricardo.e.valle%40flysfo.com%7C528cc5334a804ef9bf9b08d8d503805f%7C22d5c2cfce3e443d9a7fdcc0231f73f%7C0%7C0%7C637493558323369685%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6I1haWwiLCJXVCi6Mn0%3D%7C1000&reserved=0> 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)**

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

Department: AIRPORT COMMISSION Dept. Code: AIRType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4069-11/12)Type of Approval: ☐ Expedited ☒ Regular (☐ Omit Posting)Type of Service: Maintenance of Water Perimeter Security ZoneFunding Source: Airport Operating FundsPSC Original Approved Amount: \$100,000PSC Original Approved Duration: 01/03/12 - 12/31/16 (4 years 52 wPSC Mod#1 Amount: \$50,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$525,000PSC Mod#2 Duration: 11/02/15-06/30/21 (4 years 25 weeks)PSC Cumulative Amount Proposed: \$675,000PSC Cumulative Duration Proposed: 9 years 25 weeks**1. Description of Work****A. Scope of Work:**

To perform on-going inspection, maintenance and necessary repair/replacement of San Francisco International Airport's water perimeter buoy system. The maintenance includes annual above and annual below water inspections, hardware repair and replacement, installation and/or connection of new or recovered buoys.

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

To provide visual barrier and deterrent to Airport's Water Perimeter Security Zone for vessels traversing bay waters. This service also provides the 200 foot security demarcation point for responding security personnel to approach intruding vessels. Not maintaining buoy system for visual barrier and deterrent would significantly reduce the Airport's ability to respond to a threat.

**C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.**

Services have been provided in the past through earlier PSC request. See 4069-11/12

**D. Will the contract(s) be renewed? Yes, if there continues to be a need.**

**2. Union Notification:** On 07/29/15, the Department notified the following employee organizations of this PSC/RFP request: SEIU 1021 Miscellaneous; Professional & Tech Engrs, Local 21; Pile Drivers, Local 34;

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**PSC# 4069-11/12

DHR Analysis/Recommendation:

11/02/2015

Commission Approval Required

Approved by Civil Service Commission

DHR Approved for 11/02/2015

Page 16/02/2015

July 2013



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

A. Specify required skills and/or expertise:

Duties Include: 1) ability to operate a work skiff (boat with outboard motor) in navigable water and maintain buoy assemblies above the underwater; 2) ability to dive using surface supplied breathing apparatus; and 3) familiar with California Occupational Safety and Health Administration (CAL OSHA) regulations related to diving.

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

9330,9332,9355,

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

No.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

Civil service classifications are not applicable as the work is intermittent and entails a couple of people for short periods of time.

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

No, the anticipated amount of work required is no more than six eight-hour work days per year.

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

**YES NO**

- |   |                          |                                     |
|---|--------------------------|-------------------------------------|
| A. Will the contractor directly supervise City and County employee?   | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| B. Will the contractor train City and County employee?<br>None as specialized work is intermittent by nature. | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| C. Are there legal mandates requiring the use of contractual services?  | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| D. Are there federal or state grant requirements regarding the use of contractual services?                   | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| E. Has a board or commission determined that contracting is the most effective way to provide this service?   | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?  | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

☒ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 07/29/15 BY:

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

Address: P.O. Box 8097 San Francisco, CA 94128

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING --  
HOM

Dept. Code: HOM

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

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

Type of Service: Information Technology – Software as a Service and System Administration

Funding Source: Federal HUD, State CESH and WPC, GF, Other

PSC Amount: \$9,000,000

PSC Est. Start Date: 07/01/2021

PSC Est. End Date 06/30/2025

**1. Description of Work**

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

The purpose of the contracts are to provide software as a service (SaaS) licensing and System Administration services for the Clarity Human Services SaaS application, which serves as the City's Homelessness Response Management Information System (HMIS). The City is required to have an HMIS as a condition of receiving federal CoC funding.

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

The City is required to have an HMIS as a condition of receiving federal funding. Federal funds are a key source of funding for the City and County of San Francisco's homeless services. Failure to receive federal CoC funding would significantly impair the County's ability to achieve its goal to prevent homelessness when possible and to make it rare, brief and onetime.

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.

These services were previously awarded through competitive RFP processes administered by the Human Services Agency (HSA). The resulting agreements were authorized by the Civil Service Commission through PSC#2006-08/09. The services were transitioned to HSH upon its creation as a new agency in FY16-17. HSH is requesting its own authority to amend the contracts to extend the contract periods and increase the contract amounts and/or re-procure the services.

D. Will the contract(s) be renewed?

Yes, HSH is requesting its own authority to amend the contracts to extend the contract periods and increase the contract amounts.

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).

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

B. Explain the qualifying circumstances:

The City does not possess HMIS software, which must meet strict federal requirements. The software procured by the Department is proprietary. System Administration services offered by the contractor utilize proprietary tools, resources, and access is exclusive to the contractor as the platform's developer. In addition, the work is funded by federal and state grant dollars. Annual renewal of such dollars is uncertain.

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

A. Specify required skills and/or expertise: SaaS MQs: -Minimum of two years of experience in system administration for the provision of social services; and -Minimum of two years of experience with performance measurements and

federal services and outcomes reporting. System Administration MQs: -Minimum of two years of experience in designing, implementing and supporting HMIS system to cities and counties or Continuums of Care with over 50 programs using the HMIS system; -Minimum of three years of experience in SAAS development, user research & UX design, user testing, agile development, database administration, information security, backup, and support of enterprise applications; and demonstrated success in legacy data migration; and -Minimum of two years of experience with performance measurement and the federal reports associated with HMIS.

B. Which, if any, civil service class(es) normally perform(s) this work? 1054, IS Business Analyst-Principal;

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

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

The City does not possess HMIS software, which must meet strict federal requirements. The software procured by the Department is proprietary. System Administration services offered by the contractor utilize proprietary tools, resources, and access is exclusive to the contractor as the platform's developer.

**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 the software procured by the Department is proprietary. Proprietary tools, resources and access is exclusive to the HMIS platform's developer. In addition, the work is funded by federal and state grant dollars. Annual renewal of such dollars is uncertain.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, as proprietary tools, resources and access to the software is exclusive to the platform's developer. In addition, the work is funded by federal and state grant dollars. Annual renewal of such dollars is uncertain.

**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 trains City employees and community based organizations that enter data into the HMIS. Training includes, but is not limited to: -HSH-designated privacy policy training; -User training as new program components (ex. Shelter, Housing, Outreach, etc.) are released; -User training as new functionality is released; and -General user training. In addition, the contractor trains a minimum of two HSH staff annually to ensure HSH staff can independently configure all configurable system components, manage users and access system logs of the ONE System.

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 work is currently being completed by a contractor that was selected through competitive RFP processes administered by the Human Services Agency. The resulting agreements were authorized by the Civil Service Commission through PSC#2006-08/09. HSH is requesting its own authority to amend the contracts and/or re-procure the services.

7. **Union Notification:** On 03/15/2021, 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: Monique Colon Phone: 4153555230 Email: monique.colon@sfgov.org

Address: 440 Turk Street San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48652 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [monique.colon@sfgov.org](mailto:monique.colon@sfgov.org)  
**To:** [Colon, Monique \(HOM\)](#); [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com); [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com); [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org); [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [amakayan@ifpte21.org](mailto:amakayan@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [Colon, Monique \(HOM\)](#); [DHR-PSCCoordinator, DHR \(HRD\)](#)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 48652 - 20/21  
**Date:** Monday, March 15, 2021 2:07:49 PM

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RECEIPT for Union Notification for PSC 48652 - 20/21 more than \$100k

The DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING -- HOM has submitted a request for a Personal Services Contract (PSC) 48652 - 20/21 for \$9,000,000 for

Initial Request services for the period 07/01/2021 – 06/30/2025.

Notification

of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16201> 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**

### **1. Background: San Francisco Online Navigation and Entry System**

San Francisco has a robust history of providing housing, shelter and supportive services to homeless and formerly homeless San Franciscans. Prior to the formation of the San Francisco Department of Homelessness and Supportive Housing (“DHS”), housing and services were provided and funded by a variety of City and County of San Francisco departments. These various housing and service systems have historically been administered and operated with a wide variety of record keeping and client tracking systems. These legacy data systems have not historically been integrated on a citywide basis.

Now, the DHS is establishing a coordinated system of housing and supportive services for all homeless subpopulations. This solution will be enabled by and tracked in a single online record keeping system: the San Francisco Online Navigation and Entry (ONE) System. The City has entered into a Software as a Service (“SaaS”) Agreement with Contractor for the use and access of Contractor’s Clarity Human Services Homeless Management Information (“HMIS”) System SaaS application that may be accessed by approved City End Users through the Internet. (“SaaS Application”). The SaaS Application will serve as the City’s ONE System and will enable the City to have a comprehensive coordinated entry system by providing a user-friendly robust single data system for operating, administering and tracking the performance of all homeless services and supportive housing for formerly homeless people in San Francisco.

Through this Agreement, Contractor shall help City with the Administration of the ONE System and will perform five (5) primary activities. Two (2) of these activities will be on-going, and the other three (3) activities will be deliverable-based.

#### **On-going Contractor Services:**

**a. Technical Support and Training:** Contractor shall train all ONE System End Users. This shall be an on-going regular activity Contractor shall perform. Contractor shall resolve quickly and effectively all of the End Users’ requests for help.

**b. System Administration and Project Management:** ONE System shall be maintained by Contractor as part of the City’s SaaS Agreement with Contractor, and Contractor shall support all system administration activities in a responsive data culture. This shall be an on-going regular Contractor activity.

#### **Deliverable-based Contractor Activities:**

**c. System Implementation and Configuration:** Contractor will configure the ONE System such that all DHS client level activities are tracked using the ONE System and the ONE System configuration is usable for all End Users. The ONE System will enable Coordinated Entry System (CES) for all subpopulations in San Francisco, as the San Francisco community defined CES parameters. This is a deliverable-based activity.

**d. Data Migration:** ONE System will replace or obviate at least 15 unique data systems in the City and County of San Francisco. All high quality relevant data in the legacy



systems will be migrated into the ONE System, and the legacy systems will be retired. Contractor shall evaluate and migrate the data from these legacy systems into the ONE System. This is a deliverable-based activity.

**e. Custom Development:** As the ONE System project evolves, subsequent amendments to this Agreement may be made in order to provide for custom development needed to meet the goals of the ONE System. This work will be scoped in detail at the time of the amendment.

## **2. Definitions**

AHAR	Annual Homeless Assessment Report, a HUD report to the U.S. Congress that provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons.
APR	Annual Performance Report, an annual report required of each project funded by the US Department of Housing and Urban Development CoC program.
CAPER	Consolidated Annual Performance and Evaluation Report, an annual report required of HUD-funded projects, like ESG, to provide information on program accomplishments in meeting the program's performance outcome measures: maintain housing stability; improve access to care; and reduce the risk of homelessness for low-income persons and their families.
CES	Coordinated Entry System, a system for placement of homeless and at risk households in services and housing using clearly defined prioritization criteria.
City	The City and County of San Francisco.
CoC	Continuum of Care, a federal funding source for certain homeless programs and the designated region identified for receiving this federal funding.
End Users	A person authorized by City to access the City's instance of Contractor's Website and utilize the SaaS Application, including any City employee, contractor, or agent, or any other individual or entity authorized by City.
ESG	Emergency Solutions Grants Program, a federal block grant program administered by HUD to provide shelter, rapid re-housing and other support to people experiencing homelessness.

HIC	Housing Inventory Count, an annual bed and unit inventory of all emergency, transitional, permanent supportive housing, and rapid-rehousing in a CoC for homeless people.
HIPAA	Health Insurance Portability and Accountability Act, legislation privacy and data sharing law for health information.
HMIS	Homeless Management Information System, a federally mandated data collection system used for storing client and program data and reporting about both clients and programs.
HMIS Data Standards	Reference and basic guidance on HMIS data elements for CoCs, HMIS System Administrators, and users. These standards are subject to change by the Department of Housing and Urban Development and other federal stakeholders. In the case of an update, the ONE System will use the most recently published data standards.
HOPWA	Housing Opportunities for People with AIDS. A federal block grant program administered by HUD to provide housing and selected services to persons living with HIV/AIDS.
HSH	The San Francisco Department of Homelessness and Supportive Housing.
HUD	U.S. Department of Housing and Urban Development, a federal department with many housing-related functions including the management of federal CoC and ESG funds and oversight of HMIS.
LHCB	Local Homeless Coordinating Board, the CoC board in San Francisco responsible for planning the community's coordinated system for addressing homelessness and mitigating housing crises.
ONE System	Online Navigation and Entry System.
PIT	Point-in Time count, a federally mandated community effort to conduct a one-day enumeration of people within a CoC who are unsheltered or living in a shelter, transitional housing program, or hotels or motels provided by rapid rehousing programs or other community-based programs.

Project	Setup and implementation of the SaaS Application and data migration from existing legacy systems into the SaaS Application.
RHYA	Runaway and Homeless Youth Act
ROI	Release of Information
SAMHSA	Substance Abuse and Mental Health Services Administration a federal administration serving people experiencing mental health needs and substance abuse
SSVF	Supportive Services for Veteran Families, a Veterans Affairs funding stream for rapid re-housing and prevention services for veterans and their families
Stakeholders	Parties interested in the San Francisco ONE System, including but not limited to San Francisco nonprofit homeless service and housing providers, members of the CoC, and people experiencing homelessness in San Francisco.
VA	The U.S. Department of Veterans Affairs
VASH	Veterans Affairs Supportive Housing a permanent supportive housing program for veterans

### 3. **Project Team**

The Contractor Project Team (listed below) will be responsible for all aspects of the Project. In the case of a proposed staff substitution, Contractor shall provide a detailed explanation of the circumstances necessitating the substitutions and complete resumes for the substitutes. Proposed substitutes shall have comparable qualifications to those of the persons being replaced.

a. **System Administration Department Lead: Jason Satterfield:** The System Administrator will be the central coordinator of all System Administration activities. This position will be responsible for coordinating all of Contractor's departments, supporting City's Coordinated Entry System (CES) activities, meeting reporting requirements, complying with all relevant HUD rules as currently existing and modified in the future, shall provide efficient Help Desk support, and training. The System Administrator will be the member of the HMIS CES Team, which attends and coordinates HMIS CES-related meetings with the community and Stakeholders.

b. **Support Desk Department Lead: John Tally:** Contractor's Support Desk shall assist End Users to ensure they get accurate and timely information for successful operation of

the ONE System for tracking all relevant ONE System records and activities. All technical issues are resolved accurately and in a timely manner as the Support Desk Department promptly responds to requests to resolve problems.

c. **Implementation Department Lead: Anna Hung:** Contractor's Implementation Department shall be responsible for creation of effective specifications for the database integration, coordinated entry configuration, and analytical capabilities of the new HMIS CES.

d. **Training Department Lead Michelle Ogburn:** Contractor's Training Department shall ensure that each End User is comprehensively trained to use the SaaS Application, particularly around HMIS Data Standards and definitions.

#### 4. **Deliverables: Review and Acceptance Criteria.**

Prior to payment for migration, customization, and development deliverables, City's test team will have a review period of no less than five business days to either approve deliverables for quality and completeness or log deficiencies. The City's test team will develop a test strategy and approach that will document the overall approach for testing the deliverables. The test strategy and approach will identify the test stages, test stage objectives, scope of the test, entry and exit criteria, environments, resources, and key dates. Contractor shall provide City with a subset of Contractor's test plans, including test cases, scripts, data and expected outcomes, for City's use (which City may supplement in its own discretion) in conducting the user acceptance testing ("UAT") of the scheduled deliverables. Contractor, upon request by City, shall provide City with assistance and support during the UAT.

City's UAT will consist of executing test scripts from the proposed testing submitted by Contractor, but may also include any additional testing deemed appropriate by City. If City determines during the UAT that the deliverable contains any deficiencies, City will notify Contractor of the deficiency. Contractor will modify the SaaS Application/deliverable to correct the reported deficiencies, conduct appropriate system testing (including, where applicable, regression testing) to confirm the proper correction of the deficiencies and re-deliver the corrected version to the City for re-testing in UAT. The City will promptly re-test the corrected version of the SaaS Application/deliverable after receiving it from the Contractor. Contractor will correct Critical/Major/Serious Defects (as defined in Section 5) as part of the UAT process.

For non-document deliverables (such as custom SaaS deployments or data migrations), City will validate the programs and procedures defined to convert data from legacy systems for use in the SaaS Application. This conversion/migration testing process will test the extract, transform, and load process. City will conduct up to three (3) mock conversion/migration test cycles to validate the conversion data against expected results. The testing process will iterate until City feels Critical/Major/Serious Defects have been resolved (per the testing process outlined above).

#### 5. **Deliverable Requirements**

Contractor will validate all City requirements, and identify any deficiencies in the core requirements provided by City.

a. **Testing**

- i. Create a test plan
- ii. Perform unit and system testing
- iii. Achieve acceptance of system and integration of test results
- iv. Collaborate with City in the management of the UAT

b. **Deployment(s)**

- i. Prepare training documentation and conduct training prior to deployment for City staff or any other identified HSH Stakeholder
- ii. Provide technical knowledge transfer and mentoring to City staff for all deployment activities

c. **Communications**

- i. All Contractor project team resources are required to any necessary working meetings

Deliverable acceptance will depend upon all Critical/Major/Serious Defects being resolved. Acceptance is also dependent upon the satisfaction of requirements. This will apply to both document and software deliverables. Any defect may get upgraded or downgraded upon further evaluation at any time prior to closing the defect. Defects can only be closed by the defect author or the City's project manager. Defects must also be traceable to a requirement, design element, contractual specification or test case.

d. **Critical Defect – Must** be resolved prior to deliverable acceptance/approval. For software deliverables, defects are defined as the failure of the software to execute the features and functionality of the system as defined in an associated Statement of Work and the current published version of Clarity Human Services documentation. Critical defects are those defects which result in the complete failure of the Clarity Human Services Software or of an entire program or module within the system.

e. **Major Defect – Must** be resolved. With software deliverables the defect results in the failure of the complete software system, of a subsystem, or of a software unit (program or module) within the system; or the defect results in data corruption. However, a “work-around” may exist to overcome the problem.

f. **Serious Defect – Must** be resolved. With software deliverables the defect does not result in a failure, but causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the systems usability. Such results shall not be the result of nor cause data corruption. A “work-around” may exist to overcome the problem.

g. **Minor/Cosmetic Defect - May** be resolved. The defect does not cause failure, does not impair usability, and the desired processing results are easily obtained by working around the defect.

**h.** Enhancement –~~May~~ be resolved. Enhancements suggest a change to the scope of the document or the software. These can evolve into change orders, as necessary.

**6. System Implementation and Configuration:** Contractor shall complete the following phases in the System Implementation and Configuration:

**a. Initial Implementation Services.** Initial Implementation Service configures the base SaaS Application settings in preparation for the activation of the ONE System. Configuration includes enabling HMIS Templates, setting HMIS ONE System client-level, user level and program level Security preferences, enabling and configuring Privacy and Sharing settings, enabling the Looker Reporting System based on Implementation security settings, enabling Data Analysis based on Implementation security settings, configuring all HMIS data standards, and all customized configuration settings in preparation for the Implementation activation

**b. Co-Development Agency Configuration.** Configuration of agencies currently at a flat rate of \$1,000 per agency. This includes all initial setup required to ensure each agency is working properly within the SaaS Application platform. Contractor project team will train a minimum of 2 City staff on configuration of programs.

**c. Deliverables and Milestones:**

**A. Phase One: Initial Database installation and setup**

Enter dates 3/1/2017 to 5/31/2017.

The following deliverables will be completed by 5/31/2017:

- 1) Database Provisioning.
- 2) License Activation
- 3) Preliminary Security model setup
- 4) User acceptance testing

**B. Phase Two: Implementation Service**

Enter dates 5/31/2017 to 6/30/2017.

The following deliverables will be completed by 6/30/2017:

- 1) Configuration of HMIS template
- 2) Security Preference setup
- 3) Configuration of Privacy and Sharing
- 4) Configuration of access roles
- 5) Client Consent configuration
- 6) Program Templates.
- 7) User acceptance testing

**C. Phase Three: Agency Configuration**



Enter dates 7/1/2017 to 12/31/2017

The following deliverables will be completed by 05/30/2017:

- 1) Agency Setup
- 2) Programs setup
- 3) Services Setup.
- 4) User acceptance testing

**D. Phase Four: Data Migration #3 HMIS**

Enter dates 03/1/17- 6/30/2017.

The following deliverables will be completed by 6/30/2017:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**E. Phase Five: Data Migration #1 Homelink: SF Veterans Instance**

Enter dates 03/17 to 06/17.

The following deliverables will be completed by 06/30/2017:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**F. Phase Six: Data Migration #2 Homelink: SF Chronic Instance**

Enter dates 05/17 to 08/17.

The following deliverables will be completed by 08/30/2017:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**G. Phase Seven: Data Migration #4 ETO Housing First**

Enter dates 07/17 to 12/17.

The following deliverables will be completed by 12/30/2017:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**H. Phase Eight: Data Migration #5 CHANGES**

Enter dates 01/18 to 05/18.

The following deliverables will be completed by 05/30/2018:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**I. Phase Nine: Data Migration #6 Special Programs Database**

Enter dates 02/18 to 05/18.

The following deliverables will be completed by 05/30/2018:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**J. Phase Ten: Data Migration #7 Special Programs Database Intake/Income**

Enter dates 03/18 to 05/18.

The following deliverables will be completed by 05/30/2018:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**K. Phase Eleven: Data Migration #8 Special Programs Housing Quality Standards**

Enter dates 05/18 to 07/18.

The following deliverables will be completed by 07/30/2018:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**L. Phase Twelve: Data Migration #9 Special Programs Billing/invoicing Tracking**

Enter dates 05/18 to 07/18.

The following deliverables will be completed by 07/30/2018:

- 1) Discovery Process



- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**M. Phase Thirteen: Data Migration #10 HAT**

Enter dates 05/18 to 10/18.

The following deliverables will be completed by 10/30/2018:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**N. Phase Fourteen: Data Migration #11 Navigation Center Database**

Enter dates 07/18 to 11/18.

The following deliverables will be completed by 11/30/2018:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

**O. Phase Fifteen: Data Migration # 12 City Sponsored Supportive Housing Eviction**

Enter dates 07/18 to 10/18.

The following deliverables will be completed by 10/30/2018:

- 1) Discovery Process
- 2) Configuration of transfer
- 3) Transfer
- 4) Data quality review
- 5) User acceptance testing

Note that the schedule for data system configuration will be subject to HSH on-going review. HSH reserves the right to amend the schedule based on the findings of the Database Analysis Services and/or the priorities of HSH.

**7. Data Migration:**

**a. Database Analysis Services.** Contract shall conduct database analysis services in the first year of the Agreement to evaluate the costs and timelines of data migration of legacy systems. The evaluation of each legacy system will require approximately 2 weeks. Contractor

will evaluate the legacy systems in parallel to finish this process in approximately 3 to 4 months from commencement of the Agreement.

**Deliverable:** Conduct a formal design review of the migration.

The specification will include:

- i. A definition of the source systems
- ii. The source system's data sets and queries
- iii. The mappings between the source system fields and the destination system
- iv. Number of source records
- v. Number of source systems records created per unit time (to be used to define the migration timing and downtime)
- vi. Identification of supplementary sources
- vii. Data cleansing requirements
- viii. Performance requirements
- ix. Testing requirements

**b. Migration.** Contractor shall import the legacy systems data as directed by City based on the Contractor's database analysis service deliverable.

**c. Pre-migration tests.** Prior to beginning the legacy systems' data migration, Contractor shall conduct the following tests and will deliver the test findings to City. Contractor shall perform the following pre-migration testing activities:

i. Verify scope of source systems and data with end users and stakeholders and HSH Project Manager/ Verification should include data to be included as well as excluded and, if applicable, tied to the specific queries being used for the migration.

ii. Define the source to target high-level mappings for each category of data or content and verify that the desired type has been defined in the destination system.

iii. Verify destination system data requirements such as the field names, field type, mandatory fields, valid value lists and other field-level validation checks.

iv. Using the source to destination mappings, test the source data against the requirements of the destination system. For example, if the destination system has a mandatory field, ensure that the appropriate source is not null, or if the destination system field has a list of valid values, test to ensure that the appropriate source fields contain these valid values.

v. If some data from the source systems is required, but the destination system does not have an equitable field, either identify work around fields to receive the required data or update the destination system to include the corresponding field.

vi. Test the fields that uniquely link source and target records and ensure that there is a definitive mapping between the record sets.

- vii. Test source and target system connections from the migration platform.
- viii. Test tool configuration against the migration specification which can often be completed via black box testing on a field –by- field basis. Testing here can also be used to verify that a migration specification’s mappings are complete and accurate.
- ix. Identify any other data cleansing needs for the source system and test options for cleaning the data.

**d. Post-Data Migration Testing.** Once Contractor has migrated the legacy data, Contractor shall perform additional end-to-end testing. Contractor shall perform the following post-migration testing activities:

- i. Test the throughput of the migration process (number of records per unit time). This testing will be used to verify that the planned downtime is sufficient.
- ii. Compare Migrated Records to Records Generated by the Destination System – Ensure that migrated records are complete and of the appropriate context.
- iii. Summary Verification – Summary information must include record counts and checksums. Here, the number of records migrated is compiled from the destination system and then compared to the number of records migrated.
- iv. Compare Migrated Records to Sources – Tests must verify that fields’ values are migrated as per the migration specification. In short, source values and the field level mappings are used to calculate the expected results at the destination. This testing can be completed using sampling if appropriate or if the migration includes data that poses significant business or compliance risk, 100% of the migrated data must be verified (an automated testing tool may be used).

**8. Implementation System Administration & Project Management.** In order to perform the Project implementation and management, Contractor shall coordinate the pre-implementation discovery, Project Management, and Coordinated Entry system analysis provided in year one to assist in the successful coordination of System Administration & Project Management duties. In order to maximize the efficiency of the Project launch, Contractor must complete the Project implementation deliverable tasks in year one only. In subsequent years, this activity will be part of Contractor’s required on-going performance.

**9. Development.** As the ONE System Project evolves, subsequent amendments to this Agreement may be made in order to provide for custom development needed to meet the goals of the ONE System. This work will be scoped in detail at the time of the execution of an amendment.

**Development System Design Tests; Contractor shall perform the following:**

- i. Manage facilitated design/prototype sessions
- ii. Manage document review processes

- iii. Provide traceability matrix for requirements to design and updates
- iv. Achieve acceptance of final design
- v. Achieve user acceptance of documented system test

10. **System Administration and Project Management.** Contractor shall perform the following during the on-going ONE System administration and Project management:

- a. Assist in the generation and submission of program and community-level reports: Annual Continuum of Care Community-wide consolidated application to HUD, Point in Time Count, Housing Inventory Count, AHAR, Community Related Reports.
- b. Liaison between the County and community partner agencies
- c. Assist end users and stakeholders setting up new programs in HMIS
- d. Support end users and stakeholders in configurations and customizations of HMIS workflow.
- e. Routinely evaluate HMIS activities and analysis of data generated by the system
- f. Maintain current participation agreements, client consent forms, interagency sharing agreements, system-user agreements and user code of ethics policy for HSH monitoring and review.
- g. Maintain of a list of Agency Administrators for the entire Continuum of Care to ensure the ability to communicate regularly with participating organizations.
- h. Oversee AHAR reporting and monitor any changes to reporting requirements
- i. Coordinate and monitor all changes to the database resulting from revisions to the HMIS data standards.
- j. Integrate the needs of new programs (e.g., VA, ESG) on HMIS for data collection and reporting, and develop new data entry and reporting protocols.
- k. Prepare reports for the County to submit to the Continuum of Care Board regarding HMIS activities.
- l. Oversight of community-level reporting related to HMIS participation, bed coverage, and other required information.
- m. Oversight of all data elements in HMIS as set out by the HUD Data Standards.

- n. Responsible for ensuring universal data elements and Bed Inventory for any agency listed on the Housing Inventory Chart that is not an HMIS participating agency.
- o. Ensure HMIS Policy & Procedures manual is maintained and updated as the Continuum of Care makes additions or changes to HMIS policy.
- p. Assist in membership outreach and relationship building with agencies, businesses, and individuals to expand the use and effectiveness of HMIS.
- q. Attend networking opportunities to increase awareness of the Continuum of Care activities, and create interest in membership and in participation of HMIS.
- r. Support HMIS grant applications, as appropriate, for continued operation of HMIS.
- s. Explain the role and value of HMIS at the direction of the City to stakeholders and end users.
- t. Annual HUD NOFA support.
- u. Support effective collaborative relationships with community groups regarding HMIS.
- v. Support linkages and cooperative efforts with end users and stakeholders.
- w. Support the development and maintenance of network of service providers for homeless individuals and make this information available to the public.
- x. Support annual homeless count activities by providing Sheltered PIT Reporting.
- y. Serve as a link between the Continuum of Care and the US Department of Housing and Urban Development on HMIS and related issues.
- z. Participate in Continuum of Care committees.
- aa. Attend HUD and National Human Services Data Consortium trainings to keep abreast of the changes in data standards, reporting, grants, etc., and keep the SaaS Application updated with the changing legal requirements.
- bb. Provide leadership and successful operating of Technical Support, Help Desk and Training activities.

11. **Technical Support, Help Desk and Training.** Contractor shall perform the following activities:
- a. Conduct regular data quality reviews to monitor overall ONE System data quality.
  - b. Work closely with end users and stakeholders to clean up data issues, and improve data quality.
  - c. Conduct data quality trainings for end users and stakeholders as needed.
  - d. Provide training and technical assistance to End Users of HMIS, including new End User training for implementation.
  - e. Attend CoC meetings and public events to educate the public about the mission and activities especially in regards to enhancing HMIS
  - f. Ensure proper training of all End Users (documentation, confidentiality, outreach, training timetable, etc.).
  - g. Monitor Help Desk trouble ticket system and respond within 24 hours to all end user support issues.
  - h. Monitor and answer Help Desk phone call center to provide live support.
  - i. Setup Programs and Service according to HMIS data standards and HSH expectations for new or existing agencies to allow Agencies to appropriately enter client data within their configuration.
  - j. Provide analysis and guidance on best practices and models to create efficient program management workflow.
  - k. Conduct routine maintenance of system including data cleansing, duplicate client merging, and customer data correction requests.
  - l. Maintain support documentation of locally established HMIS practices. Maintain and keep up to date training materials and curriculum.
  - n. Maintain and keep up to date City and County of San Francisco Privacy Policy training curriculum as directed by HSH.
  - o. Provide routine and ad-hoc established Training Classes.

- p. Provide adequate technical support staffing to provide assistance to the End User base.
- q. Advanced Transitional Annual Performance Report submission support (Year 1)
- r. Participate in the coordinate intake workgroups as needed.
- s. Configure of HMIS/SaaS Application for coordinated intake.
- t. Configure the community queue (wait list), eligibility engine, assessment processor, assessments, match making and other internal configuration needs.
- u. Develop mechanisms for End Users to provide eligibility updates to programs.

**City and County of San Francisco  
Human Services Agency**

**REVISED - Request for Proposals #690 for**

**Housing and Homeless Data Solution: Homeless  
Management Information System (HMIS)**



**\*\*\*REVISED 5/9/16: CHANGES MADE TO SECTION IV. A -  
EVALUATION AND SELECTION CRITERIA - MINIMUM  
QUALIFICATIONS. BULLETS ONE AND THREE HAVE BEEN  
REVISED. \*\*\***

Date issued:	<b>APRIL 25, 2016</b>
Pre-proposal conference:	<b>9:00 a.m., May 5, 2016</b>
Proposal due:	<b>5:00 p.m., June 3, 2016</b>



**Request for Proposals #690 for Housing and Homeless Data Solution: Homeless Management Information System (HMIS)**

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## **I. Introduction and Schedule**

### **A. General**

The San Francisco Human Services Agency (SF-HSA) announces its intent to seek proposals from organizations or individuals interested in contracting to provide a hosted, Software-as-a-Service (SaaS) web data system that is a comprehensive homeless data solution for homeless projects operating in San Francisco. Homeless projects may be federally funded projects subject to Department of Housing and Urban Development (HUD) Homeless Management Information System (HMIS) requirements or locally funded service and housing projects serving homeless persons.

The grant agreement shall have a tentative term from October 1, 2016 to June 30, 2019. In addition, the City shall have the option to extend the term for a period of 2 years, for a total 5 years, subject to annual availability of funds, annual satisfactory contractor performance, and need. The City and County of San Francisco has the sole, absolute discretion to exercise this option, and reserves the right to enter into grants of a shorter duration.

The source of funding for these services includes federal, state, and local funds. Payment for all services provided in accordance with provisions under this grant shall be contingent upon the availability of funds. The City shall not be required to provide any definite units of services nor does the City guarantee any minimum amount of funding for these services.

HSA expects to make one award through this procurement process. Partnerships between one or more entity for the provision of the services are encouraged. Applicants proposing a partnership should apply with all partners named in the response to this solicitation.

### **B. Schedule**

The anticipated schedule for selecting a contractor is:

<u>Proposal Phase</u>	<u>Date</u>
RFP is issued by the City	April 22, 2016
Pre-proposal conference	9:00 a.m., May 5, 2016
Deadline for submission of written questions or requests for clarification	12:00 p.m., May 12, 2016
Proposals due	5:00 p.m., June 3, 2016
Tentative Date for Oral Interviews	12:00 pm June 24, 2016

Oral interviews will be with firms selected for further consideration. Respondents will be selected for interview if the respondent's submission: 1) Meets all minimum qualifications; and 2) The response package submitted ranks #1 or #2 in the review of the written applications that meet minimum qualifications. During the interview, respondent must provide a demonstration of the HMIS database solution from another county or a training module of the database. The database should be "live" and not a PowerPoint Presentation. The demonstration will include a walkthrough with third-party end user staff participation, arranged by HSA. Participation will require end user staff to successfully complete execution of a variety of tasks such as data entry/updates of client level information, basic navigation, generation of reports via reporting tool, and generation of data quality reports via data quality tool.

## Dates and times subject to change

### C. Definitions

AHAR	Annual Homeless Assessment Report, a HUD report to the U.S. Congress that provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons.
API	Application Program Interface the API specifies how software components should interact with other programming components
APR	Annual Performance Report, an annual report required of each homeless project funded by the US Department of Housing and Urban Development permanent supportive housing programs.
CAPER	Consolidated Annual Performance and Evaluation Report, an annual report required of HUD funded projects, like ESG, to provide information on program accomplishments in meeting the program's performance outcome measures: maintain housing stability; improve access to care; and reduce the risk of homelessness for low-income persons and their families.
CES	Coordinated Entry System a system for placement of homeless and at risk households in services and housing using clearly defined prioritization criteria
CoC	Continuum of Care, a federal funding source for certain homeless programs and the designated region identified for receiving this federal funding.
CSV	Comma-separated values, a file format used to store tabular data (numbers and text) in plain text and for data exchange between incompatible programs.
DHS	San Francisco Department of Human Services, a division of HSA
ESG	Emergency Solutions Grants Program, a federal block grant program administered by HUD to provide shelter, rapid re-housing and other support to people experiencing homelessness.
HIC	Housing Inventory Count, an annual bed and unit inventory of all emergency, transitional, permanent supportive housing, and rapid-rehousing in a CoC for homeless people.
HIPAA	Health Insurance Portability and Accountability Act, legislation privacy and data sharing law for health information
HMIS	Homeless Management Information System, a federally mandated data collection system used for storing client and program data and reporting about both clients and programs.
HOPWA	A federal block grant program administered by HUD to provide housing and selected services to persons living with HIV/AIDS.
HSA	San Francisco Human Services Agency
HUD	U.S. Department of Housing and Urban Development, a federal department with many housing-related functions including the management of federal CoC and ESG funds and

	oversight of HMIS.
HQS	Housing Quality Standards—a standard for housing inspections
LHCB	Local Homeless Coordinating Board, The CoC board in San Francisco responsible for planning the community's coordinated system for addressing homelessness and mitigating housing crises.
PATH	Projects for Assistance in Transition from Homelessness program is administered by the Center for Mental Health Services, a component of the Substance Abuse and Mental Health Services Administration
PIT	Point-in Time count, a federally mandated community effort to conduct a one-day enumeration of people within a CoC who are unsheltered or living in a shelter, transitional housing program, or hotels or motels provided by rapid re-housing programs or other community-based programs.
RFID	Radio Frequency Identification
ROI	Release of Information
SAMHSA	Substance Abuse and Mental Health Services Administration a federal administration serving people experiencing mental health needs and substance abuse
SaaS	Software as a Service
S+C	Shelter Plus Care the Continuum of Care Rental Assistance program for homeless people with disabilities
SHP	Supportive Housing Program The Continuum of Care program for housing, transitional housing and services for homeless people
SSVF	Supportive Services for Veteran Families, a Veterans Affairs funding stream for rapid re-housing and prevention services for veterans and their families
VA	The U.S. Department of Veterans Affairs
VASH	Veterans Affairs Supportive Housing a permanent supportive housing program for veterans
VI SPDAT	Vulnerability Index Service Prioritization and Decision Making Tool
XML	Extensible Markup Language, a markup language that defines a set of rules for encoding documents in a format which is both human-readable and machine-readable, and for use in representation of data structures and web services across the internet

## D. Purpose

This Housing and Homeless Data Solution: Homeless Management Information System (HMIS) will be used to track the needs and progress of homeless and formerly homeless people in San Francisco, measure the performance of City and County and Nonprofit programs serving homeless and formerly homeless people, and measure the performance of the City and County of San Francisco system of care for homeless and formerly homeless people. In order to achieve these objectives, the system must be easy to use for a diverse group of users and connect to other data systems in San Francisco.

## **II. Scope of Work**

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project. The description below outlines the key elements of the system and deliverables the selected vendor(s) will provide.

### **A. Description of Services**

SF-HSA is seeking to purchase and customize a hosted, Software-as-a-Service (SaaS) web data system that is a comprehensive homeless data solution for homeless projects operating in San Francisco.

#### **Core Product Functionality**

1. Robust, easy to use system for community wide tracking of individual progress, program performance and community wide performance and trends.
2. Robust reporting system for community performance and systems integration.
3. Comprehensive data system support for the administration of the Shelter + Care and HOPWA program in San Francisco, including the preparation of Housing Assistance Payment Contracts, unit inspections, and payment records.
4. Software can be used to make shelter reservations and process shelter check-ins
5. Operation of CES systems for veterans, single adults, families with children, and youth in data system using a community-designed prioritization system (not the VI SPDAT). These systems can be easily modified, as the prioritization system is reviewed and revised annually.

#### **User Experience**

1. Intuitive and efficient workflow that maximizes the usability of the system for a diverse population of users.
2. Accessible in any major web browser and seamlessly responsive on a wide variety of mobile devices.
3. Robust: system is live for use at least 99.99% of time

#### **Data**

1. Data system consistently meets all federal HMIS system specifications and other relevant federal, state, and local requirements.
2. All data is owned by the City and County of San Francisco, and system will provide on demand real time export of all system data.
3. Open and flexible platform which maximizes opportunities for data integration across multiple software solutions through syncing live data and sharing data through import and export of data.
4. Data visualization tools and/or simple integration with third party data visualization systems to maximize the visibility of performance indicators.

#### **Customization**

If any of the desired feature functionality requires additional configuration or custom development,

1. Vendor conducts user research, UX design, and user testing to ensure that configuration and custom development meets user needs.
2. Vendor uses agile development methodology with time boxed, iterative software delivery to build new features incrementally.

#### **Support, Training and Customer Service**

1. In person training is provided for all key system administration users will be provided at the system launch and on on-going basis
2. Variety of training resources provided including library of video trainings, and written materials.

3. All critical issues including application malfunctions in a manner that severely impairs any user ability to use the application as documented or required are resolved rapidly within 24 hours.

## **B. Deliverables and Timeline**

Respondents should state in measurable, quantifiable terms the system deliverable and timeline for delivery and implementation of each key deliverable. The timeline should include the experience of the respondent delivering HMIS systems to other cities, counties and continuums of care.

### *Objectives*

As part of the proposal, the respondent will be required to develop specific measurable objectives that measure the quality, reliability and usability of the system. The objectives should state the target quantities and match the scope and deliverables proposed.

**Example: User Satisfaction. At least 90% of end users express satisfaction with the system in an annual user feedback survey.**

**Example: After initial training and change management, end users make an average of less than 2 inbound customer service or support requests per year.**

**Example: Usability for Shelter Check-In tool: 85% of shelter check-ins can be completed in less than 5 minutes.**

## **C. Reporting Requirements**

Monthly: contractor will report on the status of each request for customization or new features.

# **III. Submission Requirements**

## **A. Time and Place for Submission of Proposals**

Proposers shall submit one (1) electronic pdf copy of the proposal to the following: HSARFP@sfgov.org. Electronic file title should include RFP number, agency name, number of files submitted i.e. 1 of 4. Proposals must be received by 5:00 p.m., on **June 3, 2016**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

**Department staff will confirm receipt of all Respondent submissions within one (1) working day after the deadline for receipt noted above.**

## **B. Format**

For word processing documents, text should be unjustified (i.e., with a ragged-right margin) using a 12 point serif font (e.g., Times Roman, and not Arial), and page margins should be at least 1" on all sides (excluding headers and footers).

## **C. Content**

Organizations interested in responding to this RFP must submit the following information, in the order specified below. All proposals for funding must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation. Proposals not following the required format will not be considered for funding. Information must be at a level of detail that enables effective evaluation and comparison between proposals by the Proposal Evaluation Panel. The Agency must

ensure that the proposal addresses the Selection Criteria.

**1. Table of Contents**

Each proposal package should contain a complete table of contents showing page numbers. All pages in the package must be numbered consecutively, and major sections must be indexed.

**2. RFP Cover Page – (use form provided in Section X)**

Submit the cover page signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

**3. Minimum Qualifications –up to 3 pages**

All agencies submitting proposals for funding must provide a *Minimum Qualifications and Technical Qualifications Narrative* describing in detail how the proposing agency meets each of the Qualifications. Any proposals failing to demonstrate these qualifications will be considered non-responsive and will not be eligible for proposal review or award of grant. (refer to section IV, Item A)

**4. Contracts (both public and private) –up to 2 pages**

Agencies should submit a statement listing relevant contracts with a description of the deliverables which have been completed during the last three (3) years. The statement must also list any failure or refusal to complete a contract, including details and dates. Provide disclosure of any litigation including Respondent, subcontracts, or any principal officers thereof in connection with any contract or grant.

**5. Organizational Capacity –up to 5 pages (not including resumes, job descriptions, and letters of reference)** Description of your agency's ability to deliver the system as proposed in this RFP. In addition, please address the following:

- a) Staffing Plan – Describe organizational structure and staffing patterns needed to provide the proposed system including supervision and management. Attach job descriptions and resume of key staff and clearly identify which staff position they occupy and provide written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval. Clearly identify whether work will be performed by existing staff or by proposed staff.
- b) Description of staff training plans to ensure work is completed in an efficient manner and objectives are being achieved.
- c) Description of staff training plans to ensure work is completed in an efficient manner and objectives are being achieved.

**6. Program Approach –up to 10 pages**

Description of your agency's specific program approach to deliver the system proposed in this RFP.

In addition, please address the following:

- a) Description of your agency's specific program approach to deliver the components proposed and how this program approach will appropriately address the purpose (be sure to address all applicable items listed in Purpose, Scope of Work, and objectives).
- b) List and explain the specific objectives to be accomplished through the proposal.
- c) Describe methods for data collection, documentation, and reporting objectives data. Describe the method(s) by which objectives will be evaluated.
- d) Detailed timeline of when and how key milestones listed under Scope of Work, in this RFP, will be addressed.



- e) Complete Attachment A - Technical Qualifications, indicating which category is applicable for each criteria and submit an explanation, if needed.

**7. Fiscal Capacity (Budget or Cost Proposal) –up to 4 pages (excluding justification)**

The SF Human Services Agency intends to award this grant to respondents that it considers will provide the best overall system at a reasonable pricing structure. The SF Human Services Agency reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request. Please provide a budget or cost proposal including the following:

- A not-to-exceed total budget amount.
- Description of fiscal/contractual arrangements of team (through a firm/agency or through contractor/subcontracts)
- An outline of and cost for each major sub-task identified by the contractor, as presented in the proposal, including initial license cost, setup/training models, data import, administrative support, and anticipated annual maintenance costs over the next three years.
- The hourly rates for each person who will be involved in the work, including the rates for any sub-contractors.
- Costs for any additional services not necessarily included within the scope
- Any other miscellaneous costs

**Plan for Subcontracting and/or Joint Proposal, if Applicable**

- a) Submit a statement regarding intent to subcontract. If subcontractors are to be used, list each subcontractor and identify responsibilities, tasks, schedule, and costs, resumes of key personnel, and contractual relations. All subcontractors must be approved by the City prior to utilization thereof. The Respondent is fully responsible for any subcontractor.
- b) Two or more agencies may submit a joint proposal. All agencies in a joint proposal must provide all the information and documentation specified in this RFP.

The lead agency must be identified. The lead agency will be held accountable for the ultimate fiscal responsibility of the system. The lead agency must maintain all system and financial records for at least five years.

- i. Describe organizational structure of the lead agency with the other partners in the collaborative.
- ii. Provide specific, detailed information on how the agencies will work together and how assignments will be made.
- iii. Include Memoranda of Understanding (MOUs) between the lead agency and each of the collaborating partners. MOUs must be developed prior to finalization of the contract.

**8. References -up to 4 pages (excluding City agencies, clients, or subcontractors).**

Provide two (2) letters of references for the organization. Letters must include:

- Name, address and telephone number
- What is the relationship with the proposer including information on past and current vendor relationships?
- Why is proposer qualified to deliver requested system?

**9. Please include a link to a video demo of key system functionality, maximum of 15 minutes in length.**

For all respondents, scoring will include:



*The video demo will be used to evaluate the criteria related to intuitiveness, workflow efficiency, and easy-to-use interface, as well as any other feature.*

## **10. Completed Page Number Form (refer to Section XI)**

### **IV. Evaluation and Selection Criteria**

#### **A. Minimum Qualifications**

- Minimum of two (2) years of experience in designing, implementing and supporting data systems for social service provisions;
- Minimum of three (3) years of experience in SAAS development, user research & UX design, user testing, agile development, database administration, information security, backup, and support of enterprise applications; and demonstrated success in legacy data migration;
- Minimum of two (2) years of experience with performance measurements and federal services and outcomes reporting;
- Two (2) letters of verifiable reference;
- Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award; and
- Demonstrate the willingness and ability to comply with the City contracting requirements set forth in Section VII of this RFP

#### **B. Technical Qualifications**

**If the above Minimum Qualifications are met, the Technical Qualifications will be reviewed and scored.**

**For each Technical Qualification criteria listed below, please indicate which of these 4 categories is applicable in the response for each factor. (Where there are sub-bullets to the criteria, please respond to each of them separately unless the same category is applicable for all sub-bullets.)**

- 1. Criteria is met immediately in the “off-the-shelf” deployment**
- 2. Criteria is met through minimal, standard initial setup/configuration**
- 3. Criteria can be met through customization/deeper configuration (may be at additional cost - please explain).**
- 4. Criteria cannot be met within the scope of possible configurations or customization**

**In the case of responses in Category 2 or three, please also provide:**

**A brief explanation of customization needed for feature delivery, a proposed timeline for feature development and delivery, and an estimate of the cost for feature development.**

#### *Core Functions*

1. Solution facilitates the full and accurate collection of all federally-mandated data HMIS elements and maintains current HMIS elements when new federal guidance or standards are issued
2. System includes modules, workflows and interface to support project operations and oversight, including:
  - a. Client Intake
  - b. Housing inspections
  - c. Billing/invoicing
  - d. Client Exit

3. Support for finger image and/or RFID based ID cards (please specify if finger image is available) for high-volume check-ins to shelter and other services/housing, including on tablets and/or other mobile devices
4. System enables users to easily upload attachments to client files for sharing across sites and agencies (e.g. ROIs, eligibility documentation)
5. System fully supports operations of Coordinated Entry, including accepting public online referrals without requiring a log in, prioritizing referrals, generating a priority list, secure storage of documents, referrals to housing and services and tracking CES placements and CES performance.
6. System is robustly-functional and mobile-responsive on tablets and/or other mobile browsers (Please note if you have native iOS or Android applications as well) including specifically for:
  - a. HQS inspection
  - b. Compliance documentation (including accepting remote/electronic signatures)
  - c. Street Outreach
  - d. Coordinated Entry
  - e. PIT
  - f. HIC
7. All user interfaces are clean, modern and easy to use. System is consistent in user interface and functionality: buttons, terms, functions, placement, movement, transitions all look and work the same from any point of entry
8. Includes a robust, well-documented, read/write REST API for integration with other systems, supporting the use of JSON and/or XML.
9. System supports reliable, easy-to-use processes for data sharing and integration with other systems.
10. System supports data completeness and data quality through automated systems, reports, or other processes.
11. System minimizes data duplication and data incongruence.
12. Customer support team is consistently available, responsive, and reliable.

### *Reporting*

1. Robust auditing and compliance monitoring functionality
2. Solution includes a reporting tool that is integrated, immediate, extensive, supported, configurable, easy-to-use, and unlimited by size or frequency of query. The tool includes pre-built reports for HIC, PIT, APR for both CoC and HMIS programs, AHAR, SSVF, CAPER, and compliance reports for HOPWA, SAMHSA and VA programs as well as additional key reports, including at least:
  - a. Participant Enrollment & Dismissal
  - b. HUD System Performance Measures
3. Reports are be easy-to-use and accessible by project-level staff. Project-level staff members are able to easily correct report errors without relying on HMIS staff.
4. Vendor will be responsible for ensuring that the system is up to date with all federal requirements and recommendations for HMIS and associated reporting.
5. HMIS Administrator Reports (e.g. HMIS users, Sites, Projects, Help Tickets)
6. Reports related to coordinated entry, project- and system-level performance evaluation, and compliance monitoring

### *Security*

1. System supports two-factor authentication
2. Reporting designed with privacy and security controls that are supported, extensively configurable, and easy-to-use.

3. Full compliance with HIPAA and applicable local, state, and federal privacy laws and regulations for protected personal information
4. End-to-end encryption of all client data, including during transfer and at rest.

Please note that the Technical Qualifications will be reviewed based on the Attachment A - Technical Qualifications. Please complete the Technical Qualifications document completely and clearly.

**Please note:** Agencies submitting proposals that have previously been contracted by the City and County of San Francisco and/ or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/contracts (corrective actions) in order to be considered responsive to this RFP. **Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/contracts may result in Agency disqualification to participate in this RFP.**

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

### C. Selection Criteria

The proposals will be evaluated by a selection committee comprised of parties with expertise in the systems and objectives identified in this RFP. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

#### Total Possible Points: 125

Note: Only respondents invited for supplemental interview will be considered for the 25 points for supplemental interview.

#### Organizational Capacity (15 points)

Demonstrate expertise of the organization necessary to complete the tasks, including quality of recently completed projects that meet the requirements and adhere to schedules. Demonstrate appropriate experience, professional qualifications and education of staff assigned to the project, a realistic description of the tasks to be performed by each staff person, reasonable workload and work schedule, staff availability, and accessibility.

1. The respondent clearly demonstrates that it has the organizational infrastructure and administrative/financial capacity to deliver the system as proposed. (5 points)
2. The staff, based on job descriptions and qualifications provided, and proposed staffing pattern) is adequately trained or skilled to deliver the system and deliverables described. (10 points)

#### Program Approach (60 points)

1. Proposal includes clear information about Technical Qualifications and clearly articulates which criteria will be available off the shelf in the system and which functions will require some customization, intensive customization or new developments (see Section IV B)(40 points). Scoring will be based on the extent to which Technical Qualifications response meet the the needs and purpose of the system.
2. The proposal clearly identifies the timeline from launch to delivery of all major components of the system and describes the history of the respondent in working with government or non-profit organizations, including what difficulties were faced and how were the difficulties resolved. The proposal clearly articulated experience with user research, design, and user testing when building

custom workflows or module, and best practices of system customization and user experience design are clearly articulated. (10 points).

3. The proposal clearly proposes to implement a SAAS solution that will be robustly maintained, supported, and updated by the respondent's staff. Solution empowers City staff and/or contracted third parties to service as system administrators with broad privileges, using self-service capabilities to decrease reliance on technical support or ongoing development and configuration support. (10 points).

#### Fiscal Capacity (25 points)

1. A not-to-exceed total budget or cost proposal amount with sufficient itemized details regarding tasks, hours, and rates. The detailed budget reflects tasks listed in the timeline to complete the project. The budget identified by task performed is clear and easy to understand. The budget supports the services proposed and is competitive with other proposals. Description of fiscal/contractual arrangements of team (through a firm/agency or through contractor/subcontracts). Costs are reasonable, justified, and competitive. Cost Allocation Plan is reasonable. (20 points).
2. Respondent has clearly articulated the costs and process for any customizations or new developments required to meet the full scope described (5 points).

#### Supplemental Interview (25 points)

Note: this interview is only relevant for agencies selected for interview (See Section I B for more information).

1. The interview demonstrates a sound design of the system that is easy to use and accessible for a diverse group of current users with variable experience with online software solutions (20 points).
2. The interview demonstrates that the system training materials are easy to use and helpful for a diverse group of current users (5 points).

## **V. Pre-proposal conference and Contract award**

### **A. Pre-Proposal Conference**

Proposers are encouraged to attend a pre-proposal conference on **May 5, 2016 at 9:00 a.m.**, to be held at **1650 Mission Street, Suite 312, San Francisco, CA 94103**. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI.B.

### **B. Contract Award**

The Human Services Agency will select a proposer with whom Agency staff shall commence contract negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the Human Services Agency, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

### **C. Written Questions**

Proposers are encouraged to submit written questions before the due date stated in Section I.B. to the individual designated in Section VI.B. All questions will be addressed and any available new information will be provided in writing via email to proposers. All written questions must be submitted on or prior to **12:00 p.m., May 12, 2016**.

## **VI. Terms and Conditions for Receipt of Proposals**

### **A. Errors and Omissions in RFP**

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the Department, in writing, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

### **B. Inquiries Regarding RFP**

Inquiries regarding the RFP and all oral notifications of intent to request written modification or clarification of the RFP, must be directed to:

Annyse Acevedo  
Contract Manager, GB13  
Office of Contract Management  
San Francisco Human Services Agency  
1650 Mission Street, Suite 300  
San Francisco, CA 94103  
[Annyse.Acevedo@sfgov.org](mailto:Annyse.Acevedo@sfgov.org)

### **C. Objections to RFP Terms**

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

### **D. Change Notices**

The Department may modify the RFP, prior to the proposal due date, by issuing Change Notices, which will be posted on the website. The proposer shall be responsible for ensuring that its proposal reflects any and all Change Notices issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the proposer consult the website frequently, including shortly before the proposal due date, to determine if the proposer has downloaded all Change Notices.

### **E. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

### **F. Revision of Proposal**

A proposer may revise a proposal on the proposer's own initiative at any time **before the deadline** for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, the Department may require a proposer to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

#### **G. Errors and Omissions in Proposal**

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

#### **H. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

#### **I. Proposer's Obligations under the Campaign Reform Ordinance**

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the proposer is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:



1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, proposers should contact the San Francisco Ethics Commission at (415) 581-2300.

## **J. Sunshine Ordinance**

In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

## **K. Public Access to Meetings and Records**

If a proposer is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the proposer must comply with Chapter 12L. The proposer must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to proposer's meetings and records, and (2) a summary of all complaints concerning the proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in proposer's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

## **L. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or

6. Determine that no project will be pursued.

#### **M. No Waiver**

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

#### **N. Local Business Enterprise Goals and Outreach**

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFP

### **VII. Contract Requirements**

#### **A. Standard Contract Provisions**

The successful proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached hereto as Appendix C. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

Proposers are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Contracts and Benefits; the Minimum Compensation Ordinance; the Health Care Accountability Ordinance; the First Source Hiring Program; and applicable conflict of interest laws, as set forth in paragraphs B, C, D, E and F below.

#### **B. Nondiscrimination in Contracts and Benefits**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at [www.sfCMD.org](http://www.sfCMD.org).

#### **C. Minimum Compensation Ordinance (MCO)**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements.

For the amount of hourly gross compensation currently required under the MCO, see [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco). Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract. Additional information regarding the MCO is available on the web at [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco).

#### **D. Health Care Accountability Ordinance (HCAO)**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance



obligations under this chapter. Additional information regarding the HCAO is available on the web at [www.sfgov.org/olse/hcao](http://www.sfgov.org/olse/hcao).

#### **E. First Source Hiring Program (FSHP)**

If the contract is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://www.workforcedevelopmentsf.org/> and from the First Source Hiring Administrator, (415) 401-4960.

#### **F. Conflicts of Interest**

The successful proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful proposer that the City has selected the proposer.

### **VIII. Protest Procedures**

#### **A. Protest of Non-Responsiveness Determination**

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

#### **B. Protest of Contract Award**

Within ten calendar days of the City's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by the City on or before the tenth calendar day after the City's issuance of the notice of intent to award.

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

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

**C. Delivery of Protests**

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Executive Director  
Human Services Agency  
P.O. Box 7988  
San Francisco, CA 94120

## IX. Standard Forms

Before the City can award any contract to a contractor, that contractor must file three standard City forms (items 1-3 on the chart). Because many contractors have already completed these forms, and because some informational forms are rarely revised, the City has not included them in the RFP package. Instead, this Appendix describes the forms, where to find them on the Internet (see bottom of page 2), and where to file them. If a contractor cannot get the documents off the Internet, the contractor should call (415) 554-6248 or e-mail Purchasing ([purchasing@sfgov.org](mailto:purchasing@sfgov.org)) and Purchasing will fax, mail or e-mail them to the contractor.

If a contractor has already filled out items 1-3 (see note under item 3) on the chart, **the contractor should not do so again unless the contractor's answers have changed.** To find out whether these forms have been submitted, the contractor should call Vendor File Support in the Controller's Office at (415) 554-6702.

If a contractor would like to apply to be certified as a local business enterprise, it must submit item 4. To find out about item 4 and certification, the contractor should call Contract Monitoring Division at (415) 252-2500.

Item	Form name and Internet location	Form	Description	Return the form to; For more info
1.	Request for Taxpayer Identification Number and Certification  <a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a>  <a href="http://www.irs.gov/pub/irs-fill/fw9.pdf">www.irs.gov/pub/irs-fill/fw9.pdf</a>	W-9	The City needs the contractor's taxpayer ID number on this form. If a contractor has already done business with the City, this form is not necessary because the City already has the number.	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102  (415) 554-6702
2.	Business Tax Declaration  <a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a>	P-25	All contractors must sign this form to determine if they must register with the Tax Collector, even if not located in San Francisco. All businesses that qualify as "conducting business in San Francisco" must register with the Tax Collector	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102  (415) 554-6702
3.	S.F. Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Contracts and Benefits  <a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a>	CMD-12B-101	Contractors tell the City if their personnel policies meet the City's requirements for nondiscrimination against protected classes of people, and in the provision of benefits between employees with spouses and employees with domestic partners. Form	Human Rights Comm. 25 Van Ness, #800 San Francisco, CA 94102-6059 (415) 252-2500

Item	Form name and Internet location	Form	Description	Return the form to; For more info
	In Vendor Profile Application		submission is not complete if it does not include the additional documentation asked for on the form. Other forms may be required, depending on the answers on this form. Contract-by-Contract Compliance status vendors must fill out an additional form for each contract.	
4.	CMD LBE Certification Application  <a href="http://www.sfgsa.org/index.aspx?page=6058">http://www.sfgsa.org/index.aspx?page=6058</a>  In Vendor Profile Application		Local businesses complete this form to be certified by CMD as LBEs. Certified LBEs receive a rating bonus pursuant to Chapter 14B when bidding on City contracts if applicable. To receive the bid discount, you must be certified by CMD by the proposal due date.	Contract Monitoring Unit 30 Van Ness Avenue, Suite 200 San Francisco, CA 94102 Phone: (415) 581-2310

## Where the forms are on the Internet

### Office of Contract Administration

Homepage: [www.sfgov.org/oca/](http://www.sfgov.org/oca/)  
Purchasing forms: Click on “Required Vendor Forms” under the “Information for Vendors and Contractors” banner.

### Contract Monitoring Division

CMD’s homepage: <http://sfgsa.org/index.aspx?page=5365>  
Equal Benefits forms: <http://sfgsa.org/index.aspx?page=5359>  
LBE certification form: <http://sfgsa.org/index.aspx?page=5364#Section%20V>

**X. San Francisco Human Services Agency RFP #690 Cover Page**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(s) REQUESTED: \$ \_\_\_\_\_

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit an electronic copy to [Annyse.Acevedo@sfgov.org](mailto:Annyse.Acevedo@sfgov.org)

## XI. San Francisco Human Services Agency RFP #690 Page Number Form

This form is to assist the review panel in finding the information in the Proposal that corresponds to the evaluation criteria. For each item listed below, please list the page number(s) where the reviewer may find the answer(s) to the criteria.

	<b>Evaluation and Selection Criteria</b>	
	<b>Minimum Qualifications</b>	Page Number(s)
A1.	Minimum of two (2) years of experience in designing, implementing and supporting data systems for social service provisions;	
A2.	Minimum of three (3) years of experience in SAAS development, user research & UX design, user testing, agile development, database administration, information security, backup, and support of enterprise applications; and demonstrated success in legacy data migration;	
A3.	Minimum of two (2) years of experience with performance measurements and federal services and outcomes reporting;	
A4.	Two (2) letters of verifiable reference;	
A5.	Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award; and	
A6.	Demonstrate the willingness and ability to comply with the City contracting requirements set forth in Section VII of this RFP	
	<b>Organizational Capacity ( 15 points)</b>	
B1.	The respondent clearly demonstrates that it has the organizational infrastructure and administrative/financial capacity to deliver the program as proposed. (5 points)	
B2.	The staff, based on job descriptions and qualifications provided, and proposed staffing pattern is adequately trained or skilled to provide the services described. (10 points)	
	<b>Program Approach (60 points)</b>	
C1.	Proposal includes clear information about Scored Criteria and clearly articulates which criteria will be available off the shelf in the system and which functions will require some customization, intensive customization or new developments (see Section IV B)(40 points).	
C2.	The proposal clearly identifies the timeline from launch to delivery of all major components of the system and describes the history of the respondent in working with government or non-profit organizations, including what difficulties were faced and how were the difficulties resolved. The proposal clearly articulated experience with user research, design, and user testing when building custom workflows or module, and best practices of system customization and user experience design are clearly articulated (10 points).	
C3.	The proposal clearly proposes to implement a SAAS solution that will be robustly maintained, supported, and updated by the respondent's staff. Solution empowers City staff and/or contracted third parties to service as system administrators with broad privileges, using self-service capabilities to decrease reliance on technical support or ongoing development and configuration support. (10 points).	
	<b>Fiscal Capacity ( 25 points)</b>	
D1.	A not-to-exceed total budget or cost proposal amount with sufficient itemized details regarding tasks, hours, and rates. The detailed budget reflects tasks listed in the timeline to complete the project. The budget identified by task performed is	

	clear and easy to understand. The budget supports the services proposed and is competitive with other proposals. Description of fiscal/contractual arrangements of team (through a firm/agency or through contractor/subcontracts). Costs are reasonable, justified, and competitive. Cost Allocation Plan is reasonable. (20 points).	
D2.	Respondent has clearly articulated the costs and process for any customizations or new developments required to meet the full scope described (5 points).	

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

Department: HUMAN SERVICES -- DSSDept. Code: DSSType of Request: ☒ Initial ☐ Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval: ☐ Expedited ☐ Regular ☐ Annual ☒ Continuing ☐ (Omit Posting)Type of Service: Services that support all of the programs under the Human Services AgencyFunding Source: County, State and FederalPSC Amount: \$25,415,000PSC Est. Start Date: 07/01/2009PSC Est. End Date continued**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Services in support of the Agency include the following legal services such as process service, arbitration, Fair Hearing Officer services, and other specialized legal services not provided by the City Attorney, courier service, fiscal intermediary, credit checks, equipment maintenance and repairs, property management services, on-demand and supplemental translation and interpretation services, media and communications services including outreach to targeted populations served by the Agency, grant writing, program planning and evaluation, technical writing, environmental and industrial assessment services including ergonomics, mediation and dispute resolutions services, substance abuse compliance monitoring testing and paternity testing, criminal background checks, security services, population surveys, management information services, time study information system, business process mapping, one time document imaging conversion projects for archiving and transition to paperless system technology solutions for agency operations, off hours transportation services and specialized transportation including health and safety transportation and shuttle service.

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

These services are required to process client and court mandated information, and are necessary for the day to day operation of the Agency. Without these services, operations would be interrupted and the Agency could not fulfill welfare and institutions code 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.**

PSC# 2000-05/06

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

Yes, based upon funding, performance and procurement

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

PSC'S dates as continuous until further revoked by the Civil Service Commission.

**2. Reason(s) for the Request****A. Indicate all that apply (be specific and attach any relevant supporting documents):**

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



B. Explain the qualifying circumstances:

Work is performed 24 hours a day, seven days a week. These services are often crisis driven, do not involve predictable tasks and serve fluctuating and transient populations

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

- A. Specify required skills and/or expertise: legal services including process service, mediation, arbitration, Fair Hearing Officer services, and other specialized legal services not provided by the City Attorney, courier service, fiscal intermediary, credit checks, equipment maintenance and repairs, property management services including pre-move inspections and survey of conditions, records management (i.e. recycling, shredding, destruction, removal, document imaging), translation, media and communications services including outreach to targeted populations served by the Agency, grant writing, program planning and evaluation, technical writing, environmental and industrial assessment services including ergonomics, mediation and counseling services, security services, substance abuse monitoring and paternity testing, criminal background checks, population surveys, transportation services, management information services, time study services, business process mapping, technology solutions for agency operations.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 6139, Senior Industrial Hygienist; 8106, Legal Process Clerk;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, contractor will provided facilities and equipment to perform the services

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

Under the human service commission it has been determined that the best practice is to provide services through community based organization.

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

- A. Explain why civil service classes are not applicable.  
These are very specialized services. There are no current civil services classification to provided theses services.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would not be practical to create a new class because of the immediate, short-term and on demand need for these services.

**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. Fraud detection, contract development and management, child welfare training, , employee development, civil rights training, sexual harassment training, program specific and operational trainings, staff development Hours vary based upon course curriculum, 2-4 hours per session. • Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained. Occupations vary depending upon course curriculum 20-30 participants per training
- C. Are there legal mandates requiring the use of contractual services?  
Yes. Court mandated substance abuse monitoring and paternity testing
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.

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

Yes. Board of Supervisors, ordinance 185-95

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

Yes. Multiple contractors under PSC

**7. Union Notification:** On none, the Department notified the following employee organizations of this PSC/RFP request:

no unions notified

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

Name: David Curto Phone: 415-557-5581 Email: david.curto@sfgov.org

Address: 1650 Mission Street Suite 300 San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 2006-08/09

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 06/02/2014

Civil Service Commission Action:

continued - 06/16/2014

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: Preventive equipment maintenance for mail sorter machine & software updates

Funding Source: General fund and work orders

PSC Duration: 5 years

PSC Amount: \$350,000

**1. Description of Work**

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

The Reproduction and Mail Services Department ("ReproMail") is responsible for the distribution of mail envelopes/parcels to City departments as the recipient and on behalf of City departments as the sender to commercial and residential recipients. The accurate and timely distribution of such mailings requires the use of a mail sorter machine which maintains up-to-date United States Postal Services' ("USPS") Coding Accuracy Support System directories and current USPS tables (i.e. labeling lists and 5-digit city/state scheme information). This request is to provide the routine preventive and remedial equipment maintenance and software maintenance, including software fixes, patches, and updates, to allow for a fully functioning mail sorter machine. Equipment preventive maintenance inspections will be performed monthly; remedial maintenance for the equipment will be performed on an as-needed basis. Software maintenance, including phone/email support and software fixes, patches, or updates, are performed on an as-needed basis.

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

The requested service is necessary to ensure that the above-described mail distribution required by various City departments is performed in a timely, cost-efficient, and accurate manner. Denial of this service, of routine equipment and software maintenance, could result in downtime due to malfunctioning or disrepair of the sorter equipment and/or inaccurate or returned mail parcels due to outdated USPS directories and tables. This could ultimately result in the inability of ReproMail to perform these critical mail distributions accurately and on time.

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 were provided using other City procurement methods. We have been advised to request a Personal Services Contract (PSC).

D. Will the contract(s) be renewed?

Yes, for the life of the equipment.

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:

Work will be intermittent.

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

- A. Specify required skills and/or expertise: The requested equipment maintenance and software updates can only be performed by the equipment manufacturer. Per letter from the manufacturer, the manufacturer is the only factory trained and authorized service provider for the City's mail sorting equipment; there are no third parties approved to perform the requested maintenance services, or equipment or software upgrades within the State of California.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1760, Offset Machine Operator; 1762, Senior Offset Machine Operator; 1764, Mail & Reproduction Svc Sprv;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The software that operates the equipment is proprietary to the manufacturer, so any software updates, including software fixes, patches, enhancements, etc. can only be provided by the manufacturer. As part of the routine preventive and remedial equipment maintenance, the manufacturer will replace non-consumable parts necessary to maintain full functionality of the equipment.

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

Even in the case that City employees could perform these services, the manufacturer of the mail sorting equipment is the only authorized and factory trained service provider for the required equipment and software maintenance services.

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

- A. Explain why civil service classes are not applicable.  
The manufacturer is the only authorized and factory trained service provider for the equipment.
- 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. City employees are not authorized by the manufacturer to perform this work. Also, preventive maintenance inspections are performed on a monthly basis; remedial maintenance calls are performed only when they are needed.

**6. Additional Information**

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

**7. Union Notification: On 02/16/2021, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, 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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: One Carlton Goodlett Place Room 362 San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43927 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [joan.lubamersky@sfgov.org](mailto:joan.lubamersky@sfgov.org)  
**To:** [Lubamersky, Joan \(ADM\)](#); [Meyers, Julie \(HSA\)](#); [Ricardo.lopez@sfgov.org](mailto:Ricardo.lopez@sfgov.org); [Basconcillo, Katherine \(PUC\)](#); [pcamarillo\\_seiu@sbcglobal.net](mailto:pcamarillo_seiu@sbcglobal.net); [Wendy.Frigillana@seiu1021.org](mailto:Wendy.Frigillana@seiu1021.org); [pscreview@seiu1021.org](mailto:pscreview@seiu1021.org); [ted.zarzecki@seiu1021.net](mailto:ted.zarzecki@seiu1021.net); [davidmkersten@gmail.com](mailto:davidmkersten@gmail.com); [xiumin.li@seiu1021.org](mailto:xiumin.li@seiu1021.org); [Poon, Sin Yee \(HSA\)](#); [david.canham@seiu1021.org](mailto:david.canham@seiu1021.org); [jtanner940@aol.com](mailto:jtanner940@aol.com); [ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com); [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com); [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com); [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org); [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org); [kpage@ifpte21.org](mailto:kpage@ifpte21.org); [eerbach@ifpte21.org](mailto:eerbach@ifpte21.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [Lubamersky, Joan \(ADM\)](#); [DHR-PSCCoordinator, DHR \(HRD\)](#)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 43927 - 20/21  
**Date:** Tuesday, February 16, 2021 2:51:17 PM

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RECEIPT for Union Notification for PSC 43927 - 20/21 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 43927 - 20/21 for \$350,000 for Initial Request services for the period 07/01/2021 – 06/30/2026. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16092> 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: 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: As-Needed Travel Demand Modeling

Funding Source: Local Funds and Operating Funds

PSC Duration: 5 years

PSC Amount: \$500,000

**1. Description of Work**

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

The San Francisco Chained Activity Modeling Process (SF-CHAMP) is the official transportation modeling tool for San Francisco and is certified as compliant with the Regional Transportation Plan by the MTC. SFMTA seeks the services of a consultant for the care, maintenance, and updates of SF-CHAMP, the San Francisco travel forecasting software program, to implement new relevant features, reporting tools, and up-to-date assumptions about travel behavior.

The consultant will analyze the San Francisco Municipal Transportation Agency (SFMTA) transportation impacts on potential land use, employment, housing, transit service, and transportation infrastructure changes and provide as-needed travel demand monitoring.

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

Service is necessary to determine the number of buses and trains to meet customer demand. Additional modes of transportation are also included. The need for this service is driven by project demand. An as-need MOU agreement maximizes efficiency. Without this service, SFMTA would not be able to strategize and target transit needs within a project, which could result in shortage or overage (waste) of funding. SF-CHAMP is a robust travel forecasting tool that benefits City planning projects, grants, and policy development. Tailored to the unique conditions of San Francisco, the CHAMP model generates unique and valuable quantitative data regarding future trips and travel patterns that staff rely on across SFMTA divisions. CHAMP is a cost-effective tool to generate important quantitative data about multimodal transportation projects that impact local communities. The CHAMP model has also helped to secure over \$50,000,000 in funds by supporting grants such as the FY 2019 TIRCP grant proposal. Our agency is increasingly reliant on accurate and quantitative data to support investments, and if not provided by CHAMP we would likely need to pay for similar data from another source.

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.

Similar services have been provided: PSC 3036 12/13 and PSC 4069 12/13

D. Will the contract(s) be renewed?

Yes, the new contract under this PSC is intended to be a long-term solution for the as-needed travel demand modeling needs of the division, and thus the intent is to renew for additional years.

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 consistent and ongoing need for this service. SFMTA is increasingly reliant on accurate and quantitative data to support investments, and if not provided by CHAMP we would likely need to pay for similar data from another source.

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

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

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

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



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

B. Explain the qualifying circumstances:

The work is only performed occasionally for short periods (2-3 months part-time and once or twice per year). This work is as needed and requires very specific knowledge. SFCTA is the sole administrator and only qualified agency to modify and operate the model.

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

- A. Specify required skills and/or expertise: At least five years of continuous transit modeling experience using the SF-CHAMP model. Requires expertise in calibrating the regional model, computer programming, database management, analytics, and urban planning with a focus on transportation. Specific to the SF-CHAMP travel forecasting model, SFCTA is the sole administrator and only qualified agency to modify and operate the proprietary model.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1023, IS Administrator 3; 1044, IS Engineer-Principal; 5289, Transportation Planner III; 5290, Transportation Planner IV;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

Existing staff does not have the technical background and training using SF-CHAMP and applying the regional travel demand model. The consultant will build custom travel demand models specific to the specified need for the modeling work. SFCTA is the sole administrator and only qualified agency to modify and operate the model.

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

- A. Explain why civil service classes are not applicable.  
Existing staff does not have the technical background and training using SF-CHAMP and applying the regional travel demand model. The consultant will build custom travel demand models specific to the specified need for the modeling work. SFCTA is the sole administrator and only qualified agency to modify and operate the model.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. This work is as needed and requires very specific knowledge. The work is only performed occasionally for short periods (2-3 months part-time and once or twice per year). Therefore, it is not practical to adopt a new civil class.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
No. San Francisco County Transportation Authority (SFCTA) is the sole administrator and only qualified agency to modify and operate the model. This work is as needed and requires very specific knowledge. The work is only performed occasionally for short periods (2-3 months part-time and once or twice per year). Therefore, it is not practical to have City and County employees undergo such 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 02/24/2021, 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: Amy NUQUE Phone: 415-646-2802 Email: amy.nuque@sfmta.com

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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48623 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhrrpscordinator@sfgov.org](mailto:dhrrpscordinator@sfgov.org) on behalf of [amy.nuque@sfmta.com](mailto:amy.nuque@sfmta.com)  
**To:** [Nuque, Amy; 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; Nuque, Amy; DHR-PSCCoordinator, DHR \(HRD\)](mailto:Nuque,Amy;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;Nuque,Amy;DHR-PSCCoordinator,DHR(HRD)@ifpte21.org)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 48623 - 20/21  
**Date:** Wednesday, February 24, 2021 1:05:34 PM

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

RECEIPT for Union Notification for PSC 48623 - 20/21 more than \$100k

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a request for a Personal Services Contract (PSC) 48623 - 20/21 for \$500,000 for Initial Request services for the period 04/01/2021 – 03/31/2026. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16138> 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)**

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

Department: MUNICIPAL TRANSPORTATION AGENCY Dept. Code: MTAType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4069 - 12/13)Type of Approval: ☐ Expedited ☒ Regular (☐ Omit Posting)Type of Service: As-Needed Travel Demand ModelingFunding Source: Federal and Local FundsPSC Original Approved Amount: \$500,000PSC Original Approved Duration: 03/04/13 - 03/03/18 (5 years)PSC Mod#1 Amount: \$2,500,000PSC Mod#1 Duration: 05/17/16-06/30/21 (3 years 17 weeks)

PSC Mod#2 Amount: \_\_\_\_\_

PSC Mod#2 Duration: \_\_\_\_\_

PSC Cumulative Amount Proposed: \$3,000,000PSC Cumulative Duration Proposed: 8 years 17 weeks**1. Description of Work****A. Scope of Work:**

The consultant will analyze the San Francisco Municipal Transportation Agency's (SFMTA) transportation (all modes) impacts on potential land use, employment, housing, transit service, and transportation infrastructure changes. The SF-CHAMP San Francisco Regional Travel Model is the official transportation modeling tool for San Francisco and is certified as compliant with the Regional Transportation Plan by the Metropolitan Transportation Commission. The consultant is an expert working with this unique proprietary software product and will use the model to forecast changes in regional travel.

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

This service is necessary to determine the number of buses and trains to meet customer demand. Additional modes of transportation are also included in this model. The need for this service is driven by project demand. Rather than request an expedited approval process and develop a new contract each time the need occurs, SFMTA is requesting a long-term, as-needed contract for efficiency purposes. Without this service SFMTA would not be able to strategize and target transit needs within a project that could also result in a shortage or overage (waste) of funding.

**C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.**

Yes.

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

**2. Union Notification:** On 04/12/16, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21;

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**PSC# 4069 - 12/13

DHR Analysis/Recommendation:

05/16/2016

Commission Approval Required

Approved by Civil Service Commission

DHR Approved for 05/16/2016

Page 05 / 16/2016

July 2013

**3. Description of Required Skills/Expertise****A. Specify required skills and/or expertise:**

At least five years of continuous transit modeling experience using the SF-CHAMP model. Requires expertise in calibrating the regional model, computer programming, database management, analytics, and urban planning with a focus on transportation. Specific to the SF-CHAMP travel forecasting model, San Francisco County Transportation Authority (SFCTA) is the sole administrator and only qualified agency to modify and operate the proprietary model.

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

5289,5290,1823,1023,1024,1044,

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

No.

**4. Why Classified Civil Service Cannot Perform****A. Explain why civil service classes are not applicable:**

The existing staff does not have the technical background and training using SF-CHAMP and applying the regional travel demand model. The consultant will build custom travel demand models specific to the specified need for the modeling work. SFCTA is the sole administrator and only qualified agency to modify and operate the model.

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

No. This service is as-needed and requires very specific knowledge. The work is only performed occasionally for short periods (2-3 months part-time and once or twice a year). Therefore, it is not practical to adopt a new civil service class.

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

**YES NO**

- |  |                          |                                     |
|--|--------------------------|-------------------------------------|
| A. Will the contractor directly supervise City and County employee?  | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| B. Will the contractor train City and County employee?<br>Training is not included in this contract as SFCTA is the sole administrator | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| C. Are there legal mandates requiring the use of contractual services?   | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| D. Are there federal or state grant requirements regarding the use of contractual services?  | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| E. Has a board or commission determined that contracting is the most effective way to provide this service?                            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?                           | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

☒ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 04/12/16 BY:

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

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

## PERSONAL SERVICES CONTRACT SUMMARY

DATE: October 22, 2012DEPARTMENT NAME: San Francisco Municipal Transportation Agency (SFMTA) DEPARTMENT NUMBER 68TYPE OF APPROVAL: (X) EXPEDITED ( ) REGULAR (OMIT POSTING\_\_\_\_)  
( ) CONTINUING ( ) ANNUAL

TYPE OF REQUEST: (X) INITIAL REQUEST ( ) MODIFICATION (PSC# \_\_\_\_\_)

TYPE OF SERVICE: Travel Demand Forecasting for Fleet (Vehicle) Management Plan UpdateFUNDING SOURCE: Federal Transit Administration GrantPSC AMOUNT: \$ 44,000.00PSC DURATION: November 1, 2012 to May 31, 2013

## 1. DESCRIPTION OF WORK

## A. Concise description of proposed work:

The consultant will analyze the cumulative ridership and transportation impacts of potential transit service changes as part of the Fleet (Vehicle) Management Plan Update. The SF-CHAMP San Francisco Travel Demand Forecasting Model is the official transportation modeling tool for San Francisco and is certified as compliant with the Regional Transportation Plan by the Metropolitan Transportation Commission. The SF-CHAMP model is used for the San Francisco Municipal Transportation Agency (SFMTA) travel demand forecasts and was developed by the San Francisco County Transportation Authority (SFCTA). The consultant is an expert working with this unique proprietary software product and will use the model to forecast transit ridership (and associated traffic congestion effects) under six scenarios.

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

System-wide, corridor, and route-specific ridership estimates are needed to assess both the near- and long-term fleet management needs of the SFMTA. These services are also necessary to provide Federal Transit Administration a fleet and operating plan for the Central Subway project by January 2013. Failure to meet this commitment would jeopardize federal funding for procurement of Light Rail Vehicles necessary for the Central Subway operations.

## 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):

Similar services were provided as recently as June 2012 as part of the Transit Effectiveness Project (TEP) for environmental clearance process under PSC 3105-11/12.

## D. Will the contract(s) be renewed: No

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

IFPTE Local 21  
Union Name

[Signature]  
Signature of person mailing / faxing form

10/22/12  
Date

\_\_\_\_\_  
Union Name

\_\_\_\_\_  
Signature of person mailing / faxing form

\_\_\_\_\_  
Date

RFP sent to \_\_\_\_\_

on \_\_\_\_\_

\_\_\_\_\_  
Union Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\*\*\*\*\*  
FOR DEPARTMENT OF HUMAN RESOURCES USEPSC# 3036-12/13STAFF ANALYSIS/RECOMMENDATION:  
CIVIL SERVICE COMMISSION ACTION:

Approved W 10/29/12 SFMTA approved  
10-22-12



3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISEA. Specify required skills and/or expertise:

At least five years of transit modeling experience using the SF-CHAMP model. Requires expertise in calibrating the regional model, developing and coding model inputs, analyzing results for accuracy and adjusting inputs based on trade knowledge. Specific to the SF-CHAMP travel forecasting model, SFCTA is the sole administrator and only qualified agency to modify and operate the proprietary model.

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

Transit Planner III (#5289) and Transit Planner IV (#5290)

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

No

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORMA. Explain why civil service classes are not applicable:

The existing staff do not have the technical background and training using SF-CHAMP and applying the regional travel demand model. The consultant will build a custom travel demand model specific to the Fleet Management Plan that hasn't been done before. SFCTA is the sole administrator and only qualified agency to modify and operate the model.

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

No. This service is short-term, part-time and requires very specific knowledge. Therefore, it is not practical to adopt a new civil service class.

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

Yes No

- A. Will the contractor directly supervise City and County employees? ( ) (X)
- B. Will the contractor train City and County employees? ( ) (X)
- Describe training and indicate approximate number of hours.
  - Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained.
- C. Are there legal mandates requiring the use of contractual services? ( ) (X)
- D. Are there federal or state grant requirements regarding the use of contractual services? ( ) (X)
- E. Has a board or commission determined that contracting is the most effective way to provide this service? ( ) (X)
- F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? (X) ( )
- San Francisco County Transportation Authority

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

*Parveen Boparai*

Signature of Departmental Personal Services Contract Coordinator	
Parveen Boparai	415-701-5377
Print or Type Name	Telephone Number
San Francisco Municipal Transportation Agency	
1 South Van Ness Ave., 6 <sup>th</sup> Floor, San Francisco, CA 94103	

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: Specialized Exhibit Technology Services (CS-1229)

Funding Source: Water Enterprise Capital Budget

PSC Duration: 5 years

PSC Amount: \$2,000,000

**1. Description of Work**

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

The Sunol Long Term Improvements - Alameda Creek Watershed Center design team requires Exhibitry (DBA Tracy Evans Productions, Inc.) to provide specialized technology for exhibits for the Alameda Creek Watershed Center (Center), which is currently under construction

Exhibitry is a design and production firm that specializes in state of the art proprietary interactive exhibits. Exhibitry has invented and developed the proprietary technology for the interactive exhibits including: Focal Vue, Holotube, Virtula Reality and TouchFree and 3D VUE Real-Time. The interactive technology will provide unique and hands-free education experiences which will reach a wider audience and provide interactive experiences that will meet the goals of the Center. Exhibitry is the inventor and sole manufacturer of these technologies.

Exhibitry will provide 11 self contained "kiosks" for the Center that range from a virtual reality swim in a creek to viewing and manipulating historic artifacts up close as well as interactive games and video walls. For each exhibit, the Exhibitry team will be responsible for all aspects of developing the creative, production, programming fabrication and testing. Exhibitry will also ship and oversee installation of the "kiosk" exhibits. The contract also includes 4 years of maintenance and updating of the exhibits as needed.

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

These services are necessary to provide unique, hands-free educational experiences which will reach a wider audience and provide interactive experiences that will meet the goals of the Center. If these services are denied, there won't be any interactive exhibits in the Center and a large amount of educational material we want to provide to visitors won't be available. One of the challenges we faced with needing to add technology to already designed exhibits is needing to fit these pieces into small spaces while still providing fun, informative and impressive education experiences. It will be very difficult to meet the education goals of the Center without these specialized services being provided by Exhibitry.

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 not been provided in the past.

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 design and production and installation of the kiosks will take about 12 months. After the installation we anticipate needing the on-going services of Exhibitry to provide maintenance and updating of the exhibits. We do anticipate that this contract will be amended after the initial 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:

We are requesting these specialized exhibit technology services because these services are not available within the city. Due to the short-term nature of the project, there is no need to develop these specialized services internally.

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

A. Specify required skills and/or expertise: The scope requires a fully integrated team of technologists, artisans, animators, programmers, craftspeople, inventors, media producers and directors to create these interactive exhibits.

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. The contractor is building 11 interactive "kiosks" that will be used to enhance education and visitor experiences at the Alameda Creek Watershed Center

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

After reviewing the City's Civil Service classes we could not identify any classes which have all of the required skills and technical expertise to meet that needs of the project.

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

A. Explain why civil service classes are not applicable.

These highly specialized services are not available within the city.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. It would not be feasible to adopt a new civil service classification to perform this work. This is a one-time project, and we do not anticipate needing this type of work performed in the future.

**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. Exhibitory will train staff to do simple updates of the exhibits including, adding new photos and videos etc. Brown bag presentation on the technology will be provided to interested staff.

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

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

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

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

**7. Union Notification:** On 04/01/2021, 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: Shawndrea Hale Phone: (415) 551-4540 Email: shale@sfgwater.org

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 42548 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [wirwin@sfgwater.org](mailto:wirwin@sfgwater.org)  
**To:** [Irwin.William](mailto:Irwin.William); [cmoyer@nccrc.org](mailto:cmoyer@nccrc.org); [Frigault.Noah](mailto:Frigault.Noah) (HRC); [sfdpoa@icloud.com](mailto:sfdpoa@icloud.com); [Mjayne@iam1414.org](mailto:Mjayne@iam1414.org); [Emanuel.Rachel](mailto:Emanuel.Rachel) (DEM); [laborers261@gmail.com](mailto:laborers261@gmail.com); [Laxamana.Junko](mailto:Laxamana.Junko) (BOS); [jennifer.esteen@seiu1021.org](mailto:jennifer.esteen@seiu1021.org); [emathurin@cirseiu.org](mailto:emathurin@cirseiu.org); [abush@cirseiu.org](mailto:abush@cirseiu.org); [sbabaria@cirseiu.org](mailto:sbabaria@cirseiu.org); [anthony@dc16.us](mailto:anthony@dc16.us); [mlobre@sfpoa.org](mailto:mlobre@sfpoa.org); [tony@sfpoa.org](mailto:tony@sfpoa.org); [tracym@sfpoa.org](mailto:tracym@sfpoa.org); [mleach@ibt856.org](mailto:mleach@ibt856.org); [rooferslocal40@gmail.com](mailto:rooferslocal40@gmail.com); [sal@local16.org](mailto:sal@local16.org); [Criss@sfmea.com](mailto:Criss@sfmea.com); [Meyers.Julie](mailto:Meyers.Julie) (HSA); [seichenberger@local39.org](mailto:seichenberger@local39.org); [Camaguey@sfmea.com](mailto:Camaguey@sfmea.com); [ablood@cirseiu.org](mailto:ablood@cirseiu.org); [kcartermartinez@cirseiu.org](mailto:kcartermartinez@cirseiu.org); [ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com); [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com); [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com); [sarah.wilson@seiu1021.org](mailto:sarah.wilson@seiu1021.org); [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org); [kpage@ifpte21.org](mailto:kpage@ifpte21.org); [tjenkins@uapd.com](mailto:tjenkins@uapd.com); [eerbach@ifpte21.org](mailto:eerbach@ifpte21.org); [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org); [amakayan@ifpte21.org](mailto:amakayan@ifpte21.org); [jb@local16.org](mailto:jb@local16.org); [Ricardo.lopez@sfgov.org](mailto:Ricardo.lopez@sfgov.org); [Basconcillo.Kathy](mailto:Basconcillo.Kathy); [Sandeep.lal@seiu1021.me](mailto:Sandeep.lal@seiu1021.me); [pcamarillo\\_seiu@sbcglobal.net](mailto:pcamarillo_seiu@sbcglobal.net); [MRainsford@local39.org](mailto:MRainsford@local39.org); [Wendy.Frigillana@seiu1021.org](mailto:Wendy.Frigillana@seiu1021.org); [pscreview@seiu1021.org](mailto:pscreview@seiu1021.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [agonzalez@iam1414.org](mailto:agonzalez@iam1414.org); [ted.zarzecki@seiu1021.net](mailto:ted.zarzecki@seiu1021.net); [leah.berlanga@seiu1021.org](mailto:leah.berlanga@seiu1021.org); [gail@sffdlcal798.org](mailto:gail@sffdlcal798.org); [cityworker@sfcwu.org](mailto:cityworker@sfcwu.org); [davidmkersten@gmail.com](mailto:davidmkersten@gmail.com); [djohnson@opcmialocal300.org](mailto:djohnson@opcmialocal300.org); [ramonluna261@gmail.com](mailto:ramonluna261@gmail.com); [ablood@cirseiu.org](mailto:ablood@cirseiu.org); [pkarinen@nccrc.org](mailto:pkarinen@nccrc.org); [tony@dc16.us](mailto:tony@dc16.us); [stevek@bac3-ca.org](mailto:stevek@bac3-ca.org); [xiumin.li@seiu1021.org](mailto:xiumin.li@seiu1021.org); [Sin.Yee.Poon@sfgov.org](mailto:Sin.Yee.Poon@sfgov.org); [smcgarry@nccrc.org](mailto:smcgarry@nccrc.org); [rmitchell@twusf.org](mailto:rmitchell@twusf.org); [grojo@local39.org](mailto:grojo@local39.org); [jduritz@uapd.com](mailto:jduritz@uapd.com); [staff@sfmea.com](mailto:staff@sfmea.com); [mike@dc16.us](mailto:mike@dc16.us); [khughes@ibew6.org](mailto:khughes@ibew6.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [sfmsa@gmail.com](mailto:sfmsa@gmail.com); [bart@dc16.us](mailto:bart@dc16.us); [david.canham@seiu1021.org](mailto:david.canham@seiu1021.org); [jtanner940@aol.com](mailto:jtanner940@aol.com); [oashworth@ibew6.org](mailto:oashworth@ibew6.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [laborers261@gmail.com](mailto:laborers261@gmail.com); [local200twu@sbcglobal.net](mailto:local200twu@sbcglobal.net); [speedy4864@aol.com](mailto:speedy4864@aol.com); [Christina@sfmea.com](mailto:Christina@sfmea.com); [ecdenvoter@aol.com](mailto:ecdenvoter@aol.com); [thomas.vitale@seiu1021.org](mailto:thomas.vitale@seiu1021.org); [Irwin.William](mailto:Irwin.William); [DHR-PSCCoordinator](mailto:DHR-PSCCoordinator), [DHR](mailto:DHR) (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 42548 - 20/21  
**Date:** Thursday, April 1, 2021 4:02:03 PM

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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.

RECEIPT for Union Notification for PSC 42548 - 20/21 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 42548 - 20/21 for \$2,000,000 for Initial Request services for the period 05/01/2021 – 04/30/2026. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16290> 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 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: End to End Community COVID-19 Vaccine Access Sites

Funding Source: General Fund, Federal and State funds

PSC Duration: 52 weeks

PSC Amount: \$65,000,000

**1. Description of Work**

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

Contractor will provide community based end-to-end COVID-19 vaccine access sites. The providers will provide all services needed to administer vaccine to community sites. Services will include registration, scheduling, site administration, communication/call center, data collection and reporting, billing, and project management services.

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

As part of the ongoing City response to the COVID-19 pandemic a need has been identified to provide vaccines in a community-centered and community-focused manner. The services are needed in order to effectively reach the residents of San Francisco. If this service is denied the City will be unable to effectively administer vaccinations and be unable to effectively reach all members of the community, possibly contributing to increased community spread of COVID-19.

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 vaccination effort on this scale is a new endeavor for the City which is the result of the COVID-19 Pandemic.

D. Will the contract(s) be renewed?

Only if there is a continued need.

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):

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

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

B. Explain the qualifying circumstances:

Services are needed immediately to respond to the COVID-19 pandemic. While the Department has staff who typically administer vaccination programs, the City does not have the resources to respond at the scale needed, e.g. in this extreme peak workload situation.

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

A. Specify required skills and/or expertise: The ability to manage, end-to-end, a large-scale community-based vaccination program, or must have the ability to provide similar large-scale health-related services. The selected vendor either must provide all services or form a team to provide all the requested services.

B. Which, if any, civil service class(es) normally perform(s) this work? 1070, IS Project Director; 1091, IT Operations Support Admin I; 1092, IT Operations Support Admin II; 1093, IT Operations Support Admin III; 1094, IT Operations Support Admin IV; 1095, IT Operations Support Admin V; 1429, Nurses Staffing Assistant; 1635, Health Care Billing Clerk 1; 1636, Health Care Billing Clerk 2; 1706, Telephone Operator; 1708, Senior Telephone Operator; 1823,

Senior Administrative Analyst; 1823, Senior Administrative Analyst; 2218, Physician Assistant; 2230, Physician Specialist; 2312, Licensed Vocational Nurse; 2320, Registered Nurse; 2322, Nurse Manager; 2585, Health Worker 1; 2586, Health Worker 2; 2587, Health Worker 3; 2588, Health Worker 4; 5502, Project Manager 1; 0922, Manager I; 1091, IT Operations Support Administrator I; 1092, IT Operations Support Administrator II; 1093, IT Operations Support Administrator III; 1094, IT Operations Support Administrator IV; 1095, IT Operations Support Administrator V;

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the selected contractor will provide all the needed equipment and infrastructure (clinical, operational, IT) to establish mobile (temporary, quickly deployed) vaccination sites when there is no static or stationary location available, or where a large-scale mass vaccination site is impractical.

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

In response to the COVID-19 pandemic the City is using a mix of City employees in both their regular job function and that are now focusing on COVID response, City Disaster Service workers, and contracted staff.

**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 anticipated volume of services, and the hopefully short-term nature of the services required, it is not feasible to hire the additional civil service staff needed.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. Due to the anticipated volume of services, and the hopefully short-term nature of the services required, it is not feasible to use civil services classes.

**6. Additional Information**

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

No.

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

No. Due to the end-to-end nature of these temporary services, formal training of City staff is not required.

- 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 02/16/2021, the Department notified the following employee organizations of this PSC/RFP request:**

Architect & Engineers, Local 21; Management & Superv Local 21; Municipal Executive Association; Physicians and Dentists - 11AA; Physicians and Dentists - 8CC; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; SEIU 1021 Miscellaneous; SEIU Local 1021; SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU, Local 1021 H-1 Fire-Rescue Paramedics; TWU Local 250A; TWU - Miscellaneous; Teamsters, Local 856 Health Workers; Teamsters, Local 856 Supv Nurses

☒ 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: 1380 Howard Street, Room 421B San Francisco, CA 94103

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 40321 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

## Hale, Jacquie (DPH)

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**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Tuesday, February 16, 2021 10:42 AM  
**To:** Hale, Jacquie (DPH); mleach@ibt856.org; rmitchell@twusf.org; jennifer.esteen@seiu1021.org; emathurin@cirseiu.org; abush@cirseiu.org; sbabaria@cirseiu.org; kcartermartinez@cirseiu.org; ablood@cirseiu.org; sarah.wilson@seiu1021.org; thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; Meyers, Julie (HSA); Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); pcamarillo\_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; amakayan@ifpte21.org; tjenkins@uapd.com; jduritz@uapd.com; Laxamana, Junko (BOS); Criss@SFMEA.com; camaguey@sfmea.com (contact); Christina@SFMEA.com; staff@SFMEA.com; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 40321 - 20/21

RECEIPT for Union Notification for PSC 40321 - 20/21 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 40321 - 20/21 for \$65,000,000 for Initial Request services for the period 02/01/2021 – 01/31/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16000> 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 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: Distribution, warehousing, inventory & analytical services, bulk & just in time supplies

Funding Source: General Fund, Federal and State funds

PSC Duration: 5 years

PSC Amount: \$10,000,000

**1. Description of Work**

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

The contractor shall provide medical supplies, distribution services, and temporary warehousing services of essential City emergency supplies. The Department will contract for end-to-end distribution services for the bulk availability of commonly used supplies and just in time availability of less commonly used supplies. This will include maintenance of a required catalog of supplies SFDPH will order on a just in time and bulk basis, inventory management of those supplies while at Contractor's facility, analytical support in preparing and processing daily orders and maintaining the accuracy of the supplies catalog and daily delivery of ordered supplies to SFDPH facilities. SFDPH will also contract for the warehousing, inventory management and delivery of residual supplies, including personal protective equipment, ordered by the City in response to the COVID-19 emergency. The request only represents the cost of the distribution services, and the temporary warehousing services of emergency supplies. The request does not include the actual cost of the commodities procured through the distributor and its partners currently estimated at over 25 million dollars a year.

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

The services are necessary in order to provide patient care at Zuckerberg San Francisco General Hospital, Laguna Honda Hospital and Rehabilitation Center, a network of community and behavioral health clinics and in the county jails. The services will also include the warehousing and inventory management of residual City owned supplies ordered in response to COVID-19. SFDPH worked with the City's Real Estate Department to learn that no existing City owned facility was available to store this quantity of supplies for the term SFDPH requires. Denial of this request would require SFDPH to restructure the Department's entire materials management system, obtain significantly more warehousing capacity to store a long term back stock of supplies, enter into contractual relationships with every single individual manufacturer of supplies used by SFDPH, incur additional costs, and leave SFDPH with few options for the long term storage and accessibility of City owned COVID-19 supplies.

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

The Department has used the services of a prime vendor / distributor for many years. Previously the use of a distributor / prime vendor has been procured as a commodity services rather than a professional service as the bulk of the charges is for the actual commodities.

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.

SFDPH has used a prime vendor for distribution of medical/surgical supplies for a number of years. SFDPH anticipates this supplies procurement model to continue in perpetuity. Entering into a long term agreement allows SFDPH to obtain stability in distributor pricing and consistency in maintenance of available supplies catalog.

**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 City does not have the resources to fully staff a modern Just in Time supply distribution system

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

- A. Specify required skills and/or expertise: Sourcing relationships with nearly every manufacturer of medical/surgical supplies. Experience providing end-to-end supplies distribution services to a complex health system, including a level 1 trauma center, long term care facility and community clinics, substantial warehouse availability and ability to maintain a broad catalog of just in time supplies available within 24 hours of order, the ability to provide daily deliveries to SFDPH facilities of all supplies ordered the previous day and the analytical knowledge of the healthcare industry to maintain supplies catalog, process daily supplies orders and provide suitable alternatives when certain requested supplies are not available.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1822, Administrative Analyst; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1922, Senior Inventory Clerk; 1932, Assistant Storekeeper; 1934, Storekeeper; 1936, Senior Storekeeper; 1938, Stores & Equip Asst Sprv; 1944, Materials Coordinator;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Yes for the everyday distribution of supplies the vendor will provide a modern robust logistic platform consisting of all of the required infrastructure such as warehousing, all of the equipment needed to distribute Just in Time inventory to a healthcare facility. In addition, in the City's response to COVID-19 the market conditions for procurement of certain supplies, such as personal protective equipment, as well as guidance developed in consultation between the City's COVID Command Center, City Administrator's Office and SFDPH, was to procure a minimum of one year of supply for all categories of personal protective equipment, which is now stored in multiple temporary facilities. SFDPH requires long term storage and inventory management of these supplies. SFDPH worked with the SF Real Estate Department to determine there is no City owned viable solution. Given these facts SFDPH will contract for the warehousing and inventory management of these residual supplies until such time as those supplies are exhausted.

**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.  
Since the services require that a entity maintain a robust logistics infrastructure it would not be practical or feasible for the City to take on that work which would require the City to procure the needed space, relationships with suppliers, and all the equipment to distribute supplies in a Just in Time nature.
- 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. SFDPH will be using City staff to receive daily deliveries, break down deliveries and distribute them to each area of the Department that placed the specific order, as well as interact with Contractor staff to process and approve final orders and troubleshoot any issues. SFDPH anticipates the need for warehousing, inventory management and distribution of residual COVID-19 supplies to be a temporary need, only until the previously purchased supplies are exhausted.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
No. There is no dedicated training component in the proposed contracts. Rather, City employees will have the opportunity to gain knowledge through transfers and interactions with the contractor in the area of modern day logistic / supply chain management techniques and procedures which may include access to online tools to facilitate order / inventory management if provided by the contractor.
- 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 02/19/2021, 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: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 1380 Howard Street, Room 421B San Francisco, CA 94103

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43503 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

## Hale, Jacquie (DPH)

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**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Friday, February 19, 2021 4:27 PM  
**To:** Hale, Jacquie (DPH); Meyers, Julie (HSA); Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); pcamarillo\_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; Laxamana, Junko (BOS); WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Longhitano, Robert (DPH); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 43503 - 20/21

RECEIPT for Union Notification for PSC 43503 - 20/21 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 43503 - 20/21 for \$10,000,000 for Initial Request services for the period 07/01/2021 – 06/30/2026. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16098> 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 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: Registration and Scheduling Platform and Other Services for COVID-19 Vaccinations

Funding Source: General Fund, Federal and State funds

PSC Duration: 1 year 7 weeks

PSC Amount: \$7,500,000

**1. Description of Work**

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

Contractor will provide an online registration and scheduling platform including a call center for COVID-19 vaccinations. Contractor may also provide billing services to the City and potentially third parties. The contractor may also provide as-needed consultation services in the area of test site planning and optimization work.

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

This service is necessary in order to effectively operate vaccination sites throughout the City using a unified scheduling and registration system. The platform will register, schedule patients for vaccinations, and the contractor shall provide a call center and may also provide billing services to the City and possibly third parties. Denial will greatly hamper the COVID-19 pandemic response of the City.

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

This is a new service in support of the larger COVID-19 response.

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.

☒ 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 services are needed immediately in order to respond to the COVID-19 pandemic, to prevent infection, illness, and increased mortality. It is hoped that the need for services will be short-term, with any long-term need becoming incorporated into regular treatment of individuals by their health care providers. The contractor will provide all hosting, licensing and maintenance services required to run an online application which accomplishes all required specifications.

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

A. Specify required skills and/or expertise: Contractor must have a prebuilt, off the shelf, online registration and scheduling platform that is focused on large scale vaccination projects.

B. Which, if any, civil service class(es) normally perform(s) this work? 1070, IS Project Director; 1091, IT Operations Support Admin I; 1092, IT Operations Support Admin II; 1093, IT Operations Support Admin III; 1094, IT Operations

Support Admin IV; 1095, IT Operations Support Admin V; 1635, Health Care Billing Clerk 1; 1636, Health Care Billing Clerk 2; 1706, Telephone Operator; 1708, Senior Telephone Operator; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 5502, Project Manager 1; 5504, Project Manager 2; 9920, Publ Svc Aide-Asst to Prof; 1091, IT Operations Support Administrator I; 1092, IT Operations Support Administrator II; 1093, IT Operations Support Administrator III ; 1094, IT Operations Support Administrator IV ; 1094, IT Operations Support Administrator IV ; 1095, IT Operations Support Administrator V;

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes the contractor will provide all hosting, licensing and maintenance services required to run an online application which accomplishes all required specifications.

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

Current systems were examined and it was decided that a prebuilt, focused application would be an effective response to the challenge of scheduling and registering individuals, providing call center support and possibly billing support to a variety disparate vaccination venues

**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 as-needed and temporary nature of the services it would be impractical to use civil service classes for this effort. When the vaccination effort is complete the services and application will no longer be needed.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. Due to the as-needed and temporary nature of the services new civil service classes would not be needed.

**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 training (appx 440 hours) on the use of the system to front line workers, clinical workers and support staff. Training will consist of how to use the application as well as well as training on backend features such as reporting. Training and support will also include "At-the-Elbow" support for system users. The At-the-Elbow support will be provided to City employees and third-party partner employees. For the types of City employees which will receive training or At The Elbow support those would be front line clinic staff and administrative staff. Since the City is still utilizing DSW workers exact employee class types are unknown at the present time.

- 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 02/20/2021, the Department notified the following employee organizations of this PSC/RFP request:**

Management & Superv Local 21; Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; 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: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 1380 Howard Street, Room 421b San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 45778 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

## Choi, Suzanne (HRD)

---

**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Saturday, February 20, 2021 2:04 PM  
**To:** Hale, Jacquie (DPH); sarah.wilson@seiu1021.org; thomas.vitale@seiu1021.org; Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo\_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; amakayan@ifpte21.org; Laxamana, Junko (BOS); Criss@SFMEA.com; camaguey@sfmea.com (contact); Christina@SFMEA.com; staff@SFMEA.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 45778 - 20/21

RECEIPT for Union Notification for PSC 45778 - 20/21 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 45778 - 20/21 for \$7,500,000 for Initial Request services for the period 02/08/2021 – 03/31/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16069> 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

## Choi, Suzanne (HRD)

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**From:** Hale, Jacquie (DPH)  
**Sent:** Saturday, February 20, 2021 2:45 PM  
**To:** L21PSCReview@ifpte21.org; pkim@ifpte21.org; kschumacher@ifpte21.org; tmathews@ifpte21.org; wendywong26@yahoo.com; WendyWong26@yahoo.com; staff@sfmea.com; Christina@sfmea.com; camaguey@sfmea.com (contact); Criss@SFMEA.com; Laxamana, Junko (BOS); amakayan@ifpte21.org; jtanner940@aol.com; david.canham@seiu1021.org; Poon, Sin Yee (HSA); xiumin.li@seiu1021.org; davidmkersten@gmail.com; leah.berlanga@seiu1021.org; ted.zarzecki@seiu1021.net; pscreview@seiu1021.org; Wendy.Frigillana@seiu1021.org; pcamarillo\_seiu@sbcglobal.net; Sandeep.lal@seiu1021.me; Basconcillo, Katherine (PUC); Ricardo.lopez@sfgov.org; thomas.vitale@seiu1021.org; sarah.wilson@seiu1021.org  
**Cc:** DHR-PSCCoordinator, DHR (HRD); Longhitano, Robert (DPH)  
**Subject:** Notice for new PCS over \$100K PSC # 45778 - 20/21  
**Attachments:** 45778 - 2021 Initial Request.pdf

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 43503 - 20/21 for \$7,500,000 for Initial Request services for the period 02/08/2021 – 03/31/2022. Notification of 30 days (60 days for SEIU) is required.

<http://apps.sfgov.org/dhrdrupal/node/16069/edit/2>

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: As-needed Optometric Services and Eyeglasses

Funding Source: General Fund

PSC Duration: 3 years 43 weeks

PSC Amount: \$4,000,000

**1. Description of Work**

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

This contract will cover eyeglasses and as-needed optometric services for Zuckerberg San Francisco General Hospital (ZSFGH) and Laguna Honda hospital (LHH). The contractor(s) who are awarded this contract will be fitting eyeglasses for the patients of both hospitals and providing optometric services on an as-needed basis for patients referred by ZSFGH.

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

Historically, civil service employees provided initial eye examinations to patients in order to prescribe eyeglasses for them. Upon closer analysis, it was discovered that additional services were necessary at the time of fulfillment of the eyeglass prescription. Denial of the request will remove the ability of the hospitals to provide eyeglasses for patients. For ZSFGH and LHH Medi-Cal patients, the hospital may be their only source for eyeglasses and eye exams, and they are more likely to be able to adhere to referrals to hospital-based services while receiving other hospital treatment.

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

Previously, ZSFGH obtained eyeglasses as a commodity only under a term contract. That contract has ended, and the Office of Contract Administration is conducting a bid for both the purchase of eyeglasses and optometric services, for both hospitals.

D. Will the contract(s) be renewed?

Yes, if funding is available and there is a need.

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:

Services are as-needed and intermittent, depending on patient needs. The contractor will be able to provide eyeglasses for patients.

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

A. Specify required skills and/or expertise: For ZSFGH, the contractor(s) must have experience working with indigent individuals, individuals who are homeless, and/or individuals who have mental illnesses. For LHH, the contractor(s) must have experience working with elderly patients and/or adult patients with disabilities. In addition, all contractors must have a current and valid Doctor of Optometry license; have a minimum of three years of experience within the last five years of providing eyeglasses and optometric services on a large scale to an institution, commercial or industrial enterprise or similar organization; have the ability to serve a culturally and financially diverse population

and to communicate with bilingual or monolingual non-English speaking patients in Spanish and Cantonese/Mandarin;  
and be able to demonstrate compliance with Title III of the Americans with Disabilities Act Regulations (including Title 3 Accessibility Guidelines), and Title 24, State of California Building Code (California Accessibility Regulations).

B. Which, if any, civil service class(es) normally perform(s) this work? 2561, Optometrist;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the contractor will have the ability to provide eyeglasses for patients.

**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.

Services are as-needed and intermittent and require the ability to provide eyeglasses to patients; it would not be practical to provide these services with civil service employees.

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, there is an existing civil service classification for optometrist.

**6. Additional Information**

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

No.

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

No. No training of civil service staff is included under this PSC.

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 03/22/2021, the Department notified the following employee organizations of this PSC/RFP request:

Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

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

Address: 1380 Howard Street, Room 421B San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 46645 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required





# **Receipt of Union Notification(s)**

## Hale, Jacquie (DPH)

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**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Monday, March 22, 2021 6:45 PM  
**To:** Hale, Jacquie (DPH); Laxamana, Junko (BOS); WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Hale, Jacquie (DPH); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 46645 - 20/21

RECEIPT for Union Notification for PSC 46645 - 20/21 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 46645 - 20/21 for \$4,000,000 for Initial Request services for the period 05/01/2021 – 02/28/2025. 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/16229> 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: Specialized and Technical As-Needed Services, Water Enterprise(PRO.0188)

Funding Source: Water Enterprise

PSC Duration: 5 years

PSC Amount: \$20,000,000

**1. Description of Work**

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

This PSC will be made up of four (4) contracts, each at a value of \$5 million. Work will consist of specialized and technical as-needed services in the areas of water supply, storage, delivery, and transmission services, water quality services, water treatment services, natural resources services, management improvement services, asset management services, land management services, security and emergency response services, environmental and regulatory compliance services, health and safety services, and customer services for the San Francisco Public Utilities Commission (SFPUC). Each team should be able to respond to the full scope.

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

Federal and State environmental and regulatory agencies require reporting and compliance in numerous areas including water quality, water treatment, water supply and storage, natural resources, hazardous materials, and health and safety. The as-needed services provided by these contracts include, but are not limited to: water supply development to meet contractual obligations, Occupational Safety & Health Administration (OSHA) policies and procedures interpretation and compliance, hazardous materials and waste management and planning; soils and groundwater sampling and testing, and natural resources management and species monitoring. Denial of these contracted services could lead to fines from the regulatory agencies and other civil penalties.

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 by PCS No. 44258 -15/16.

D. Will the contract(s) be renewed?

No.

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

not applicable

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

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

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

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

☒ Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

B. Explain the qualifying circumstances:

The work is as-needed, short-term, and highly specialized which means that it will be needed to fulfill those short-term needs in capital projects or technical needs on other projects that arise on an as-needed basis. There are also regulatory requirements or audits (eg. Water Loss Audits) that require a third-party to assess or provide comment on, and that will be provided by these services.

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

- A. Specify required skills and/or expertise: Specialized and technical skills related to water utility operations and management including hydrological modeling, hydroelectric systems expertise, regulatory compliance, laboratory services, water quality studies, species monitoring, process optimization, risk assessment, business planning, asset management, performance assessment and health and safety services.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5148, Water Operations Analyst; 5211, Eng/Arch/Landscape Arch Sr; 5602, Utility Specialist; 5620, Regulatory Specialist; 6138, Industrial Hygienist;
- 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?**

Civil service classes are performing some of the applicable work as project managers. However, the contract is needed because the work is short term, technical, highly specialized, and may require a third party to maintain transparency with the public. For example, it would not be practical for the City to permanently hire a technically-specialized expert in naturally occurring asbestos to do one time studies that are necessary to meet regulatory requirements and protect worker health. The SFPUC and IFPTE Local 21 agree to an annual review of the awarded tasks under this PSC to help ensure available resources within the City are considered throughout the duration of the contract, and to coordinate planning efforts around future potential opportunities for city staff when and where applicable.

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

- A. Explain why civil service classes are not applicable.  
The contract is needed because the work is short-term, technical, highly specialized, and may require a third party to maintain transparency with the public. For these reasons, it is not appropriate for civil service staff to perform the work.
- 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 to perform this work because it is as-needed for short-term, technical and highly specialized work. For example, it would not be practical for the City to permanently hire a technically specialized expert in naturally occurring asbestos to do one time studies that are necessary to meet regulatory requirements and protect worker health.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
No. No. Training is not a part of this PSC because of the short-term and highly specialized work that it will consist of.
- 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 03/25/2021, the Department notified the following employee organizations of this PSC/RFP request:**

Architect & Engineers, Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; Stationary Engineers, Local 39

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

Name: Shawndrea Hale Phone: (415) 551-4540 Email: shale@sfgwater.org

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41216 - 20/21

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [wirwin@sfgwater.org](mailto:wirwin@sfgwater.org)  
**To:** [Irwin.William](mailto:Irwin.William); [seichenberger@local39.org](mailto:seichenberger@local39.org); [MRainsford@local39.org](mailto:MRainsford@local39.org); [grojo@local39.org](mailto:grojo@local39.org); [Laxamana.Junko](mailto:Laxamana.Junko) (BOS); [amakayan@ifpte21.org](mailto:amakayan@ifpte21.org); [ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com); [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com); [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com); [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org); [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org); [kpage@ifpte21.org](mailto:kpage@ifpte21.org); [eerbach@ifpte21.org](mailto:eerbach@ifpte21.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [Irwin.William](mailto:Irwin.William); [DHR-PSCCoordinator.DHR](mailto:DHR-PSCCoordinator.DHR) (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 41216 - 20/21  
**Date:** Thursday, March 25, 2021 3:41:12 PM

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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.

RECEIPT for Union Notification for PSC 41216 - 20/21 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 41216 - 20/21 for \$20,000,000 for Initial Request services for the period 10/01/2021 – 09/30/2026. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/16095> 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)**

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

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUC

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44258 - 15/16)

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

Type of Service: Specialized and Technical As-Needed Services, Water Enterprise (PRO.0019/CS-1053)Funding Source: SFPUC Water EnterprisePSC Original Approved Amount: \$20,000,000PSC Original Approved Duration: 05/01/16 - 04/30/21 (5 years)PSC Mod#1 Amount: \$208,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$600,000PSC Mod#2 Duration: no duration addedPSC Mod#3 Amount: \$10,000,000PSC Mod#3 Duration: 05/01/21-11/29/21 (30 weeks 3 days)PSC Mod#4 Amount: no amount addedPSC Mod#4 Duration: 11/30/21-12/31/22 (1 year 4 weeks)PSC Cumulative Amount Proposed: \$30,808,000PSC Cumulative Duration Proposed: 6 years 35 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

This PSC will be made up of four (4) contracts, each at a value of \$5 million. Work will consist of specialized and technical as-needed services in the areas of water supply, storage, and transport services; water quality services; natural resources services; water treatment services; and enterprise operations and management services for the San Francisco Public Utilities Commission (SFPUC).

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

Federal and State environmental and regulatory agencies require reporting and compliance in numerous areas including water quality, water treatment, water supply and storage, natural resources, hazardous materials, and health and safety. The as-needed services provided by these contracts include, but are not limited to: water supply development to meet contractual obligations, Occupational Safety & Health Administration (OSHA) policies and procedures interpretation and compliance, hazardous materials and waste management and planning; soils and groundwater sampling and testing, and natural resources management and species monitoring. Denial of these contracted services could lead to fines from the regulatory agencies and other civil penalties.

**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 44258 - 15/16

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

No.

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

A seven-month increase in the PSC End Date is requested to reflect the five-year duration of Contract PRO.0019 from November 30, 2016 to November 29, 2021. The duration for contract PRO.0019 is unchanged at five years.

## 2. Reason(s) for the Request

- A. Display all that apply

- ☒ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- ☒ Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

The scope of work is highly specialized requiring specialized skills, expertise and/or knowledge not found within the SFPUC or other City departments, and the work to be done under the PSC is required only on a short term as-needed basis and not on a regular basis. Therefore, long term staffing is not required.

- B. Reason for the request for modification:

Currently, we are working towards developing the next As-Needed Specialized and Technical Services, Water Enterprise Contract. That process is taking more time than anticipated because the COVID pandemic delayed our planning process, and we are approaching this next phase with lots of thought and intention, not just simply copying this current PRO.0019 contract version. Also, likely because of the COVID pandemic, we have more capacity remaining at this time than originally forecasted. Therefore, so there can be some overlap between contracts, it's imperative that the time be extended on this PRO.0019 contract. We are asking for an additional 1 year, 1 month to the contract end date. Each Division within the Water Enterprise relies on this contract in order to get important projects and work completed. Without this extension, it's possible that there will be no overlap on these As-Needed Specialized and Technical Services, Water Enterprise Contracts, and thus, there will be no way for SFPUC project managers to access contract capacity for projects that cannot be delayed, and this could have a negative impact on on-going and future work that is important to the Water Enterprise.

## 3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Specialized and technical skills related to water utility operations and management including hydrological modeling, hydroelectric systems expertise, regulatory compliance, laboratory services, water quality studies, species monitoring, process optimization, risk assessment, business planning, asset management, performance assessment and health and safety services.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5148, Water Operations Analyst; 5211, Eng/Arch/Landscape Arch Sr; 5602, Utility Specialist; 5620, Regulatory Specialist; 6138, Industrial Hygienist;
- 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 contract is needed because the work is short term, technical, highly specialized, and may require a third party to maintain transparency with the public. For example, it would not be practical for the City to permanently hire a technically-specialized expert in naturally occurring asbestos to do one time studies that are necessary to meet regulatory requirements and protect worker health.

- 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 to perform this work because it is as-needed for short-term, technical and highly specialized work.

**6. Additional Information**

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

No.

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

No. Training is not apart of this PSC because of the short term and highly specialized work that it will consist of.

- 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 10/05/20, the Department notified the following employee organizations of this PSC/RFP request:

Stationary Engineers, Local 39; Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Architect & Engineers, Local 21;

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

Name: Bill Irwin Phone: 415-934-3975 Email: wirwin@sfgwater.org

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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44258 - 15/16

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 10/19/2020

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

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUCType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44258 - 15/16)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Specialized and Technical As-Needed Services, Water Enterprise (PRO.0019/CS-1053)Funding Source: SFPUC Water EnterprisePSC Original Approved Amount: \$20,000,000PSC Original Approved Duration: 05/01/16 - 04/30/21 (5 years)PSC Mod#1 Amount: \$208,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$600,000PSC Mod#2 Duration: no duration addedPSC Mod#3 Amount: \$10,000,000PSC Mod#3 Duration: 05/01/21-11/29/21 (30 weeks 3 days)PSC Cumulative Amount Proposed: \$30,808,000PSC Cumulative Duration Proposed: 5 years 30 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

This PSC will be made up of four (4) contracts, each at a value of \$5 million. Work will consist of specialized and technical as-needed services in the areas of water supply, storage, and transport services; water quality services; natural resources services; water treatment services; and enterprise operations and management services for the San Francisco Public Utilities Commission (SFPUC).

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

Federal and State environmental and regulatory agencies require reporting and compliance in numerous areas including water quality, water treatment, water supply and storage, natural resources, hazardous materials, and health and safety. The as-needed services provided by these contracts include, but are not limited to: water supply development to meet contractual obligations, Occupational Safety & Health Administration (OSHA) policies and procedures interpretation and compliance, hazardous materials and waste management and planning; soils and groundwater sampling and testing, and natural resources management and species monitoring. Denial of these contracted services could lead to fines from the regulatory agencies and other civil penalties.

**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. See PSC 4162-08/09 attached

**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:**

A seven-month increase in the PSC End Date is requested to reflect the five-year duration of Contract PRO.0019 from November 30, 2016 to November 29, 2021. The duration for contract PRO.0019 is unchanged at five years.

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

A. Display all that apply

- ☒ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- ☒ Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

The scope of work is highly specialized requiring specialized skills, expertise and/or knowledge not found within the SFPUC or other City departments, and the work to be done under the PSC is required only on a short term as-needed basis and not on a regular basis. Therefore, long term staffing is not required.

B. Reason for the request for modification:

There is very high demand for as-needed technical and professional services in the Water Enterprise. 50% of the contract duration remains at this time, while there is much less capacity remaining percentage-wise. The workload in each Water Enterprise Division that utilizes the Water As-Needed Contract is not slowing down. Therefore, the demand for these services is expected to remain very high, and more capacity is required in order to keep projects under the Water Enterprise functioning.

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

- A. Specify required skills and/or expertise: Specialized and technical skills related to water utility operations and management including hydrological modeling, hydroelectric systems expertise, regulatory compliance, laboratory services, water quality studies, species monitoring, process optimization, risk assessment, business planning, asset management, performance assessment and health and safety services.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5148, Water Operations Analyst; 5211, Eng/Arch/Landscape Arch Sr; 5602, Utility Specialist; 5620, Regulatory Specialist; 6138, Industrial Hygienist;
- 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 contract is needed because the work is short term, technical, highly specialized, and may require a third party to maintain transparency with the public. For example, it would not be practical for the City to permanently hire a technically-specialized expert in naturally occurring

asbestos to do one time studies that are necessary to meet regulatory requirements and protect worker health.

- 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 to perform this work because it is as-needed for short-term, technical and highly specialized work.

## 6. **Additional Information**

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

## 7. **Union Notification:** On 07/26/19, the Department notified the following employee organizations of this PSC/RFP request:

Stationary Engineers, Local 39; Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Architect & Engineers, Local 21;

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

Name: Bill Irwin Phone: 415-934-3975 Email: wirwin@sfwater.org

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

\*\*\*\*\*

## FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44258 - 15/16



DHR Analysis/Recommendation:  
Commission Approval Required  
09/16/2019 DHR Approved for 09/16/2019

09/16/2019  
Approved by Civil Service Commission

# **Modification**

## **Personal Services Contracts**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN

Dept. Code: ADM

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 3089 11/12)

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

Type of Service: Software implementation, maintenance, customization and training

Funding Source: General fund

PSC Original Approved Amount: \$10,000

PSC Original Approved Duration: 04/01/12 - 03/31/15 (2 years 52 weeks)

PSC Mod#1 Amount: \$5,000

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$54,500

PSC Mod#2 Duration: 04/01/12-03/30/17 (2 years)

PSC Mod#3 Amount: \$700,000

PSC Mod#3 Duration: 04/01/12-03/31/21 (4 years 2 days)

PSC Mod#4 Amount: no amount added

PSC Mod#4 Duration: 04/01/21-12/31/21 (39 weeks 2 days)

PSC Mod#5 Amount: \$2,000,000

PSC Mod#5 Duration: 04/01/12-06/30/24 (2 years 25 weeks)

PSC Cumulative Amount Proposed: \$2,769,500

PSC Cumulative Duration Proposed: 12 years 13 weeks

**1. Description of Work**

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

The contractor will install, configure and provide maintenance on a software module that allows access to the City's Customer Relationship Management (CRM) software used to manage the City's service requests. When required, vendor services assist City staff extending the functionality of the application while training staff to make additional improvements.

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

The City's software tracks incoming requests from the public, and this module simplifies and improves the process of extending access to services via the web and mobile devices. Annual Software maintenance ensures the City can receive development assistance and includes access to new releases of the software. These upgrades provide functionality to departments. Professional services, when necessary, help City staff adapt the software to the City's changing systems, business requirements and technology. Denial would limit the city's ability to expand access to services and information, as well as limit the detail available to DPW (Department of Public Works), PUC (Public Utilities Commission), and SFMTA (San Francisco Municipal Transportation Agency) in publicly created services requests.

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.  
By contract

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

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 department requests these several additional months to allow for software customization and ongoing maintenance and support.

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

A. Display all that apply

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

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

Explain the qualifying circumstances:

Contractor comes in on a short term basis and performs updates, along with City staff.

B. Reason for the request for modification:

Need to continue work with this sole source vendor. We need a long term strategy for optimal response by departments in addressing service requests.

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

A. Specify required skills and/or expertise: Specialized expertise in the implementation of enterprise service requests tracking and GIS applications. Web service architecture, business rules, web, java, and mobile application development and database architecture.

B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1063, IS Programmer Analyst-Senior; 1232, Training Officer;

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.

Procuring a common product from a vendor allows the City to benefit from shared development costs. City staff will be incorporated into all phase of the implementation and will b trained to perform the ongoing configuration of the connector. CCSF trainers have no knowledge of the

product and training need would not be sufficient to justify knowledge transfer to them. The product will be managed by City staff.

- 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: Not necessary. CCSF classes are incorporated into this work.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
One 1053, three 1052s and one 1044 will be trained to perform periodic upgrades and maintenance, as well as ongoing configuration of the connector.
- 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.  
We are adding funds to existing contract with Connected Bits

- 7. Union Notification:** On 04/05/21, 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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: One Carlton B. Goodlett Place, Room 362, San Francisco, CA 94102

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 3089 11/12

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [joan.lubamersky@sfgov.org](mailto:joan.lubamersky@sfgov.org)  
**To:** [Lubamersky, Joan \(ADM\)](mailto:Lubamersky.Joan.ADM); [ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com); [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com); [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com); [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org); [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org); [kpage@ifpte21.org](mailto:kpage@ifpte21.org); [eerbach@ifpte21.org](mailto:eerbach@ifpte21.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [DHR-PSCCoordinator, DHR \(HRD\)](#)  
**Subject:** Receipt of Modification Request to PSC # 3089 11/12 - MODIFICATIONS  
**Date:** Monday, April 5, 2021 2:34:13 PM

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PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a modification request for a Personal Services Contract (PSC) for \$2,000,000 for services for the period April 1, 2012 – June 30, 2024. 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/5004>

Email sent to the following addresses: [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)  
[pkim@ifpte21.org](mailto:pkim@ifpte21.org)  
[eerbach@ifpte21.org](mailto:eerbach@ifpte21.org) [kpage@ifpte21.org](mailto:kpage@ifpte21.org) [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org)  
[tmathews@ifpte21.org](mailto:tmathews@ifpte21.org) [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com) [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com)  
[ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com)



## **Additional Attachment(s)**

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

Department: GENERAL SERVICES AGENCY - CITY ADMINDept. Code: ADMType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 3089 11/12)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Software implementation, maintenance, customization and trainingFunding Source: General fundPSC Original Approved Amount: \$10,000PSC Original Approved Duration: 04/01/12 - 03/31/15 (2 years 52 weeks)PSC Mod#1 Amount: \$5,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$54,500PSC Mod#2 Duration: 04/01/12-03/30/17 (2 years)PSC Mod#3 Amount: \$700,000PSC Mod#3 Duration: 04/01/12-03/31/21 (4 years 2 days)PSC Mod#4 Amount: no amount addedPSC Mod#4 Duration: 04/01/21-12/31/21 (39 weeks 2 days)PSC Cumulative Amount Proposed: \$769,500PSC Cumulative Duration Proposed: 9 years 39 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor will install, configure and provide maintenance on a software module that allows access to the City's Customer Relationship Management (CRM) software used to manage the City's service requests. When required, vendor services assist City staff extending the functionality of the application while training staff to make additional improvements.

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

The City's software tracks incoming requests from the public, and this module simplifies and improves the process of extending access to services via the web and mobile devices. Annual Software maintenance ensures the City can receive development assistance and includes access to new releases of the software. These upgrades provide functionality to departments. Professional services, when necessary, help City staff adapt the software to the City's changing systems, business requirements and technology. Denial would limit the city's ability to expand access to services and information, as well as limit the detail available to DPW (Department of Public Works), PUC (Public Utilities Commission), and SFMTA (San Francisco Municipal Transportation Agency) in publicly created services requests.

**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 3089 11/12

D. Will the contract(s) be renewed?

Unknown.

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 department requests these several additional months to allow for software customization and ongoing maintenance and support.

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

A. Display all that apply

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

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

Explain the qualifying circumstances:

Contractor comes in on a short term basis and performs updates, along with City staff.

B. Reason for the request for modification:

To extend duration nine months, for a total duration of nine years, nine months.

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

A. Specify required skills and/or expertise: Specialized expertise in the implementation of enterprise service requests tracking and GIS applications. Web service architecture, business rules, web, java, and mobile application development and database architecture.

B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1063, IS Programmer Analyst-Senior; 1232, Training Officer;

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.

Procuring a common product from a vendor allows the City to benefit from shared development costs. City staff will be incorporated into all phase of the implementation and will b trained to perform the ongoing configuration of the connector. CCSF trainers have no knowledge of the product and training need would not be sufficient to justify knowledge transfer to them. The product will be managed by City staff.

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: Not necessary. CCSF classes are incorporated into this work.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
One 1053, three 1052s and one 1044 will be trained to perform periodic upgrades and maintenance, as well as ongoing configuration of the connector.
- 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.  
We are adding funds to existing contract with Connected Bits

**7. Union Notification:** On 03/11/19, 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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: One Carlton B. Goodlett Place, Room 362, San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 3089 11/12

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 04/08/2019

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

Department: GENERAL SERVICES AGENCY - CITY ADMINDept. Code: ADMType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 3089 11/12)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Software implementation, maintenance, customization and trainingFunding Source: General fundPSC Original Approved Amount: \$10,000PSC Original Approved Duration: 04/01/12 - 03/31/15 (2 years 52 weeks)PSC Mod#1 Amount: \$5,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$54,500PSC Mod#2 Duration: 04/01/12-03/30/17 (2 years)PSC Mod#3 Amount: \$700,000PSC Mod#3 Duration: 04/02/12-03/31/21 (4 years 2 days)PSC Cumulative Amount Proposed: \$769,500PSC Cumulative Duration Proposed: 9 years 1 day**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor will install, configure and provide maintenance on a software module that allows access to the City's Customer Relationship Management (CRM) software used to manage the City's service requests. When required, vendor services assist City staff extending the functionality of the application while training staff to make additional improvements.

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

The City's software tracks incoming requests from the public, and this module simplifies and improves the process of extending access to services via the web and mobile devices. Annual Software maintenance ensures the City can receive development assistance and includes access to new releases of the software. These upgrades provide functionality to departments. Professional services, when necessary, help City staff adapt the software to the City's changing systems, business requirements and technology. Denial would limit the city's ability to expand access to services and information, as well as limit the detail available to DPW (Department of Public Works), PUC (Public Utilities Commission), and SFMTA (San Francisco Municipal Transportation Agency) in publicly created services requests.

**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?**

Unknown.

- 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:  
Please see attachment.

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

A. Display all that apply

- ☒ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- ☒ Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

Contractor comes in on a short term basis and performs updates, along with City staff.

B. Reason for the request for modification:

To add funds and extend duration

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

- A. Specify required skills and/or expertise: Specialized expertise in the implementation of enterprise service requests tracking and GIS applications. Web service architecture, business rules, web, java, and mobile application development and database architecture.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1063, IS Programmer Analyst-Senior; 1232, Training Officer;
- 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.  
Procuring a common product from a vendor allows the City to benefit from shared development costs. City staff will be incorporated into all phase of the implementation and will b trained to perform the ongoing configuration of the connector. CCSF trainers have no knowledge of the product and training need would not be sufficient to justify knowledge transfer to them. The product will be managed by City staff.
- 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: Not necessary. CCSF classes are incorporated into this work.

## **6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
1053 (1), 2052 (3), 1044 (1) see training memo attached
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
We are adding funds to existing contract with Connected Bits

**7. Union Notification:** On 02/22/16, 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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: One Carlton B. Goodlett Place, Room 362, San Francisco, CA 94102

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 3089 11/12

DHR Analysis/Recommendation:

04/04/2016

Commission Approval Required

Approved by Civil Service Commission

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - PUBLIC WORKS

Dept. Code: DPW

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4011-13/14)

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

Type of Service: Environmental consulting & planning services for the Better Market Street Project

Funding Source: Project Funds

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

PSC Original Approved Duration: 09/01/13 - 12/31/19 (6 years 17 weeks)

PSC Mod#1 Amount: \$950,000

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$2,400,000

PSC Mod#2 Duration: no duration added

PSC Mod#3 Amount: \$1,315,000

PSC Mod#3 Duration: 01/01/20-12/31/20 (1 year 1 day)

PSC Mod#4 Amount: no amount added

PSC Mod#4 Duration: 01/01/21-01/12/24 (3 years 1 week)

PSC Cumulative Amount Proposed: \$6,665,000

PSC Cumulative Duration Proposed: 10 years 19 weeks

**1. Description of Work**

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

Consultants will perform a full range of highly specialized environmental services in conformance with the provisions of the California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA) for the Better Market Street (BMS) Project, a project to improve pedestrian, transit, bicycle, and vehicular mode circulation, and activate the street by adding street life zones between Octavia Blvd and the Embarcadero (and possibly Mission Street between S. Van Ness Avenue to the Embarcadero). It is expected that a joint Environmental Impact Report (EIR)/Environmental Impact Statement (EIS) will be required. Consultants will conduct aesthetics/visual, air quality, biological resources, cultural resources, geology/soils, hazards and hazardous materials, land use and planning, noise, transportation and traffic, utilities and service systems and other analyses needed to support that analysis.

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

These specialized services and expertise are necessary because the City does not currently possess all of them. In addition, the work services are needed to provide the mandatory CEQA/NEPA services for the BMS Project. Denial of this request will hamper DPW's effort to comply with City direction and will delay the delivery of this major infrastructure project.

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

Yes. Please see previous PSC approvals



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:  
Services are required for the duration of the project.

**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 project requires specialized CEQA/NEPA consultants with expertise in complex, major projects to analyze the environmental impact of the BMS Project. City staff does not currently possess the requisite specialized services and expertise needed for this project.

B. Reason for the request for modification:

This is a retroactive request to extend the duration of an approved, but expired PSC. Original scope of PSC for Consultant, ICF Jones & Stokes, (ICF) to prepare NEPA and CEQA documents have been completed. There was budget remaining on the contract that can be used towards Cultural Resources Mitigation scope. Cultural Resources Mitigation will be performed during Better Market Street construction. Requested for performance duration to be extended through 1/12/2024 to cover construction duration and final report preparation. ICF has extensive knowledge of the project and it will be efficient to have ICF perform the scope with the remaining budget. Modification is requested to extend the performance period to cover additional work that was previously not identified.

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

A. Specify required skills and/or expertise: The project requires specialized CEQA/NEPA consultants with expertise in complex, major projects to analyze the environmental impact of the BMS Project. In particular, the consultants need CEQA/NEPA (where NEPA is administered by the US Department of Transportation) expertise to provide aesthetics/visual, air quality, biological resources, cultural resources, geology/soils, hazards and hazardous materials, land use and planning, noise, transportation and traffic, utilities and service systems and other analyses needed to support the joint CEQA/NEPA analysis.

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. The Consultant will provide facilities, equipment, and computer software for analyses needed for the work.

**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 broad and specialized scope of the necessary environmental services exceeds the City's current capabilities of staff and equipment. The work of consultants will also augment the work of the City Planners through the CEQA/NEPA process. The City's planners who are experienced with the work will review and substantiate that the environmental analysis and processes by the consultants, are in conformance with CEQA/NEPA Guideline requirements.

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 project specific. Projects of this type and size requiring this particular work are infrequent so the adoption of a new civil service class to perform this work would be impractical. In addition, the utilization of consultants to prepare the environmental document is consistent with City Planning Department's policy and procedures (See attached Environmental Review Process Summary.)

**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.

Training is not needed.

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.

Services will be provided by ICF Jones & Stokes, Inc.

**7. Union Notification:** On 04/07/21, 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: Alexander Burns Phone: 415-554-6411 Email: alexander.burns@sfdpw.org

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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4011-13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [Macaranas, Belle \(DPW\)](#)  
**To:** [Macaranas, Belle \(DPW\)](#)  
**Subject:** FW: Receipt of Modification Request to PSC # 4011-13/14 - MODIFICATIONS  
**Date:** Tuesday, April 6, 2021 4:00:41 PM

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**From:** [dhrr-psccordinator@sfgov.org](mailto:dhrr-psccordinator@sfgov.org) <[dhrr-psccordinator@sfgov.org](mailto:dhrr-psccordinator@sfgov.org)> on behalf of [alexander.burns@sfdpw.org](mailto:alexander.burns@sfdpw.org) <[alexander.burns@sfdpw.org](mailto:alexander.burns@sfdpw.org)>

**Sent:** Tuesday, April 6, 2021 1:11:05 PM

**To:** Burns, Alexander (DPW) <[alexander.burns@sfdpw.org](mailto:alexander.burns@sfdpw.org)>; [cmoyer@nccrc.org](mailto:cmoyer@nccrc.org) <[cmoyer@nccrc.org](mailto:cmoyer@nccrc.org)>; Frigault, Noah (HRC) <[noah.frigault@sfgov.org](mailto:noah.frigault@sfgov.org)>; [sfdpoa@icloud.com](mailto:sfdpoa@icloud.com) <[sfdpoa@icloud.com](mailto:sfdpoa@icloud.com)>; [Mjayne@iam1414.org](mailto:Mjayne@iam1414.org) <[Mjayne@iam1414.org](mailto:Mjayne@iam1414.org)>; Emanuel, Rachel (DEM) <[rachel.emanuel@sfgov.org](mailto:rachel.emanuel@sfgov.org)>; [laborers261@gmail.com](mailto:laborers261@gmail.com) <[laborers261@gmail.com](mailto:laborers261@gmail.com)>; Laxamana, Junko (BOS) <[junko.laxamana@sfgov.org](mailto:junko.laxamana@sfgov.org)>; [jennifer.esteen@seiu1021.org](mailto:jennifer.esteen@seiu1021.org) <[jennifer.esteen@seiu1021.org](mailto:jennifer.esteen@seiu1021.org)>; [emathurin@cirseiu.org](mailto:emathurin@cirseiu.org) <[emathurin@cirseiu.org](mailto:emathurin@cirseiu.org)>; [abush@cirseiu.org](mailto:abush@cirseiu.org) <[abush@cirseiu.org](mailto:abush@cirseiu.org)>; 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[tjenkins@uapd.com](mailto:tjenkins@uapd.com) <[tjenkins@uapd.com](mailto:tjenkins@uapd.com)>; [eerbach@ifpte21.org](mailto:eerbach@ifpte21.org) <[eerbach@ifpte21.org](mailto:eerbach@ifpte21.org)>; [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org) <[tmathews@ifpte21.org](mailto:tmathews@ifpte21.org)>; [amakayan@ifpte21.org](mailto:amakayan@ifpte21.org) <[amakayan@ifpte21.org](mailto:amakayan@ifpte21.org)>; [jb@local16.org](mailto:jb@local16.org) <[jb@local16.org](mailto:jb@local16.org)>; [Ricardo.lopez@sfgov.org](mailto:Ricardo.lopez@sfgov.org) <[Ricardo.lopez@sfgov.org](mailto:Ricardo.lopez@sfgov.org)>; Basconcillo, Katherine (PUC) <[kbasconcillo@sfgwater.org](mailto:kbasconcillo@sfgwater.org)>; [Sandeep.lal@seiu1021.me](mailto:Sandeep.lal@seiu1021.me) <[Sandeep.lal@seiu1021.me](mailto:Sandeep.lal@seiu1021.me)>; [pcamarillo\\_seiu@sbcglobal.net](mailto:pcamarillo_seiu@sbcglobal.net) <[pcamarillo\\_seiu@sbcglobal.net](mailto:pcamarillo_seiu@sbcglobal.net)>; [MRainsford@local39.org](mailto:MRainsford@local39.org) <[MRainsford@local39.org](mailto:MRainsford@local39.org)>; 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[oashworth@ibew6.org](mailto:oashworth@ibew6.org) <[oashworth@ibew6.org](mailto:oashworth@ibew6.org)>; [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)  
<[L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)>; [laborers261@gmail.com](mailto:laborers261@gmail.com) <[laborers261@gmail.com](mailto:laborers261@gmail.com)>;  
[local200twu@sbcglobal.net](mailto:local200twu@sbcglobal.net) <[local200twu@sbcglobal.net](mailto:local200twu@sbcglobal.net)>; [speedy4864@aol.com](mailto:speedy4864@aol.com)  
<[speedy4864@aol.com](mailto:speedy4864@aol.com)>; [Christina@sfmea.com](mailto:Christina@sfmea.com) <[Christina@sfmea.com](mailto:Christina@sfmea.com)>; [ecdenvoter@aol.com](mailto:ecdenvoter@aol.com)  
<[ecdenvoter@aol.com](mailto:ecdenvoter@aol.com)>; [thomas.vitale@seiu1021.org](mailto:thomas.vitale@seiu1021.org) <[thomas.vitale@seiu1021.org](mailto:thomas.vitale@seiu1021.org)>;  
[michelle.lim@sfdpw.org](mailto:michelle.lim@sfdpw.org) <[michelle.lim@sfdpw.org](mailto:michelle.lim@sfdpw.org)>; DHR-PSCCoordinator, DHR (HRD) <[dhrrpscordinator@sfgov.org](mailto:dhrrpscordinator@sfgov.org)>

**Subject:** Receipt of Modification Request to PSC # 4011-13/14 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - PUBLIC WORKS -- DPW has submitted a modification

request for a Personal Services Contract (PSC) for \$0 for services for the period January 1, 2021 – January 12, 2024. 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/5901>

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: GENERAL SERVICES AGENCY - PUBLIC WORKSDept. Code: DPWType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4011-13/14)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Environmental consulting & planning services for the Better Market Street ProjectFunding Source: Project FundsPSC Original Approved Amount: \$2,000,000PSC Original Approved Duration: 09/01/13 - 12/31/19 (6 years 17 weeks)PSC Mod#1 Amount: \$950,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$2,400,000PSC Mod#2 Duration: no duration addedPSC Mod#3 Amount: \$1,315,000PSC Mod#3 Duration: 01/01/20-12/31/20 (1 year 1 day)PSC Cumulative Amount Proposed: \$6,665,000PSC Cumulative Duration Proposed: 7 years 17 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Consultants will perform a full range of highly specialized environmental services in conformance with the provisions of the California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA) for the Better Market Street (BMS) Project, a project to improve pedestrian, transit, bicycle, and vehicular mode circulation, and activate the street by adding street life zones between Octavia Blvd and the Embarcadero (and possibly Mission Street between S. Van Ness Avenue to the Embarcadero). It is expected that a joint Environmental Impact Report (EIR)/Environmental Impact Statement (EIS) will be required. Consultants will conduct aesthetics/visual, air quality, biological resources, cultural resources, geology/soils, hazards and hazardous materials, land use and planning, noise, transportation and traffic, utilities and service systems and other analyses needed to support that analysis.

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

These specialized services and expertise are necessary because the City does not currently possess all of them. In addition, the work services are needed to provide the mandatory CEQA/NEPA services for the BMS Project. Denial of this request will hamper DPW's effort to comply with City direction and will delay the delivery of this major infrastructure project.

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

Yes

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

No



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

## 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 project requires specialized CEQA/NEPA consultants with expertise in complex, major projects to analyze the environmental impact of the BMS Project. City staff does not currently possess the requisite specialized services and expertise needed for this project.

- B. Reason for the request for modification:

Modification is requested to extend the performance period and increase to contract amount to cover additional work that was previously not identified.

## 3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The project requires specialized CEQA/NEPA consultants with expertise in complex, major projects to analyze the environmental impact of the BMS Project. In particular, the consultants need CEQA/NEPA (where NEPA is administered by the US Department of Transportation) expertise to provide aesthetics/visual, air quality, biological resources, cultural resources, geology/soils, hazards and hazardous materials, land use and planning, noise, transportation and traffic, utilities and service systems and other analyses needed to support the joint CEQA/NEPA analysis.

- 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. The Consultant will provide facilities, equipment, and computer software for analyses needed for the work.

## 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 broad and specialized scope of the necessary environmental services exceeds the City's current capabilities of staff and equipment. The work of consultants will also augment the work of the City Planners through the CEQA/NEPA process. The City's planners who are experienced with the work will review and substantiate that the environmental analysis and processes by the consultants, are in conformance with CEQA/NEPA Guideline requirements.

- 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 project specific. Projects of this type and size requiring this particular work are infrequent so the adoption of a new civil service class to perform this work would be impractical. In addition, the utilization of consultants to prepare the environmental document is consistent with City Planning Department's policy and procedures (See attached Environmental Review Process Summary.)

**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.  
Training is not needed.
- 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.  
Services will be provided by ICF Jones & Stokes, Inc.

- 7. Union Notification:** On 07/23/19, 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: Alexander Burns Phone: 415-554-6411 Email: alexander.burns@sfdpw.org

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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4011-13/14

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 09/04/2019

Visit the City's new website, [SF.gov](https://sf.gov)

## Civil Service Commission

### Civil Service Commission - December 4, 2017 - Minutes

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**Meeting Date:**

December 4, 2017 - 2:00pm

**Location:**

City Hall

1 Dr. Carlton B. Goodlett Place Room 400, CA 94102

**Related Meeting Content:**

[Agenda](#)

[Supporting Documents](#)

**MINUTES****Regular Meeting**

**December 4, 2017**

**2:00 p.m.**

**ROOM 400, CITY HALL**

**1 Dr. Carlton B. Goodlett Place**

**CALL TO ORDER**

2:00 p.m.

**ROLL CALL**

President Kate Favetti	Present
Vice President F. X. Crowley	Present
Commissioner Douglas S. Chan	Present; Commissioner Chan arrived at 2:05 p.m.
Commissioner Scott R. Heldfond	Present
Commissioner Gina M. Rocanova	Present

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

Audrey Leong, 1630 Account Clerk with Human Services Agency has been employed with the City for more than twenty years. She believes she is a victim of retaliation by her manager for providing support to co-worker's harassment complaint. This was investigated in November 2015 by HSA Human Resources and the Department of Human Resources (DHR). She has since been placed at a different work location. However, as of June 2017, she has been reassigned back to the same manager. She requests the Civil Service Commission to investigate the matter.

Ellen Lee Zhou, Psychiatric Social Worker with the Department of Public Health (DPH) for more than ten years and Union Shop Steward with SEIU, Local 1021 came in support of Audrey Leong. She states that harassment, bullying and retaliation are still happening throughout many departments. Ms. Zhou has also been a victim of bullying and discrimination by DPH HR management. She asked the Civil Service Commissioners to investigate the complaints that are being brought forward.

Ann Ling, 2905 Senior Eligibility Worker with HSA and Union Shop Stewart with SEIU, Local 1021 states that her manager, Juliet Halverson is using her Performance Appraisal Report (PAR) as a form of harassment. Ms. Ling prepared a rebuttal; however she was directed to remove the documentation or be terminated. She is requesting the Civil Service Commission to review the matter.

**APPROVAL OF MINUTES** (Item No. 3)

**Action:** Postponed the adoption of the November 20, 2017 minutes to the next Commission meeting to allow more time to include and verify the correct spelling of an additional 500 names of those from the Police Department who participated in the North Bay Fires. (Vote of 5 to 0)

**ANNOUNCEMENTS** (Item No. 4)

Executive Officer Michael Brown reminded the Commissioners of the Holiday Luncheon scheduled on Monday, December 18, 2017 before the start of the Commission meeting at 2 p.m. The location of the luncheon is to be determined.

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

Director Micki Callahan stated that DHR is close to completing the training for custodians and custodial supervisors which is to be presented by the various HR departments. The training focuses on temporary exempt employees and addresses issues of quid pro quo and provides direction on when and how to report inappropriate conduct when it occurs.

DHR is continuing training on unconscious bias and we continue to seek ways to minimize implicit bias in the City's hiring process. We are preparing for the December 18<sup>th</sup> open discussion with the Commission. Vicki Carson, DHR's Employee Relations Team will be meeting with labor organizations to provide additional information prior to our scheduled meeting on December 18<sup>th</sup>. San Francisco can be a leader here and we are very devoted to making this happen.

**EXECUTIVE OFFICER'S REPORT** (Item No. 6)

Executive Officer Michael Brown provided training to newly appointed investigators in the Ethics Commission who had questions on how to get hired in the City and County of San Francisco.

**0382-17-8**      **Review of Request for Approval of Proposed Personal Services Contracts.**  
 (Item No. 7)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
46915-17/18	Human Services	\$1,095,600	To provide CalWIN Client Correspondence services that facilitate the receiving and processing of electronic data transmitted via secure Shell File Transfer Protocol (SFTP) from the CalWIN vendor; and to provide a complete solution for all operations related to printing and mailing of the CalWIN client correspondences within State and Federal mandates.	Regular	6/30/2018
45528-17/18	Public Health	\$2,500,000	Maintain access to an existing proprietary web-based emergency response system that will support the Department's FirstWatch 911 Early Warning System, the ReddiNet Emergency Communication System and the PostCode RecordTrac application. These annual maintenance agreements will allow the Department access to the FirstWatch web-based emergency response services which include: a situational awareness dashboard, data surveillance, data visualization and early warning software systems; the ReddiNet web-based program, which allows access to a proprietary emergency medical communications network; and Emergency Department Status, Mass Casualty Incident, Assessment, Messages, Bed Capacity and Date Exchange and the Postcode RecordTrac application. These web-based systems	Regular	8/31/2027

allow the DPH Emergency Medical Services section the ability to respond and plan for critical public health emergencies that affect the City and County of San Francisco.

47743-17/18	Public Health	\$962,000	<p>The contractor(s) will provide a behavioral workforce program to prepare students and residents for the behavioral health services workforce by teaching up-to-date, evidenced-based practices. This program will develop and implement a drug and alcohol studies certificate program (currently provided at City College of San Francisco) that will span 2-3 academic years for counselors employed through Department of Public Health (DPH) Behavioral Health Services (BHS)-funded programs, or those who plan to seek employment with San Francisco agencies. The program will reinforce segments of the DPH BHS's planned education and training "pipeline," with a focus on drawing candidates of varying ethnic and cultural heritages, language backgrounds, sexual orientations/gender identities, and experiences with behavioral health systems.</p> <p>The Format will be weekly night classes accessible to working adults and those who may have interrupted academic histories due to family responsibilities and/or time needed for recovery. Enrollment will be aimed to reflect the populations currently served, prioritizing students from diverse communities (e.g., African Americans, Latinos/as, Asians, Pacific Islanders, Native Americans and Immigrant groups from the neighborhoods of Bayview-Hunters Point, Visitation Valley, the Mission Western Addition, Tenderloin and other disenfranchised areas of the city) and marginalized groups (e.g., Lesbian/Gay/Bisexual/Transgender/Queer/Questioning/Intersex [LGBTQQI], formerly-incarcerated, homeless, etc.)</p>	Regular	12/31/2023
44750-17/18	Department of Emergency Management	\$750,000	<p>The selected contractor will perform as needed background investigation services for all selected candidates as part of their selection process for entry positions in the Department of Emergency Management's Division of Emergency Communications (DEC).</p>	Regular	6/30/2023
46926-17/18	Department of Emergency Management	\$850,000	<p>DEM intends to issue an RFP for Media Planning and Buying services for a 9-1-1 public education campaign. The selected contractor will plan, negotiate, purchase, and execute advertising in traditional (broadcast, print, radio, out-of-home) and non-traditional (social media, digital, online), track campaign progress, provide recommendations, and report findings:</p>	Regular	1/31/2021

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
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47879-17/18	General Services Agency – City Admin	\$325,000	This contract will establish a list of vendors in different parts of the City to perform as needed/seasonal car washing/detailing services (including some biohazard decontaminants) for the City's fleet of cars, sedans, pick ups and SUVs. Additionally, mobile car washing services will be available for vehicles and equipment including street sweepers, tractor and aerial trucks.	Regular	12/31/2020
49311-17/18	Mayor	\$250,000	Concise description of proposed work: The Mayor's Office of Housing and Community Development (MOHCD) of the City and County of San Francisco is seeking proposals from qualified consultants to provide a range of environmental services related to the acquisition of land for the development of affordable housing. The funds to be used for potential acquisition are subject to regulation by 24 CFR Part 58. The services may include one or more of the following: Environmental Site Assessments (ESAs) Phase I, II and IIIs; Soil, air and groundwater testing and reporting to evaluate human health risk related to chemical contamination in any or all media; and seismic studies.	Regular	10/31/2020
47541-17/18	Public Utilities Commission	\$210,000	The SFPUC's headquarters is a 13-story building located at 525 Golden Gate Avenue. Construction was completed in mid-2012 and included in construction was a building maintenance unit (BMU), a device used to assist in the maintenance of large structures, provided by Tractel, Inc. In order to meet the maintenance needs of SFPUC's headquarters, the Tractel unit must be regularly inspected and maintained so it can be used by the building engineers and vendors needing to use it for installation and repairs of windows and exterior venetian blinds, and for window washing services.	Regular	12/31/2021
			The work under this agreement consists of regular inspections and maintenance to ensure the integrity and operation of the Tractel unit so building engineers and vendors may provide emergency services, maintenance, and window washing to the SFPUC headquarters building. These services include training sessions for all persons who may utilize the Tractel unit.		
43499-17/18	Recreation and Park Commission	\$1,500,000	Facilities capital planning software and associated facility assessment services for Recreation and Park assets and facilities, including storage, analysis and reporting of facility condition data on a proprietary software application.	Regular	1/1/2023
47378-17/18		\$15,000,000	The vendor shall provide specialized facilities management services on short notice to augment	Regular	6/30/2023



Municipal  
Transportation  
Agency

existing SFMTA staff resources. Specifically, the vendor shall provide as-needed facilities management, inspection, repair, and preventative maintenance services for the SFMTA's Strategic Real Estate and Facilities Group of Agency leased and owned facilities, including: heating, ventilation, and air conditioning; plumbing and pipefitting; elevators/escalators; electrical; building management; commissioning; architectural and framework building maintenance; fire alarm systems; fire suppression system; roofing; janitorial; landscaping/grounds; pest control; waste management and recycling; and other facilities management-related services.

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
40003-16/17	Public Library	\$206,679	For the maintenance of the Library's Integrated Library System's Enterprise Resource Planning System that services the Blind & Print Disabled patrons. This system contains proprietary software that hosts, maintains and supports databases that serve and meet patron search requests, and documents them for the Library. Requirements must include tracking patron requests and filling reservations; staff-assisted book selection; automatic book selection for some patrons' materials check-in and check-out; generation of mailing cards, collection review, and weeding; talking Book machine inventory control and assignment; managing overdue and notices; generating collections and patron-activity reports for the National Library Service; label production for bulk mailings; and queries for retrieving specific database records or sets of records. The database needs two graphical user interfaces (one for patrons, one for staff). Screens and functions must interface effectively with assistive technology used by patrons and staff. Services include as-needed onsite staff training. The System and services must continue meeting standards set by the National Library Service of the Library of Congress.	Regular	12/31/2026

46544-14/15	Airport Commission	Current Approved Amount	Project Management Support Services (PMSS) and Design Build (DB) service teams with elevated people-mover guideway and operating system experience is required to manage the design and construction of the Airport AirTrain Extension projects. Services to be provided include project controls, scheduling, document control, design management, contracts management, Architectural and Engineering (AE) design services, furnishing and installing AirTrain Operating System components at new stations and guideway areas, Train Control System modifications, and construction of the AirTrain Extension and Stations. The AirTrain Extension and Improvements Program includes: 1) the Airport AirTrain Extension to Lot DD, 2) the AirTrain Stations at Long Term Parking Lot DD and at the Airport Hotel, and 3) new AirTrain Operating System work, 4) Modifications to the Train Control System, and 5) PMSS for oversight of all scope (Professional Services).	Modification	12/31/2020
		\$130,000,000			
		Increase Amount Requested			
		\$90,000,000			
4011-13/14	General Services Agency – Public Works	New Total Amount Requested		Modification	12/31/2019
		\$220,000,000			
		Current Approved Amount	Consultants will perform a full range of highly specialized environmental services in conformance with the provisions of the California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA) for the Better Market Street (BMS) Project, a project to improve pedestrian, transit, bicycle, and vehicular mode circulation, and activate the street by adding street life zones between Octavia Blvd and the Embarcadero (and possibly Mission Street between S. Van Ness Avenue to the Embarcadero). It is expected that a joint Environmental Impact Report (EIR)/Environmental Impact Statement (EIS) will be required. Consultants will conduct aesthetics/visual, air quality, biological resources, cultural resources, geology/soils, hazards and hazardous materials, land use and planning noise, transportation and traffic, utilities and service systems and other analyses needed to support that analysis.		
		\$2,950,000			
42606-13/14	General Services Agency – Public Works	Increase Amount Requested		Modification	12/31/2020
		\$2,400,000			
		New Total Amount Requested			
		\$5,350,000			
42606-13/14	General Services Agency – Public Works	Current Approved Amount	The selected consultant ("consultant") will perform a full range of highly specialized services for the Islais Creek Bridge Rehabilitation Project ("Project"). The Project requires specialized engineering and environmental consultants with expertise in complex, major infrastructure projects, particularly seismic retrofit and rehabilitation of bascule bridges over water with a strong environmental/regulatory component. The consultant will perform the work in three phases. Phase 1 consists of a condition survey of the bridge, preliminary engineering, and environmental studies. Phase 2 consists of detailed design and preparation of construction documents. Phase 3 consists of providing engineering support during construction.	Modification	12/31/2020
		\$5,000,000			
		Increase Amount Requested			
		\$3,000,000			
42606-13/14	General Services Agency – Public Works	New Total Amount Requested		Modification	12/31/2020

\$8,000,000

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
45648-14/15	Public Library	<p>Current Approved Amount</p> <p>\$647,750</p> <p>Increase Amount Requested</p> <p>\$0</p> <p>New Total Amount Requested</p> <p>\$647,750</p>	<p>Library seeks a sole-source agreement with Cengage Learning Inc. Cengage Learning, in partnership with Smart Horizons Career Online Education, offers and 18-credit, career-based online high school diploma program designed to prepare students for entry into the workplace. Students earn an accredited high school diploma plus a career certificate. It is the only program of its kind. The Library's new Learning &amp; Literacy Center will administer the program, working with our Project Read Staff and community partners to identify prospective students. The scope of services includes online assessment to identify students who can be successful in the program; customized and in-depth program implementation training for library staff facilitators who will work directly with the students; student coaching (online and by phone); student recruiting and marketing support, curriculum including 18 credits (14 academic and 4 career); coursework in language arts, social studies, mathematics, and science, plus career electives offering eight career tracks. The Contractor shall be required to enroll and educate 125 students during the first year, 150 students during the second year and 175 students during the third year.</p>	Modification	5/31/2021
47589-13/14	Mayor	<p>Current Approved Amount</p> <p>\$625,000</p> <p>Increase Amount Requested</p> <p>\$625,000</p> <p>New Total Amount Requested</p> <p>\$1,250,000</p>	<p>The Contractor shall provide &amp; 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 &amp; Community Development (MOHCD) staff &amp; 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, &amp; Agency &amp; User setup and administration. Services provided shall include System planning &amp; management, including but not limited to, requirements &amp; design, integration, testing, acceptance, deployment, data migration (if applicable), training, &amp; maintenance. Developer &amp; Subscription System</p>	Modification	10/1/2020

User support Monday through Friday, 8am – 6pm Pacific Time (as a minimum window of availability) is required.  
(See Additional Attachment.)

**Scope Changes:**

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.

**Speakers:** Kerstin Magary and Rod Goree from the Municipal Transportation Agency spoke with PSC #47378-17/18.

1. Approved PSC #47378-17/18 with the condition that the department report back in one (1) year to discuss progress and lessons learned. (Vote of 5 to 0)

**Action:**

2. Adopted the report. Approved the request for all proposed Personal Services Contracts; Notified the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

**0383-17-1**      **San Francisco Municipal Transportation Agency's Report on Position-Based Testing Program. (Item No. 8)**

**Speakers:**                      None.

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

**0384-17-1**      **Municipal Transportation Agency's Annual Report on Anticipated and Actual Numbers and Classifications of "Promotive Only" Examinations. (Item No. 9)**

**Speakers:**                      None.

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

**0376-17-4**      **Appeal by Stephen Engler of the Department of Human Resources' Decision to Reject His Application for the H-20 Fire Lieutenant Examination. (Item No. 10)**

**Speakers:**                      Erin Zaldo, Department of Human Resources

Stephen Engler, Appellant

**Action:**                      Adopted the report and denied the appeal by Mr. Engler.  
(Vote of 5 to 0)

**0319-17-1**      **Advice from the Deputy City Attorney re: harmonizing the requirements of due process with public comment on items that are likely to come before the Commission in its capacity as an adjudicative body. (Item No. 11)**

October 2,  
2017:      Postponed to the meeting of November 6, 2017.

November 6,  
2017:      The Commission discussed the item. No action was taken.

**Speakers:**      Michael Brown, Executive Officer

Matthew Lee, Deputy City Attorney

**Public Comment:**      Alicia Leon, SEIU Local 1021 stated that the Commissioner's action to add general direction to public comment is a good idea and agreed to the decision.

**Action:**      Adopted the Executive Officer's report; recommended language will be added to the Agenda under "Notice of Commission Hearing Policies and Procedures" after item I; and a version read aloud before item #2 on the Agenda with an included reminder of time limits for public comment Agenda. (Vote of 5 to 0)

**0322-17-4**      **Request for Hearing by Alexander Kan, Student Design Trainee III (Class 5382) on His Future Employment Restrictions with the City and County of San Francisco. (Item No. 12)**

**Speakers:**      Vitus Leong, General Services Agency

Linda Gerull, Department of Technology

Alexander Kan, Appellant

**Action:** Denied the appeal and restricted Alexander Kan to no future employment with the City and County of San Francisco. (Vote of 5 to 0)

**COMMISSIONERS' ANNOUNCEMENTS/REQUESTS** (Item No. 13)

None.

**ADJOURNMENT** (Item No. 14)

3:24 p.m.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - TECHNOLOGY

Dept. Code: TIS

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44508 - 14/15)

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

Type of Service: Web Software Development and Support Services

Funding Source: General Funds & Enterprise Funds

PSC Original Approved Amount: \$2,800,000 PSC Original Approved Duration: 07/01/15 - 06/30/19 (4 years)

PSC Mod#1 Amount: \$1,000,000 PSC Mod#1 Duration: 06/30/19-06/29/21 (2 years)

PSC Mod#2 Amount: \$500,000 PSC Mod#2 Duration: 07/01/15-06/30/23 (2 years 1 day)

PSC Cumulative Amount Proposed: \$4,300,000 PSC Cumulative Duration Proposed: 8 years 1 day

**1. Description of Work**

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

The primary objective of this project is to implement a citywide Web Content Management (WCM) solution that is sufficiently scalable to address the growing needs of the City's websites while offering the flexibility required to satisfy City departments' unique needs. The project envisions the vendor working with City staff to setup and support the WCM cloud environment that will enable the City to build custom websites using a more sophisticated software development system, the Drupal system. This more sophisticated and flexible solution will replace the City's current low-cost solution offered by our incumbent Web content management vendor, Vision Internet, a vendor procured through the Technology Store.

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

This project will allow the City to implement a more complex/sophisticated Web content management solution that offers the flexibility to build fully custom websites for City departments beyond the capabilities currently offered by our incumbent vendor. Please see the entire response to 1B in the uploaded 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.  
By contract**

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

No, the annual subscription with Vision Internet will not 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:**

This is a complex project of importance to the City's web content management efforts. This additional time will allow the department to take the next important steps in this project.



**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:

Open Source Frameworks, Drupal Core & OpenPub WCM, Drupal Modules, PHP, MySQL, Responsive Web technologies, Apache, Memcache, Varnish, SSL, AWS, HTML/CSS, Javascript/Jquery.

B. Reason for the request for modification:

Adding funds and duration as additional work is necessary

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

A. Specify required skills and/or expertise: Open Source Frameworks, Drupal Core & OpenPub WCM, Drupal Modules, PHP, MySQL, Responsive Web technologies, Apache, Memcache, Varnish, SSL, AWS, HTML/CSS, Javascript/Jquery.

B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1043, IS Engineer-Senior;

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.

Given the huge variation and continuous innovation of web and open source technologies, the City's Department of Technology Web services staff will need to work with a vendor for these services as the team does not have the required skill sets. This vendor partnership will ensure that City staff can provide a comprehensive web solution to Departments.

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, a new civil service class is not required to perform this work. We will continue to invest in transferring as much knowledge as possible, from the vendor to the DT Web Services Team, who will be responsible for working with City departments.

**6. Additional Information**

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

No.

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

There will be no end-user 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.

Additional work is needed on this project.

7. **Union Notification:** On 04/13/21, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21;

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

Name: Jolie Gines Phone: 628 652 5074 Email: jolie.gines@sfgov.org

Address: One South Van Ness Avenue 2nd Floor, San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44508 - 14/15

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhrrpscordinator@sfgov.org](mailto:dhrrpscordinator@sfgov.org) on behalf of [joan.lubamersky@sfgov.org](mailto:joan.lubamersky@sfgov.org)  
**To:** [Lubamersky, Joan \(ADM\)](mailto:Lubamersky.Joan.ADM); [ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com); [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com); [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com); [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org); [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org); [kpage@ifpte21.org](mailto:kpage@ifpte21.org); [eerbach@ifpte21.org](mailto:eerbach@ifpte21.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [DHR-PSCCoordinator, DHR \(HRD\)](#)  
**Subject:** Receipt of Modification Request to PSC # 44508 - 14/15 - MODIFICATIONS  
**Date:** Tuesday, April 13, 2021 4:17:58 PM

---

PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - TECHNOLOGY -- TIS has submitted a modification request for a Personal Services Contract (PSC) for \$500,000 for services for the period July 1, 2015 – June 30, 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/dhrrupal/node/13103>

Email sent to the following addresses: [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)  
[pkim@ifpte21.org](mailto:pkim@ifpte21.org)  
[eerbach@ifpte21.org](mailto:eerbach@ifpte21.org) [kpage@ifpte21.org](mailto:kpage@ifpte21.org) [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org)  
[tmathews@ifpte21.org](mailto:tmathews@ifpte21.org) [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com) [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com)  
[ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com)

## **Additional Attachment(s)**

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

Department: GENERAL SERVICES AGENCY - TECHNOLOGYDept. Code: TISType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44508 - 14/15)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Web Software Development and Support ServicesFunding Source: General Funds & Enterprise FundsPSC Original Approved Amount: \$2,800,000 PSC Original Approved Duration: 07/01/15 - 06/30/19 (4 years)PSC Mod#1 Amount: \$1,000,000 PSC Mod#1 Duration: 06/30/19-06/29/21 (2 years)PSC Cumulative Amount Proposed: \$3,800,000 PSC Cumulative Duration Proposed: 6 years**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The primary objective of this project is to implement a citywide Web Content Management (WCM) solution that is sufficiently scalable to address the growing needs of the City's websites while offering the flexibility required to satisfy City departments' unique needs. The project envisions the vendor working with City staff to setup and support the WCM cloud environment that will enable the City to build custom websites using a more sophisticated software development system, the Drupal system. This more sophisticated and flexible solution will replace the City's current low-cost solution offered by our incumbent Web content management vendor, Vision Internet, a vendor procured through the Technology Store.

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

This project will allow the City to implement a more complex/sophisticated Web content management solution that offers the flexibility to build fully custom websites for City departments beyond the capabilities currently offered by our incumbent vendor. Please see the entire response to 1B in the uploaded 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, by contract**D. Will the contract(s) be renewed?**

No, the annual subscription with Vision Internet will not 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:**

This is a complex project of importance to the City's web content management efforts. This additional time will allow the department to take the next important steps in this project.

**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:

Open Source Frameworks, Drupal Core & OpenPub WCM, Drupal Modules, PHP, MySQL, Responsive Web technologies, Apache, Memcache, Varnish, SSL, AWS, HTML/CSS, Javascript/Jquery.

B. Reason for the request for modification:

To add \$1 million and 2 years duration

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

A. Specify required skills and/or expertise: Open Source Frameworks, Drupal Core & OpenPub WCM, Drupal Modules, PHP, MySQL, Responsive Web technologies, Apache, Memcache, Varnish, SSL, AWS, HTML/CSS, Javascript/Jquery.

B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1043, IS Engineer-Senior;

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.

Given the huge variation and continuous innovation of web and open source technologies, the City's Department of Technology Web services staff will need to work with a vendor for these services as the team does not have the required skill sets. This vendor partnership will ensure that City staff can provide a comprehensive web solution to Departments.

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, a new civil service class is not required to perform this work. We will continue to invest in transferring as much knowledge as possible, from the vendor to the DT Web Services Team, who will be responsible for working with City departments.

### **6. Additional Information**

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

No.

- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
There will be no end-user 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.  
Additional work is needed on this project.

**7. Union Notification:** On 05/28/19, 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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: One South Van Ness Avenue 2nd Floor, San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44508 - 14/15

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 06/14/2019



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

Department: GENERAL SERVICES AGENCY - TECHNOLOGY -- TISDept. Code: TISType of Request: ☒ Initial ☐ Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Web Software Development and Support ServicesFunding Source: General Funds & Enterprise FundsPSC Amount: \$2,800,000PSC Est. Start Date: 07/01/2015PSC Est. End Date 06/30/2019**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The primary objective of this project is to implement a citywide Web Content Management (WCM) solution that is sufficiently scalable to address the growing needs of the City's websites while offering the flexibility required to satisfy City departments' unique needs. The project envisions the vendor working with City staff to setup and support the WCM cloud environment that will enable the City to build custom websites using a more sophisticated software development system, the Drupal system. This more sophisticated and flexible solution will replace the City's current low-cost solution offered by our incumbent Web content management vendor, Vision Internet, a vendor procured through the Technology Store.

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

This project will allow the City to implement a more complex/sophisticated Web content management solution that offers the flexibility to build fully custom websites for City departments beyond the capabilities currently offered by our incumbent vendor. Please see the entire response to 1B in the uploaded 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.**

The web software development needs of the various City Departments is currently serviced by a low-cost vendor from the Technology Store, Vision Internet, with a solution limited in its capabilities. Given the City departments' increasing demand for custom websites, the Department of Technology is seeking a one-stop shop vendor who can offer a more sophisticated solution in order to service DT's wide customer base of city departments.

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

No, the annual subscription with Vision Internet will not 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):**

☒ 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).

**B. Explain the qualifying circumstances:**

Open Source Frameworks, Drupal Core & OpenPub WCM, Drupal Modules, PHP, MySQL, Responsive Web technologies, Apache, Memcache, Varnish, SSL, AWS, HTML/CSS, Javascript/Jquery.

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

A. Specify required skills and/or expertise: Open Source Frameworks, Drupal Core & OpenPub WCM, Drupal Modules, PHP, MySQL, Responsive Web technologies, Apache, Memcache, Varnish, SSL, AWS, HTML/CSS, Javascript/Jquery.

B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1043, IS Engineer-

Senior;

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?**

Given the complexity of the proposed solution, DT resources not sufficient to take on the task.

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

A. Explain why civil service classes are not applicable.

Given the huge variation and continuous innovation of web and open source technologies, the City's Department of Technology Web services staff will need to work with a vendor for these services as the team does not have the required skill sets. This vendor partnership will ensure that City staff can provide a comprehensive web solution to Departments.

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, a new civil service class is not required to perform this work. We will continue to invest in transferring as much knowledge as possible, from the vendor to the DT Web Services Team, who will be responsible for working with City departments.

**6. Additional Information**

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

No.

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

No. There will be no end-user 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 10/20/2014, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21

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

Name: Jolie Gines Phone: 628 652 5074 Email: jolie.gines@sfgov.org

Address: One South Van Ness Avenue 2nd Floor San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44508 - 14/15

DHR Analysis/Recommendation:

action date: 12/15/2014

Commission Approval Required

Approved by Civil Service Commission with conditions

12/15/2014 DHR Approved for 12/15/2014

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICE

Dept. Code: POL

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 39380 - 15/16)

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

Type of Service: Evidence Storage Freezer and Refrigerator Maintenance

Funding Source: General Fund

PSC Original Approved Amount: \$100,000

PSC Original Approved Duration: 03/01/17 - 02/28/21 (4 years)

PSC Mod#1 Amount: \$40,000

PSC Mod#1 Duration: 05/01/21-04/30/23 (2 years 8 weeks)

PSC Cumulative Amount Proposed: \$140,000

PSC Cumulative Duration Proposed: 6 years 8 weeks

**1. Description of Work**

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

The contractor will provide emergency repair services and preventative maintenance and parts for the San Francisco Police Department's 16 freezers and 6 refrigerators which store evidence. A list of equipment is attached.

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

This service is necessary in order to ensure that evidence will be preserved properly. If the freezers or refrigerators malfunction and are not repaired, evidence may not be preserved properly and may not be useful in prosecution cases.

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 39380 - 15/16

D. Will the contract(s) be renewed?

It will likely need to 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:

Contractor continues to be needed to maintain the Police Department's walk-in freezers and refrigerators to preserve evidence.

**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:

Services are as-needed.

- B. Reason for the request for modification:  
extend contract to continue work

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

- A. Specify required skills and/or expertise: The contractor must be experienced in immediately repairing and providing parts for industrial refrigerators and freezers (including walk-in freezers). Contractor staff will have certifications to repair freezers and refrigerators of manufacturers.
- B. Which, if any, civil service class(es) normally perform(s) this work? 7205, Chief Stationary Engineer; 7333, Apprentice Stationary Engineer; 7334, Stationary Engineer; 7335, Senior Stationary Engineer;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Contractor will need to provide parts to repair and maintain evidence storage freezers and refrigerators.

**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.  
We were not able to identify any City staff with manufacturer certificates to perform the work. This service is as-needed and can occur during non-business hours. We anticipate making no more than 12 emergency service calls per year.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. This service is as-needed. We anticipate making no more than 12 emergency service calls per year. Due to new Department of Justice best practices guidelines, the San Francisco Police Department anticipates revising policies which will reduce the need for freezing evidence and reduce need for freezers.

**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.  
Training will not be necessary.
- C. Are there legal mandates requiring the use of contractual services?  
No.

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

**7. Union Notification:** On 01/28/21, the Department notified the following employee organizations of this PSC/RFP request:  
Stationary Engineers, Local 39;

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

Name: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 1245 - 3rd Street, 6th Floor, San Francisco, CA 94158

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 39380 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

**From:** [dhrrpscordinator@sfgov.org](mailto:dhrrpscordinator@sfgov.org) on behalf of [Genie.Wong@sfgov.org](mailto:Genie.Wong@sfgov.org)  
**To:** [Wong, Genie \(POL\); seichenberger@local39.org; MRainsford@local39.org; grojo@local39.org; DHR-PSCCoordinator, DHR \(HRD\)](mailto:Wong, Genie (POL); seichenberger@local39.org; MRainsford@local39.org; grojo@local39.org; DHR-PSCCoordinator, DHR (HRD))  
**Subject:** Receipt of Modification Request to PSC # 39380 - 15/16 - MODIFICATIONS  
**Date:** Thursday, January 28, 2021 8:11:34 AM

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PSC RECEIPT of Modification notification sent to Unions and DHR

The POLICE -- POL has submitted a modification request for a Personal Services Contract (PSC) for \$40,000 for services for the period May 1, 2021 – April 30, 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/dhrrupal/node/16004>

Email sent to the following addresses: [grojo@local39.org](mailto:grojo@local39.org)  
[MRainsford@Local39.org](mailto:MRainsford@Local39.org)  
[seichenberger@local39.org](mailto:seichenberger@local39.org)

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

Good afternoon Genie,

The proposed scope of work to be outsourced will impede on work that Local 39 represented City employees should be performing. Local 39 is requesting that the department reconsider contracting this work out in its entirety, and to coordinate this work to be done by Local 39 represented City employees, specifically but not limited to: 7334, 7335 Stationary Engineers.

If the City would like to discuss this request further, please coordinate a video/teleconference with your team members, then provide me a few proposed dates/times to select from? I can host a Zoom Meeting as an option.

Respectfully,

Stan Eichenberger  
Business Representative  
IUOE - Stationary Engineers, Local 39  
337 Valencia Street  
San Francisco, CA 94103  
Office: (415) 861-1135  
Fax: (415) 861-5264

-----Original Message-----  
From: dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org> On Behalf Of Genie.Wong@sfgov.org  
Sent: Thursday, January 28, 2021 8:08 AM  
To: Genie.Wong@sfgov.org; Stan Eichenberger <seichenberger@local39.org>; Michael Rainsford <mainsford@local39.org>; grojo@local39.org; dhr-psccordinator@sfgov.org  
Subject: Receipt of Modification Request to PSC # 39380 - 15-16 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The POLICE -- POL has submitted a modification request for a Personal Services Contract (PSC) for \$40,000 for services for the period May 1, 2021 -- April 30, 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:

https://avanan.url-protection.com/v/1/ut?<br>=hnp763A/apps.gsf.gov/dl#url=local/16004&g=MjksJkYjYjQlM2VhZW1lMw==&h=Mzh0TVhMjFkNjE0ZG9hYjYkMkRkODZlYjZmMmZmJpZmZlNDhYjZm3ZjRjMDk=MjB0b0JGM2MmJNTQ5NA==&p=YXAzOnNmZHQyOmF2YW5hbjpZmZpY2UuZjVZVW1haWxzX2VhVW50mNhZDlDNDBINTdYj2l2MjIjMGlYjZWE3OTNmNGRlNmE2OmYx<br>Email sent to the following addresses: groyo@local19.org MRainford@local19.org seichenberger@local19.org



## **Additional Attachment(s)**



**LONDON N. BREED**  
MAYOR

CITY AND COUNTY OF SAN FRANCISCO  
**POLICE DEPARTMENT**  
HEADQUARTERS  
1245 3<sup>RD</sup> Street  
San Francisco, California 94158



**WILLIAM SCOTT**  
CHIEF OF POLICE

Date: April 21, 2021

To: Suzanne Choi  
Citywide PSC Coordinator  
Department of Human Resources

Sandra Eng  
Deputy Director  
Civil Service Commission

From: Patrick Leung  
Chief Financial Officer  
San Francisco Police Department

RE: Request Civil Service Commission Review of PSC 39380-15/16 Mod 1

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## Background

The San Francisco Police Department (SFPD) requires continued preventative maintenance and urgent repair services on evidence storage freezer and refrigerator equipment through contracted services. The contractor provides service and parts to SFPD at two locations in San Francisco, 850 Bryant Street and 606 Manseau Street. The proper functioning of this equipment is critical to preserving evidence obtained by the SFPD to prosecute crime. The SFPD inventory of freezers has been significantly reduced during the PSC period due to new best practice guidelines by the National Institute of Justice that change evidence storage requirements. This inventory also changes due to replacement of equipment.

The Contractor works with the SFPD Facilities and Property Control personnel to determine urgent minor and major repairs and replacement components as-needed and to perform scheduled preventative maintenance on each inventory item no more than 12 times (approximately every other month during a two-year term of the contract). The Contractor must be knowledgeable of equipment and have immediate access to component inventory (including but not limited to compressors, motors, filters, fans, etc.) and replacement parts. A one-year warranty for parts and labor provided by contractor is included.

The Contractor must be available 24/7/365 to respond to urgent repair needs within 4 hours. Contractor must be experienced servicing equipment (or similar equipment) and provide experienced staff who will consent to background check with SFPD.

## **Timeline**

January 27, 2021 – SFPD submitted PSC Mod 1 to increase contract authority by two years and \$40,000 (original PSC was approved for \$100,000 for a four-year period).

January 28, 2021- Local 39 notified SFPD of protest/appeal

February 2, 2021- Local 39 and SFPD held conference call. Local 39 requested a transition plan for Local 39 members to perform work that contractors are handling.

March 10, 2021 – SFPD contacted Real Estate Division (RED) to inquire if staffing is available to perform the work that is contracted out and did not receive a response. Note that in the original PSC request staff reached out directly to DPW for services. However, we later determined that reaching out to RED is the best practice since they manage the buildings we occupy.

March 23, 2021- SFPD contacted Real Estate Division again to inquire if staffing is available to perform the work that is contracted out and did not receive a response.

April 14, 2021 – SFPD and Local 39 held conference call. Local 39 asserted its members (specifically 7334 and 7335 Stationery Engineer classifications) have the skillset and qualifications to perform the work and proposed their members perform the preventative maintenance work and receive any specialized training needed to perform the work. Although SFPD does not dispute Local 39 members are qualified, the specialized service provider must be available within a 4-hour window 24/7/365 to ensure evidence that has been stored for many years be preserved and must have access to immediate inventory for repairs. It would not be a good business practice to prepay for and store a full inventory of components and parts we may not ever need or use. The City's purchasing process does not allow us to purchase and receive components and parts in the necessary turnaround time for urgent repairs. In Fiscal Year 19-20, we spent less than \$5,000 on this contract. In the current Fiscal Year, we spent less than \$15,000 (billing through March 31, 2021) on this contract. Attached is a current inventory of freezer and refrigerator equipment the contractor will provide service and parts for during the two-year contract renewal period.

April 14, 2021 - Local 39 reached out to DHR and cc'd the City Administrator's Office for assistance by email, but has not received any feedback as of the close of business day on April 20, 2021.

## **Request**

The SFPD is requesting this PSC Modification be reviewed by the Civil Service Commission on May 17, 2021. Please contact me at (415) 837-7213 or Genie Wong, Contracts Manager on my staff, at (415) 837-7208 if you have any questions or concerns.

**SFPD Property Unit Freezers and Refrigerator Inventory**  
**April 2021**

Location	Description	Manufacturer	Components/Model #	Serial #
<b>850 Bryant</b>				
1	Freezer	Turbo Air	TSF-495D	DF49110134
2	Refrigerator	Turbo Air	49NM	MR49101032
<b>606 Manseau</b>				
3	Walk-in Freezer (35'Wx60'Dx9'H)	Heatcraft	Compressor/LDT1500L6C	T10M16458
		Heatcraft	Compressor/LDT1500L6C	T10M16459
		Heatcraft	Fan/MLT6390CA	T10K08690
		Heatcraft	Fan/MLT6390CA	T19K08691
		Heatcraft	Fan/MLT6390CA	T19K08692
		Heatcraft	Fan/MLT6390CA	T10M15058
4	Walk-in Freezer (21'Wx48'Dx9'H)	Kramer	Compressor/KFD20600L44-G	A02157986-0101
		Kramer	Compressor/KFD20600L44-G	A02157986-0102
		Kramer	Condenser Fan/LPF46-164B	A02157986-0201
		Kramer	Condenser Fan/LPF46-164B	A02157986-0202
		Kramer	Condenser Fan/LPF46-164B	A02157986-0203
		Kramer	Condenser Fan/LPF46-164B	A02157986-0204
5	Wireless Sensor	KE2 Edge Manager	KE2-EM35	20329-001

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICE -- POL

Dept. Code: POL

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

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

Type of Service: Evidence Storage Freezer and Refrigerator Maintenance

Funding Source: General Fund

PSC Duration: 4 years

PSC Amount: \$100,000

**1. Description of Work**

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

The contractor will provide emergency repair services and preventative maintenance and parts for the San Francisco Police Department's 16 freezers and 6 refrigerators which store evidence. A list of equipment is attached.

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

This service is necessary in order to ensure that evidence will be preserved properly. If the freezers or refrigerators malfunction and are not repaired, evidence may not be preserved properly and may not be useful in prosecution cases.

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

This is a new contractual service.

D. Will the contract(s) be renewed?

It will likely need to 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):

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

B. Explain the qualifying circumstances:

Services are as-needed.

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

A. Specify required skills and/or expertise: The contractor must be experienced in immediately repairing and providing parts for industrial refrigerators and freezers (including walk-in freezers). Contractor staff will have certifications to repair freezers and refrigerators of manufacturers.

B. Which, if any, civil service class(es) normally perform(s) this work? 7205, Chief Stationary Engineer; 7333, Apprentice Stationary Engineer; 7334, Stationary Engineer; 7335, Senior Stationary Engineer;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes.  
Contractor will need to provide parts to repair and maintain evidence storage freezers and refrigerators.

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

We reached out to DPW for possible work order and were told that none of the staff have manufacturer certifications to perform work required.

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

- A. Explain why civil service classes are not applicable.  
We were not able to identify any City staff with manufacturer certificates to perform the work. This service is as-needed and can occur during non-business hours. We anticipate making no more than 12 emergency service calls per year.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. This service is as-needed. We anticipate making no more than 12 emergency service calls per year. Due to new Department of Justice best practices guidelines, the San Francisco Police Department anticipates revising policies which will reduce the need for freezing evidence and reduce need for freezers.

**6. Additional Information**

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

**7. Union Notification:** On 10/05/2016, the Department notified the following employee organizations of this PSC/RFP request:  
Stationary Engineers, Local 39

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

Name: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 1245 - 3rd Street, 6th Floor San Francisco, CA 94158

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 39380 - 15/16

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 11/14/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4089 - 09/10)

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

Type of Service: Specialty Medical Services for Patients of Laguna Honda Hospital

Funding Source: General Funds

PSC Original Approved Amount: \$4,500,000

PSC Original Approved Duration: 07/01/10 - 06/30/20 (10 years 2 days)

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

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$6,500,000

PSC Mod#2 Duration: 07/01/20-06/30/22 (2 years)

PSC Mod#3 Amount: \$4,000,000

PSC Mod#3 Duration: 07/01/21-06/30/24 (2 years 1 day)

PSC Cumulative Amount Proposed: \$17,000,000

PSC Cumulative Duration Proposed: 14 years 3 days

**1. Description of Work**

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

The contractor will provide a medical doctor (MD) with a specialization in the fields of dermatology, gynecology, nephrology, pathology, radiology, neurology, orthopedics, plastics, and other sub specialties that may be required during the term of the approval. The services are very low in volume, typically averaging several hours a month and are also dependent on the patient mix at any given time.

**Scope Change**

This is a modification to support ongoing services in multiple clinical practice areas at Laguna Honda Hospital. The scope of work is modified to reflect the current list of needed services, including: pathology, dermatology, nephrology, neurology, orthopedic surgery, plastic surgery services, radiology, rheumatology, ophthalmology and optometry, electrocardiogram (ECG) services, otolaryngology Head and Neck Surgery (OHNS) services, endocrinology, infectious diseases services, physiatry, cardiology, pulmonary, and podiatry.

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

These services are necessary in order to provide the needed spectrum of care to residents of Laguna Honda Hospital (LHH) and the Department of Health. Denial will result in serious health problems for residents of LHH, and the Department would no longer be in compliance with various Federal and State laws related to standards of 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 4089 - 09/10

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:

These clinical practice services are crucial to the operation of Laguna Honda Hospital and are expected to be ongoing in order to meet a recurring and continued need.

## **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:

These clinical practice areas are critical medical services the City requires but is unable to provide itself. The provision of these services requires specialized medical training and the City does not directly employ the full range of doctors required to provide all of them.

B. Reason for the request for modification:

This request is to extend the term and increase the amount for the ongoing provision of these critical medical services at Laguna Honda Hospital.

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

A. Specify required skills and/or expertise: Contractor must be a California state-licensed Medical Doctor (MD) with extensive experience in the needed specialty field.

B. Which, if any, civil service class(es) normally perform(s) this work? 2230, Physician Specialist;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Specialized services may be provided by the contractor at hospitals where they practice.

## **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 need for the services is as-needed, intermittent, and low-volume. In addition the extensive experience required for these specialties and sub-specialty services are not typically found in the 2230 class.

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 volume of work and the wide ranging service areas covered does not warrant the creation of a new civil service class.



**6. Additional Information**

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

**7. Union Notification:** On 04/12/21, the Department notified the following employee organizations of this PSC/RFP request:  
Physicians and Dentists - 8CC;

☒ 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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4089 - 09/10

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/17/2021

# **Receipt of Union Notification(s)**

## Hale, Jacquie (DPH)

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**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@SFDPH.org  
**Sent:** Monday, April 12, 2021 1:37 PM  
**To:** Hale, Jacquie (DPH); tjenkins@uapd.com; jduritz@uapd.com; Rossi, Ron (DPH); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Modification Request to PSC # 4089 - 09/10 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC HEALTH -- DPH has submitted a modification request for a Personal Services Contract (PSC) for \$4,000,000 for services for the period July 1, 2021

– June 30, 2024. 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/8500>

Email sent to the following addresses: jduritz@uapd.com tjenkins@uapd.com

## **Additional Attachment(s)**

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

Department: PUBLIC HEALTHDept. Code: DPHType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 4089 - 09/10)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Specialty Medical Services for Patients of Laguna Honda HospitalFunding Source: General FundsPSC Original Approved Amount: \$4,500,000PSC Original Approved Duration: 07/01/10 - 06/30/20 (10 years 2 days)PSC Mod#1 Amount: \$2,000,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$6,500,000PSC Mod#2 Duration: 07/01/20-06/30/22 (2 years)PSC Cumulative Amount Proposed: \$13,000,000PSC Cumulative Duration Proposed: 12 years 2 days**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor will provide a medical doctor (MD) with a specialization in the fields of dermatology, gynecology, nephrology, pathology, radiology, neurology, orthopedics, plastics, and other sub specialties that may be required during the term of the approval. The services are very low in volume, typically averaging several hours a month and are also dependent on the patient mix at any given time.

**Scope Change**

This is a modification to support ongoing services in multiple clinical practice areas at Laguna Honda Hospital. The scope of work is modified to reflect the current list of needed services, including: pathology, dermatology, nephrology, neurology, orthopedic surgery, plastic surgery services, radiology, rheumatology, ophthalmology and optometry, electrocardiogram (ECG) services, otolaryngology Head and Neck Surgery (OHNS) services, endocrinology, infectious diseases services, physiatry, cardiology, pulmonary, and podiatry.

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

These services are necessary in order to provide the needed spectrum of care to residents of Laguna Honda Hospital (LHH) and the Department of Health. Denial will result in serious health problems for residents of LHH, and the Department would no longer be in compliance with various Federal and State laws related to standards of 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 4089 - 09/10

**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:  
These clinical practice services are crucial to the operation of Laguna Honda Hospital and are expected to be ongoing in order to meet a recurring and continued need.

## **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:

These clinical practice areas are critical medical services the City requires but is unable to provide itself. The provision of these services requires specialized medical training and the City does not directly employ the full range of doctors required to provide all of them.

B. Reason for the request for modification:

This request is to extend the term and increase the amount for the ongoing provision of these critical medical services at Laguna Honda Hospital.

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

- A. Specify required skills and/or expertise: Contractor must be a California state-licensed Medical Doctor (MD) with extensive experience in the needed specialty field.
- B. Which, if any, civil service class(es) normally perform(s) this work? 2230, Physician Specialist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Specialized services may be provided by the contractor at hospitals where they practice.

## **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 need for the services is as-needed, intermittent, and low-volume. In addition the extensive experience required for these specialties and sub-specialty services are not typically found in the 2230 class.
- 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 volume of work and the wide ranging service areas covered does not warrant the creation of a new civil service class.

## **6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
There is no employee training; services are provided by licensed medical professionals.
- 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 02/08/17, the Department notified the following employee organizations of this PSC/RFP request:  
Physicians and Dentists - 8CC;

☒ 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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4089 - 09/10

DHR Analysis/Recommendation:

03/20/2017

Commission Approval Required

Approved by Civil Service Commission

03/20/2017 DHR Approved for 03/20/2017