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## Posting For March 15, 2021

### Proposed Modifications to Personal Services Contracts

#### Commission Hearing Date



PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
42510 - 18/19 - MODIFICATIONS	March 15, 2021	GENERAL SERVICES AGENCY - CITY ADMIN -- ADM	\$44,000	\$134,000	SF311 is the central point of intake for requests from the public. Over 60% of the requests are submitted directly through web or mobile applications. These self-service requests have a higher error rate than those created through phone calls to SF311 Customer Service Representatives. However, the public's use of automated processes is continuing to increase. Vendor will provide a Request Routing and Categorization Service to improve the accuracy of requests routed to departments for resolution. The vendor will create an analysis service that will compare new requests to years of historical requests to validate the service type and correct	03/01/2019	02/28/2023	REGULAR

work queue based on historical trends. The Service will receive information from SF311 and respond, in real time, with suggested routing and categorization of the request.

The contractor must be a Qualified/Authorized Medical Physicist and will perform acceptance testing, calibration, consultations, and safety surveys of all imaging equipment in Radiology, Operating Room, Cardiology, Gastrointestinal, Orthopedics and Dental departments and other departments as needed and assist in the development of quality control programs in all departments within the a given facility. A Qualified or Authorized Medical Physicist is an individual who is competent to practice independently in one or more of the subfields of medical physics. Normal expenditures for the Department are approximately \$40,000/year. However, due to the SFGH rebuild and the introduction of

4021-13/14 - MODIFICATIONS	March 15, 2021	PUBLIC HEALTH -- DPH	\$200,000	\$1,000,000	work queue based on historical trends. The Service will receive information from SF311 and respond, in real time, with suggested routing and categorization of the request.	02/01/2021 01/31/2024	REGULAR
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nuclear medicine capabilities it is anticipated that the annual usage may temporarily increase, and then return to the normal levels once the facility is fully operational.

**TOTAL AMOUNT \$244,000**

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