

POSTING FOR

October 17, 2022

PROPOSED PERSONAL SERVICES CONTRACTS – MODIFICATION

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
48316 - 18/19 - MODIFICATIONS	October 17, 2022	PUBLIC LIBRARY -- LIB	\$181,898	\$345,298	Contractor shall build and maintain a Local Music Collection Site for San Francisco Public Library that provides streams and downloads of music content in multiple digital formats. Contractor shall provide means for the authentication of Library cardholders for downloading or streaming content according to Library's licensing agreements with artists, and provide interfaces for the export of and access to MUSICat MARC records for Library's catalog. Contractor shall provide administrative tools through MUSICat that support and streamline Library's implementation of and processes for collection development, licensing, and promotion, as well as displaying usage	01/01/2024	03/01/2026	REGULAR

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					statistics and providing administrative and technical support for Library's staff and community of users. Contractor shall serve as payor to musicians that the Library contracts with for the non-exclusive use of their recordings, and will charge the Library \$20 service fee per \$200 payment.			
48568 - 18/19 - MODIFICATIONS	October 17, 2022	MUNICIPAL TRANSPORTATION AGENCY -- MTA	\$2,000,000	\$8,000,000	Provide garment rental & maintenance for Municipal Transportation Agency staff that are required to perform their duties as per job description and Memorandum of Understanding	10/01/2022	09/30/2025	REGULAR
45627 - 21/22 - MODIFICATIONS	October 17, 2022	GENERAL SERVICES AGENCY - TECHNOLOGY -- TIS	\$21,500,000	\$24,000,000	1. To provide professional services to implement and configure modules and processes within the City ServiceNow platform. 2. Attain a high level of user adoption Prospective vendors shall provide project plan that would describe how they will guide Project execution. This should include clear outline of the project methodology and approach that will be used along with listing of all the assumptions the vendor makes in preparing the plan/proposal.	01/01/2023	12/31/2031	REGULAR

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					<p>Furthermore, to gain the full understanding of the overall scope of the project, if selected, prospective vendors are required to:</p> <ol style="list-style-type: none"> 1. Develop Technical Requirements - Conduct/facilitate a Process Workshop to confirm business and technical requirements by analyzing the CCSF business processes and documenting functional requirements. This shall include business analysis and requirements definition, data migration analysis and planning, interface analysis and planning, functional design considerations, as well as training framework/training plan followed by defining the design approach for the functional requirements 2. Design and Develop Solution - Provide detailed designs, configuration of any identified gaps that were agreed to proceed, followed by building and configuring the solution. The proposed design must also be able to scale to meet CCSF's future needs in any of ServiceNow™ categories, 3. Conduct Unit, System and User Acceptance Testing - Provide test plan with use cases tracing back to 			

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					business/functional requirements for testing, incorporating changes as required. 4. Training – Participate in knowledge transfer sessions and provide inputs into training plan. 5. Solution Implementation/Deployment – Perform dry-run activities, provide detailed deployment plan, preparing users to go live and going live with the solution. 6. Post Implementation Support – Monitoring system/application(s) performance and performing necessary action(s) to mitigate any observed, reported issues (showstoppers items) post deployment (deployment of emergency fixes).			

TOTAL AMOUNT \$23,681,898