

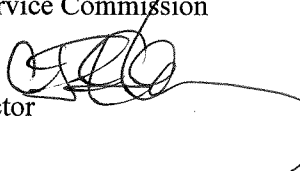


Edwin M. Lee  
Mayor

Micki Callahan  
Human Resources Director

Date: September 15, 2017

To: The Honorable Civil Service Commission

Through: Micki Callahan  
Human Resources Director 

From: Cynthia Avakian, AIR  
Shamica Jackson/Stacey Lo, PUC  
Jacquie Hale, DPH  
Sean McFadden, REC

Subject: **Personal Services Contracts Approval Request**

This report contains five (5) 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 to date:

Total of this Report	YTD Expedited Approvals FY2017-2018	Total for FY2017-2018
\$22,375,000	\$670,216,952	\$1,247,419,702

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Recreation and Park Commission  
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San Francisco, CA 94117  
(415) 831-2779

Table of Contents  
PSC Submissions

<b>Regular PSCs</b>	<b>Department</b>	<b>Page</b>
46451-16/17	Airport Commission	1
41704-17/18	Public Utilities Commission	8
45626-16/17	Public Health	13
43351-17/18	Recreation and Park Commission	20
<b>Modification PSCs</b>		
48678-15/16	Public Health	26

**POSTING FOR**

October 02, 2017

**PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR****Commission Hearing Date**

2017-10-02

**APPLY**

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
46451 - 16/17	AIRPORT COMMISSION	\$1,875,000.00	Services are for software and hardware replacement to upgrade the San Francisco International Airport's ("SFO" or "Airport") Computer Aided Dispatch ("CAD") 9-1-1 phone system to a Next Generation 9-1-1 ("NG 911") compliant system. Contractor will design and configure off-the-shelf software packages, develop custom interfaces and data sharing functions, develop integrations with existing systems, implement and roll out production, and provide training, maintenance and support on its proprietary system. Contractor will be responsible for the following: delivery of equipment; installation of common control server equipment in racks; installation of appropriate cabling from equipment room to all 9-1-1- positions located in the Airport's Communication Center and Airport Bureau Police department; and installation of demarcation punch block for audio source and logging recorder. Once installed, the Contractor will provide ongoing support, maintenance and software upgrades to the system, and will provide analytic software to report on incoming and outgoing calls. Approximately \$600,000 of the total amount will be for services, while the remaining approximately \$1,275,000 will be for equipment.	October 16, 2017	December 31, 2025	REGULAR
41704 - 17/18	PUBLIC UTILITIES COMMISSION	\$1,500,000.00	The San Francisco Public Utilities Commission (SFPUC) Infrastructure Division is seeking a specialized consultant to perform design work for Eleanor Dam Bridge Rehabilitation Project. The Consultant selected to perform the work under this contract will provide Alternative Analysis, Conceptual Engineering Design, Detailed Design, and Engineering Support During Construction.	November 30, 2017	November 29, 2022	REGULAR
45626 - 16/17	PUBLIC HEALTH	\$8,000,000.00	Contractor(s) will provide specialized consulting services in the area of information technology. As-needed and intermittent services to include: needs analysis, documentation of status of applications and processes, evaluation of processes and work flow, documentation of technical specifications, project management, enterprise Master Patient Index (eMPI) and Master Data Management (MDM) services, data warehouse and archiving initiatives, applications support, research and preparation of analyses of future state initiatives, documentation of specifications for new applications, and overall project support for interdepartmental clinical data integration initiatives. Focus areas will include systems and applications for: Whole Person Care Initiatives, Population Health, Environmental Health, Communicable Diseases, Prevention, financial systems, clinical systems, ongoing integration initiatives, Electronic Health Record (EHR)-related activities, managed care services, and technology modernization projects.	August 1, 2017	May 31, 2021	REGULAR
43351 - 17/18	RECREATION AND PARK COMMISSION	\$1,000,000.00	The Environmental Consultant will provide as-needed environmental services for the Lake Merced West Recreation Project which includes preparing California Environmental Quality Act (CEQA) (including historic review) and regulatory permit documents and applications. The Consultant is also responsible for any remaining soil remediation work, and for the development of interpretive signage for the site.	September 4, 2017	September 2, 2019	REGULAR

**TOTAL AMOUNT \$12,375,000**

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

Home &gt;

**Posting For October 02, 2017****Proposed Modifications to Personal Services Contracts**

Commission Hearing Date

2017-10-02

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
48678 - 15/16 - MODIFICATIONS	October 2, 2017	PUBLIC HEALTH -- DPH	\$10,000,000	\$18,000,000	<p>The contractor(s) will advise and assist Department executive, senior and management staff; assess DPH's readiness to implement a new unified EHR; identify risks in the planning for the EHR; develop an EHR Preliminary Implementation Plan; recommend a strategy for master data management, electronic master patient index, archive, enterprise data warehouse, customer relation software and Enterprise Content Management (ECM); identify a product displacement timeline and costs associated with any non-EHR vendor solution; reconcile displaced vendors with EHR and dollars saved; assist in determining the degree to which the selected EHR alternative addresses DPH needs and identify functional areas which need to be addressed by legacy or other third party solutions; help identify product gaps between proposal and existing products that allows DPH to coordinate and successfully manage core EHR and related activities; provide advice and consultation to DPH in vendor negotiations; provide an analysis of EHR partner assumptions and staffing models and refine budgeting and contracting issues and information; assist in identifying and applying industry standards for Service Level Agreements (SLAs); assist in developing an effective administrative structure within the Department of Public Health (DPH) and between DPH and the selected Electronic Health Record (EHR) vendor; and, when a solution is determined, contractor will also provide project management, program audit and compliance services.</p> <p><b>Scope Change:</b> The contractor(s) will provide continued and enhanced project management services in support of administrative functions, EHR readiness across various service areas, and overall EHR project management services when a selected vendor is identified.</p>	08/01/2017	12/31/2021	REGULAR

**TOTAL AMOUNT \$10,000,000**

**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: Computer Aided Dispatch 9-1-1 Phone System Replacement and Support

Funding Source: Airport Capital Funds

PSC Amount: \$1,875,000

PSC Est. Start Date: 10/16/2017

PSC Est. End Date 12/31/2025

**1. Description of Work**

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

Services are for software and hardware replacement to upgrade the San Francisco International Airport's ("SFO" or "Airport") Computer Aided Dispatch ("CAD") 9-1-1 phone system to a Next Generation 9-1-1 ("NG 911") compliant system. Contractor will design and configure off-the-shelf software packages, develop custom interfaces and data sharing functions, develop integrations with existing systems, implement and roll out production, and provide training, maintenance and support on its proprietary system. Contractor will be responsible for the following: delivery of equipment; installation of common control server equipment in racks; installation of appropriate cabling from equipment room to all 9-1-1- positions located in the Airport's Communication Center and Airport Bureau Police department; and installation of demarcation punch block for audio source and logging recorder. Once installed, the Contractor will provide ongoing support, maintenance and software upgrades to the system, and will provide analytic software to report on incoming and outgoing calls. Approximately \$600,000 of the total amount will be for services, while the remaining approximately \$1,275,000 will be for equipment.

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

The CAD 9-1-1 System is an Airport life and safety system. The current system is comprised of end-of-life equipment and is no longer a supported system. Risk of failure within SFO's 9-1-1 phone systems increases the longer the aged equipment remains in place. If the system fails (1) the vendor will not be able to fix or replace existing parts and (2) 9-1-1 service at the Airport will be compromised. A compromised CAD system would delay the Airport's ability to respond to emergencies, putting the safety and security of the traveling public and Airport employees at risk.

**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 current 9-1-1 System and services were provided by AT&T through a Statewide contract.

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

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

**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 requested term corresponds to the anticipated maximum contract duration, inclusive of any exercised options to extend the term.

**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:

System replacement services are short-term and require expertise in Computer Aided Dispatch 9-1-1 Phone System software and hardware system replacement.

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

A. Specify required skills and/or expertise: Services require expertise designing and configuring off-the-shelf software packages and implementing emergency communications systems that are NG 911 compliant. Additionally, expertise in developing custom interfaces and data sharing functions, integrations with existing systems, implement and roll out production, and provide training, maintenance and support of 9-1-1 systems is required.

B. Which, if any, civil service class(es) normally perform(s) this work? 1043, IS Engineer-Senior; 1044, IS Engineer-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?**

Due to the proprietary nature of the system replacement, no efforts have been made to obtain services within the City.

**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 proprietary nature of the work, installation and maintenance must be conducted by engineers trained and certified by the Contractor.

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 replacement of the system is infrequent, and due to the proprietary nature of the system, installation and support must be conducted by the Contractor.

**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. See attached Training Explanation.

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

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

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

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



7. **Union Notification:** On 08/07/2017, the Department notified the following employee organizations of this PSC/RFP request:  
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: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: PO Box 8097 San Francisco, CA 94128

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 46451 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 10/02/2017

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

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [cynthia.avakian@flvsfo.com](mailto:cynthia.avakian@flvsfo.com)  
**To:** [Cynthia Avakian \(AIR\)](mailto:Cynthia.Avakian@AIR); [kgeneral@ifpte21.org](mailto:kgeneral@ifpte21.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [Lisa Randall \(AIR\)](mailto:Lisa.Randall@AIR); [DHR-PSCCoordinator](mailto:DHR-PSCCoordinator), [DHR \(HRD\)](mailto:DHR(HRD))  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 46451 - 16/17  
**Date:** Monday, August 07, 2017 4:30:08 PM

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RECEIPT for Union Notification for PSC 46451 - 16/17 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 46451 - 16/17 for \$1,875,000 for Initial Request services for the period 10/16/2017 – 12/31/2025. 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/8608> 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)**

## PSC 46451-16/17

### Training Explanation

Approximately eight (8) hours of training on how to use the equipment and system will be provided to the following:

- 25 Airport Communications Dispatchers (9202)
- 10 Senior Airport Communications Dispatchers (9203)
- 4 Airport Telephone Operators (1706)

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: Engineering Design Services (PRO.0071)

Funding Source: Hetchy 10-Year Capital Plan, CUH 10224           PSC Duration: 5 years

PSC Amount: \$1,500,000

**1. Description of Work**

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

The San Francisco Public Utilities Commission (SFPUC) Infrastructure Division is seeking a specialized consultant to perform design work for Eleanor Dam Bridge Rehabilitation Project. The Consultant selected to perform the work under this contract will provide Alternative Analysis, Conceptual Engineering Design, Detailed Design, and Engineering Support During Construction.

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

Eleanor Dam Bridge is a Hetch Hetchy asset located in Tuolumne County. The bridge was constructed in 1917 and is an integral part of the Eleanor Dam structure. The bridge consists of twenty 40 foot continuous main spans and one continuous 24 foot gravity span, with two additional 8 foot gravity spans at each end of the structure. The Eleanor Dam Bridge provides strength and stability to the Eleanor Dam during a seismic event. The bridge also provides critical non-redundant access to the dam for HHWP personnel, Yosemite National Park Personnel, and recreational public users. The deck and support girders exhibit serious condition problems including full depth vertical and shear cracks in many locations, with saturation and efflorescence. Many areas also exhibit heavy scaling and spalling, with exposed and corroded rebar. The original load bearing capacity of the bridge is unknown. However, the recent load rating assessment indicates that the bridge should be limited to 8 tons, which is believed to be far below the original design capacity. HHWP plans to replace or repair the bridge to bring it back to its original state and capacity. Allowing the bridge to degrade will compromise the stability of the Eleanor Dam and deny maintenance access to the dam.

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.

5207, 5241 and 5211 Engineers working for the City perform more routine engineering work, but the scope of this project requires engineers with specialized experience in design and rehabilitation of dam which the SFPUC Infrastructure Division normally does not perform. This service has not been provided in the past by Personal Service Contracts or City staff.

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.

It is expected that the planning and design phases will take 2 years after Notice -to-Proceed (NTP). The bid and award phase will take 6 months and the construction will take 2.5 years. All together the anticipated duration is 5 years. However, the site is in within the National Park area and the access is limited during winter seasons. The environmental process and weather conditions may extend the overall project duration as well as this PSC beyond the 5-year term.

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

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

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

- B. Explain the qualifying circumstances:

The SFPUC Infrastructure Division intends to retain the services of a firm who has the expertise and tools necessary for this type of unique project, which is a short-term, one-off project.

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

- A. Specify required skills and/or expertise: The Proposers shall have 15 years or more experience in successful design and management of dams.

B. Which, if any, civil service class(es) normally perform(s) this work? 5207, Assoc Engineer; 5211, Eng/Arch/Landscape Arch Sr; 5241, Engineer;

- 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?**

We have reviewed past and present projects and the areas of expertise of the existing engineering staff.

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

- A. Explain why civil service classes are not applicable.

Design work on dams is extremely rare and therefore the existing civil service classes does not specialized in dam design.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. The need for this type of work is not consistent and work on dams is typically not be needed again for many decades in future. Therefore, it would not be practical to adopt a new civil service class to perform the work.

**6. Additional Information**

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

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

Yes. There will be technology transfer tasks where the Design consultants will provide demonstration of the dam analysis software.

- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

7. **Union Notification:** On 08/04/2017, 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

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

Name: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfwater.org

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41704 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 10/02/2017



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

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [SJackson@sfwater.org](mailto:SJackson@sfwater.org)  
**To:** [Jackson, Shamica](mailto:Jackson,Shamica); [kgeneral@ifpte21.org](mailto:kgeneral@ifpte21.org); [amakayan@ifpte21.org](mailto:amakayan@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)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 41704 - 17/18  
**Date:** Friday, August 04, 2017 2:22:58 PM

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RECEIPT for Union Notification for PSC 41704 - 17/18 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 41704 - 17/18 for \$5,000,000 for Initial Request services for the period 11/30/2017 – 11/29/2022. 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/9929> 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: As Needed Specialized Information Technology Consulting Services

Funding Source: General Fund, federal and State grants

PSC Duration: 3 years 43 weeks

PSC Amount: \$8,000,000

**1. Description of Work**

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

Contractor(s) will provide specialized consulting services in the area of information technology. As-needed and intermittent services to include: needs analysis, documentation of status of applications and processes, evaluation of processes and work flow, documentation of technical specifications, project management, enterprise Master Patient Index (eMPI) and Master Data Management (MDM) services, data warehouse and archiving initiatives, applications support, research and preparation of analyses of future state initiatives, documentation of specifications for new applications, and overall project support for interdepartmental clinical data integration initiatives. Focus areas will include systems and applications for: Whole Person Care Initiatives, Population Health, Environmental Health, Communicable Diseases, Prevention, financial systems, clinical systems, ongoing integration initiatives, Electronic Health Record (EHR)-related activities, managed care services, and technology modernization projects.

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

This service is necessary in order for the Department to complete critical information technology projects and to leverage technology to gain efficiencies in the delivery of services to patients, clients and constituents of the Department.

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 are new services in support of new projects or initiatives being undertaken by the Department.

D. Will the contract(s) be renewed?

Only if there is a continued need and funding.

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

not applicable

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

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

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

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

B. Explain the qualifying circumstances:

The Department of Public Health is in the process of a major effort to facilitate a transition to a new, single, integrated Electronic Health Record system, a multi-year initiative to modernize the great majority of the Department's existing IT applications, with the goal of providing better integration among units that will result in better services and patient outcomes. While this effort to modernize and integrate applications is ongoing, the Department must continue to provide services to its patients/clients, requiring the use of as-needed and intermittent assistance to ensure that the various projects under this Department-wide effort are completed successfully.

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

- A. Specify required skills and/or expertise: Contractor(s) must have staff with advanced degrees in related fields and 5-7 years or more experience in project management, preferably with Project Management Professional (PMP) and/or Lean Six Sigma certification; experience must include developing project plans, functional and technical requirements, project charters, communication plans, budgeting and other project management artifacts or by-products; experience in data security, privacy and data governance, business requirements, data and data architectures, data warehousing, analytics and reporting, data analysis, data integration and testing, as well as experience in creating and deploying enterprise Master Patient Index (eMPI) and Master Data Management (MDM) services solutions; solid understanding of environmental health-related business practices, solutions and policies; broad experience in leading IT projects in environmental health services and other specialty health-related areas such as communicable diseases, population health, managed care, and financial applications.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 1824, Pr Administrative Analyst; 5502, Project Manager 1; 5504, Project Manager 2; 5506, Project Manager 3; 5508, Project Manager 4;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: In the performance of the work contractor(s) may provide or utilize propriety software or methods to assist in the analysis of data on a large scale.

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

The services are intermittent, as-needed, project-based services.

**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 work is intermittent, as-needed and is project-based.
- 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 at the present time. As projects are completed, the need for contractors will be reduced.

**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. Specific training in the use and operation of specific software solutions and business process improvements will be provided if the project requires such training. City staff will have the opportunity to learn industry best practices in a given field and the use of new applications. Employees who may receive training would be varied depending on the specific project, and could include the IS Engineer series 1042, 1043, 1052, 1053, and 1054; Medical Records Clerk 2210; Project Managers series 5502, 5504, 5506, and 5508; Administrative Analyst 1824; and Manager classifications 0923 and 0931.

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 06/26/2017, 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: 101 Grove St., Rm. 405 San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 45626 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 10/02/2017

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

**Choi, Suzanne (HRD)**

---

**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Monday, June 26, 2017 4:15 PM  
**To:** Hale, Jacquie (DPH); kgeneral@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; camaguey@sfmea.com (contact); staff@sfmea.com; Longhitano, Robert (DPH); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 45626 - 16/17

RECEIPT for Union Notification for PSC 45626 - 16/17 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 45626 - 16/17 for \$8,000,000 for Initial Request services for the period 08/01/2017 – 05/31/2021. 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/8877> 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)**



City and County of San Francisco

Department of Public Health



Edwin M. Lee  
Mayor

Human Resource Services  
Labor Relations Division  
(415) 759-3388  
FAX (415) 759-3365

July 12, 2017

Raquel Silva  
Executive Director  
San Francisco Municipal Executives' Association  
870 Market Street, Room 840  
San Francisco, CA 94102-3011

Re: PSC #45626-16/17

Dear Ms. Silva:

This is to memorialize our conversation of July 12, 2017, that MEA will not appeal PCS #45626-16/17 and will waive the 30-day waiting period based on:

- The scope of work and responsibilities as well as role of the PCS are not managerial or leadership in nature but more technical project management.
- The project is for a limited duration and there is no one class or employment status compatible within the classification system that encompasses the scope of work required.
- The skill sets are diverse, multifaceted and emerging in IT security/Electronic Health Record where the learning curve is too significant and counterproductive to the overall DPH EHR project timeline.

The Department will provide MEA a written update after 18 months of EHR vendor selection that will include scope and work product delivered, dollars spent up to that point, as well as remaining actual departmental budget for those services.

In closing, thank you for partnering with our EHR development.

Sincerely,

  
Willie Ramirez  
Labor Relations Director

cc: Ron Weigelt, DPH  
Jackie Hale, DPH  
Ted Yamasaki, DHR

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

Department: RECREATION AND PARK COMMISSION -- RECDept. Code: RECType of Request:         Initial         Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:         Expedited     Regular         Annual         Continuing     (Omit Posting)Type of Service: Environmental ConsultingFunding Source: SFPUCPSC Amount: \$1,000,000PSC Est. Start Date: 09/04/2017PSC Est. End Date 09/02/2019**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The Environmental Consultant will provide as-needed environmental services for the Lake Merced West Recreation Project which includes preparing California Environmental Quality Act (CEQA) (including historic review) and regulatory permit documents and applications. The Consultant is also responsible for any remaining soil remediation work, and for the development of interpretive signage for the site.

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

The service is necessary as specialized consultant services are needed to complete the CEQA review process. If the contract is denied, then it will significantly delay the development a new recreational facility along Lake Merced and the enjoyment of these new facilities which include a boat launch, soccer field, bocce courts, picnic areas, and an urban garden by the community.

**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.**

For larger RPD projects where the CEQA review process requires more labor than is available through the Planning Department, the Planning dept has requested that we engage an environmental consultant to facilitate the process.

**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):**

Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. Include a copy of the applicable requirement or mandate.

**B. Explain the qualifying circumstances:**

CEQA requires this action, and the San Francisco Planning Department has set up this process for using outside consultants to process these documents.

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

**A. Specify required skills and/or expertise:** Required skill are environmental policy, analysis and reporting experience. Areas of expertise required are environmental science, biology, hydrology, geology,

transportation, historic/cultural resource evaluation, socio-economic impact evaluation, remediation/hazardous materials management, and graphic design.

- B. Which, if any, civil service class(es) normally perform(s) this work? 5298, Planner 3-Environmental Review; 5299, Planner 4-Environmental Review;
- 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?**

Specialized skills needed and not available within the City.

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

- A. Explain why civil service classes are not applicable.  
Planner III and IV classes exist, however, they do not possess the specialized skills required to complete the various specialized studies required in an EIR. Planners in the MEA manage the EIR projects while third party consultants perform the work and all specialized studies. Also, Since this is temporary work, this service would not require a FTE position.
- 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 as many different areas of expertise are required and it is for a short-term, one time project.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
No. Training will not be provided. The Planning Department has determined this method of performing environmental analysis is in the best interest of the City. Use of consultants provides more in depth expertise and eliminates conflict of interest that might present if we performed our own analysis.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

**7. Union Notification: On 08/01/2017, 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: Sean McFadden Phone: 415 831 2779 Email: sean.mcfadden@sfgov.org

Address: 501 Stanyan Street San Francisco, CA 94117

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43351 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 10/02/2017

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

**McFadden, Sean (REC)**

---

**From:** dhr-psccordinator@sfgov.org on behalf of sean.mcfadden@sfgov.org  
**Sent:** Tuesday, August 01, 2017 12:11 PM  
**To:** McFadden, Sean (REC); kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Webster, Bridget (REC); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 43351 - 17/18

RECEIPT for Union Notification for PSC 43351 - 17/18 more than \$100k

The RECREATION AND PARK COMMISSION -- REC has submitted a request for a Personal Services Contract (PSC) 43351 - 17/18 for \$1,000,000 for Initial Request services for the period 09/04/2017 – 09/02/2019. 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/9900> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

**Modification**  
**Personal Services Contracts**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request:  Initial  Modification of an existing PSC (PSC # 48678 - 15/16)

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

Type of Service: Professional services in support of the Electronic Health Record (EHR) project for the DPH

Funding Source: General Fund

PSC Original Approved Amount: \$8,000,000

PSC Original Approved Duration: 01/01/16 - 12/31/19 (4 years)

PSC Mod#1 Amount: \$10,000,000

PSC Mod#1 Duration: 08/01/17-12/31/21 (2 years 1 day)

PSC Cumulative Amount Proposed: \$18,000,000

PSC Cumulative Duration Proposed: 6 years 1 day

**1. Description of Work**

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

The contractor(s) will advise and assist Department executive, senior and management staff; assess DPH's readiness to implement a new unified EHR; identify risks in the planning for the EHR; develop an EHR Preliminary Implementation Plan; recommend a strategy for master data management, electronic master patient index, archive, enterprise data warehouse, customer relation software and Enterprise Content Management (ECM); identify a product displacement timeline and costs associated with any non-EHR vendor solution; reconcile displaced vendors with EHR and dollars saved; assist in determining the degree to which the selected EHR alternative addresses DPH needs and identify functional areas which need to be addressed by legacy or other third party solutions; help identify product gaps between proposal and existing products that allows DPH to coordinate and successfully manage core EHR and related activities; provide advice and consultation to DPH in vendor negotiations; provide an analysis of EHR partner assumptions and staffing models and refine budgeting and contracting issues and information; assist in identifying and applying industry standards for Service Level Agreements (SLAs); assist in developing an effective administrative structure within the Department of Public Health (DPH) and between DPH and the selected Electronic Health Record (EHR) vendor; and, when a solution is determined, contractor will also provide project management, program audit and compliance services.

**Scope Change**

The contractor(s) will provide continued and enhanced project management services in support of administrative functions, EHR readiness across various service areas, and overall EHR project management services when a selected vendor is identified.

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

This service is necessary to successfully plan, develop and deploy a unified EHR system provide safe care across the Department of Public Health (DPH) and the San Francisco Health Network (SFHN). Current systems inhibit access to relevant information for providers and for patients/clients transitioning throughout SFHN providers and facilities. The primary EHR is at the end of its life. Consequences of denial of this service include degradation in the quality of patient services, loss of



revenue, non-compliance with Federal regulations as applicable to the Affordable Care Act, and overall viability of the SFHN as a competitive provider of healthcare services in the new marketplace.

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 48678 - 15/16

D. Will the contract(s) be renewed?

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:

## 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:

Current staff do not have the experience and expertise to mitigate the risk associated with the multi-million dollar contract for an EHR system. This engagement is temporary in nature for the duration of the contracting, planning and implementation phases of the project.

B. Reason for the request for modification:

This modification is needed in preparation as the Department transitions from the initial discovery and solicitation phase to the implementation phase of a new Electronic Health Record (EHR). The contractor(s) will continue to provide project management services in support of administrative functions, EHR readiness, specific EHR functional areas and overall EHR project management services for the actual EHR contract with the provider of the application.

## 3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Proven record of objectivity regarding EHR vendor selection; deep understanding of Accountable Care Organization (ACO) requirements and Public Health constraints; expert knowledge of EHR vendors, their strengths and weaknesses, technological capacities, and past performance; strong contract negotiation consultive skills, highly expert understanding of governance structures within and amongst ACOs; experience and effectiveness in oversight of similar very large, complex landmark projects.

B. Which, if any, civil service class(es) normally perform(s) this work? 1054, IS Business Analyst-Principal; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1830, Perf Analyst III Project Mgr; 0933, Manager V;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, to the extent they are needed to perform the services needed.

**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.

Current staff do not have the experience and expertise to mitigate the risk associated with this landmark contract for an EHR system. This engagement is temporary in nature for the duration of the contracting and planning phase of the EHR project.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: It would not be practical to adopt a new civil service class because these services are highly specialized and not regularly 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.

The nature of the services does not include formal training of civil service staff, but will provide consultation to DPH executive, senior, and management level 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.

Yes, KPMG LLC and others TBD as solicitations are generated

**7. Union Notification: On 08/22/17, the Department notified the following employee organizations of this PSC/RFP request:**

Professional & Tech Engrs, Local 21; Municipal Executive Association;

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# 48678 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 10/02/2017

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

## Longhitano, Robert (DPH)

---

**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Tuesday, August 22, 2017 10:56 AM  
**To:** Hale, Jacquie (DPH); kgeneral@ifpte21.org; pkim@ifpte21.org;  
L21PSCReview@ifpte21.org; camaguey@sfmea.com (contact); staff@sfmea.com;  
Longhitano, Robert (DPH); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Modification Request to PSC # 48678 - 15/16 - 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 \$10,000,000 for services for the period August 1, 2017 – December 31, 2021. 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/9887>

Email sent to the following addresses: staff@sfmea.com camaguey@sfmea.com L21PSCReview@ifpte21.org  
pkim@ifpte21.org kgeneral@ifpte21.org

# **Additional Attachment(s)**

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

Department: PUBLIC HEALTH -- DPHDept. Code: DPHType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Professional services in support of the Electronic Health Record (EHR) project for the DPHFunding Source: General FundPSC Duration: 4 yearsPSC Amount: \$8,000,000**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor(s) will advise and assist Department executive, senior and management staff; assess DPH's readiness to implement a new unified EHR; identify risks in the planning for the EHR; develop an EHR Preliminary Implementation Plan; recommend a strategy for master data management, electronic master patient index, archive, enterprise data warehouse, customer relation software and Enterprise Content Management (ECM); identify a product displacement timeline and costs associated with any non-EHR vendor solution; reconcile displaced vendors with EHR and dollars saved; assist in determining the degree to which the selected EHR alternative addresses DPH needs and identify functional areas which need to be addressed by legacy or other third party solutions; help identify product gaps between proposal and existing products that allows DPH to coordinate and successfully manage core EHR and related activities; provide advice and consultation to DPH in vendor negotiations; provide an analysis of EHR partner assumptions and staffing models and refine budgeting and contracting issues and information; assist in identifying and applying industry standards for Service Level Agreements (SLAs); assist in developing an effective administrative structure within the Department of Public Health (DPH) and between DPH and the selected Electronic Health Record (EHR) vendor; and, when a solution is determined, contractor will also provide project management, program audit and compliance services.

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

This service is necessary to successfully plan, develop and deploy a unified EHR system provide safe care across the Department of Public Health (DPH) and the San Francisco Health Network (SFHN). Current systems inhibit access to relevant information for providers and for patients/clients transitioning throughout SFHN providers and facilities. The primary EHR is at the end of its life. Consequences of denial of this service include degradation in the quality of patient services, loss of revenue, non-compliance with Federal regulations as applicable to the Affordable Care Act, and overall viability of the SFHN as a competitive provider of healthcare services in the new marketplace.

**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 are new services.

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

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):

- 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:

Current staff do not have the experience and expertise to mitigate the risk associated with the multi-million dollar contract for an EHR system. This engagement is temporary in nature for the duration of the contracting, planning and implementation phases of the project.

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

A. Specify required skills and/or expertise: Proven record of objectivity regarding EHR vendor selection; deep understanding of Accountable Care Organization (ACO) requirements and Public Health constraints; expert knowledge of EHR vendors, their strengths and weaknesses, technological capacities, and past performance; strong contract negotiation consultive skills, highly expert understanding of governance structures within and amongst ACOs; experience and effectiveness in oversight of similar very large, complex landmark projects.

B. Which, if any, civil service class(es) normally perform(s) this work? 1054, IS Business Analyst-Principal; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1830, Perf Analyst III Project Mgr; 0933, Manager V;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, to the extent they are needed to perform the services needed.

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

These are consultant services needed by DPH executive management to provide information and resources for this transformative process necessary for the City's successful transition to the managed health care environment and protection of patient information, which are unavailable within the City.

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

A. Explain why civil service classes are not applicable.

Current staff do not have the experience and expertise to mitigate the risk associated with this landmark contract for an EHR system. This engagement is temporary in nature for the duration of the contracting and planning phase of the EHR project.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. It would not be practical to adopt a new civil service class because these services are highly specialized and not regularly 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. The nature of the services does not include formal training of civil service staff, but will provide consultation to DPH executive, senior, and management level 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 12/11/2015, the Department notified the following employee organizations of this PSC/RFP request:  
Municipal Executive Association; 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: 101 Grove Street, Room 307 San Francisco, CA, 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48678 - 15/16

DHR Analysis/Recommendation:

action date: 03/07/2016

Commission Approval Required

Approved by Civil Service Commission

03/07/2016 DHR Approved for 03/07/2016