



Edwin M. Lee
Mayor

Micki Callahan
Human Resources Director

Date: December 1, 2017

To: The Honorable Civil Service Commission

Through: Micki Callahan
Human Resources Director 

From: Kimmie Wu, TTX
Chanda Ikeda, DHR
Shamica Jackson/Bill Irwin, PUC
Jacquie Hale, DPH

Subject: **Personal Services Contracts Approval Request**

This report contains six (6) 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
\$49,950,000	\$725,097,621	\$2,132,498,547

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

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POSTING FOR**December 18, 2017****PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR****Commission Hearing Date**

2017-12-18

APPLY

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
46550 - 17/18	TREASURER/TAX COLLECTOR	\$850,000.00	Perform supplemental collection services on delinquent business and medical accounts referred by various city departments; also perform credit reporting, skip tracing, and negotiation of payment plans. Contractor shall receive a maximum of 25% of collected funds as a commission fee. The amount of commission fees for medical debt collections will not exceed 250K. The remaining 600K for delinquent business accounts would not be an expense to the City, but instead a commission fee based on the collected funds.	November 1, 2017	October 31, 2023	REGULAR
43868 - 17/18	HUMAN RESOURCES	\$5,000,000.00	Third party administration for Healthy Workers, a health insurance program. Healthy Workers members have access to medical services through Community Health Network. Medical services include: doctor visits, vision care, hospital and emergency room care, and mental health services.	November 1, 2017	October 31, 2021	REGULAR
42060 - 17/18	PUBLIC UTILITIES COMMISSION	\$11,000,000.00	The proposed work is to provide As-Needed Construction Management Services to augment City construction management staff as necessary. These services may include, but are not limited to, construction contract management, construction inspection, project controls, environmental inspection, environmental monitoring, supplier quality surveillance, special laboratory testing, start-up & testing assistance, commissioning, surveying, construction safety inspection and document control.	February 1, 2018	January 30, 2023	REGULAR
49327 - 17/18	PUBLIC UTILITIES COMMISSION	\$26,000,000.00	Construction management services for the 2018 Shutdown and Interim Repairs and 2020-2025 Mountain Tunnel Improvements Project. Services include, but are not limited to, const. contract management, tunnel inspection, civil/environmental inspection, lab testing, start-up & testing assistance, commissioning, construction safety inspection and document control. The inspection include concrete tunnel lining repairs, shotcreting, contact grouting, invert repairs and smoothing, tunnel dewatering and treatment systems, large valve installations, concrete structures, roadways and site improvements.	June 1, 2018	July 1, 2025	REGULAR

TOTAL AMOUNT \$42,850,000

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Proposed Modifications to Personal Services Contracts

Commission Hearing Date

2017-12-18

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
30989 - 15/16 - MODIFICATIONS	December 18, 2017	HUMAN RESOURCES -- HRD	\$100,000	\$199,000	Provide human resources assistance to multiple departments including, Human Services Agency (HSA), Public Utilities Commission (PUC), Airport (AIR), Police Department (SFPD), and General Services Agency (GSA). The services include conducting investigative/mediation services, for high level, complex matters that the Department agrees should not be investigated/handled by internal staff.	01/01/2018	12/31/2019	REGULAR
4131-11/12 - MODIFICATIONS	December 18, 2017	PUBLIC HEALTH -- DPH	\$7,000,000	\$25,000,000	Subject to the availability of beds and services, Contractor will provide hospital, clinic and other services to medically indigent residents of San Francisco, in Home Support Service patients, and County Jail patients, as well as emergency perfusion services, upon request. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at SFGH.	12/01/2017	10/31/2022	REGULAR

TOTAL AMOUNT \$7,100,000

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: TREASURER/TAX COLLECTOR -- TTX

Dept. Code: TTX

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

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

Type of Service: Delinquent Collection Services

Funding Source: General Fund on medical collection only PSC Duration: 6 years

PSC Amount: \$850,000

1. Description of Work

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

Perform supplemental collection services on delinquent business and medical accounts referred by various city departments; also perform credit reporting, skip tracing, and negotiation of payment plans. Contractor shall receive a maximum of 25% of collected funds as a commission fee. The amount of commission fees for medical debt collections will not exceed 250K. The remaining 600K for delinquent business accounts would not be an expense to the City, but instead a commission fee based on the collected funds.

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

The Bureau of Delinquent Revenue (BDR), the City's official collection agency, received over 15,000 delinquent accounts per month from various city departments for collection. This amount exceeds any reasonable workload for the Section on a per Collector basis. If denied, the City will not have the available resources to pursue debts below a certain value thoroughly and in a timely manner.

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 4049 - 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.

The work will be on-going as the Bureau of Delinquent Revenue(BDR) anticipates continued accounts to flow through the section. As BDR receives more accounts, it will become necessary to outsource the accounts with a value of \$10,000 or less in order to keep pace with an increasing portfolio. The referred accounts have an average age of 5 years for medical debt and 3.5 years for business debt. PSC# 4049-09/10.

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:

Accounts assigned to the Bureau of Delinquent Revenue below a certain value exceed the resources of the section to be thoroughly worked and collected by the prior to the Statute of Limitations expiring.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: A minimum of 5 years collection experience and work with public agencies is required. Also, experience with medical and municipal/business tax debt collection is required.
- B. Which, if any, civil service class(es) normally perform(s) this work? 4308, Senior Collections 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?

The Bureau of Delinquent Revenue is the City's collection agency. The accounts that will be referred to the Outside Collection Agencies will have been already assigned to BDR and worked by the staff prioritizing the type of debt and dollar amount.

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

- A. Explain why civil service classes are not applicable.
The 4308 CSC Senior Collections Officer currently performs the collections services for other City departments and the workload amount exceeds limitations.
- 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. Debt collection efforts have been exhausted on these already aged and low value cases by the CSC 4308 Senior Collection Officers. The accounts have been gone through extensive skip-tracing, asset research, multiple collection calls, and received multiple notices and detailed summaries of the debtors' liabilities. Collection rate of return on these types of accounts remains at less than 2%.

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 contractor will be working on their own systems. City employees will not be working on accounts assigned to the contractors or on their 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.
No.

7. **Union Notification:** On 09/06/2017, the Department notified the following employee organizations of this PSC/RFP request:
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: Kimmie Wu Phone: 415-554-4513 Email: Kimmie.wu@sfgov.org

Address: 1 Dr. Carlton B. Goodlett Place, Room 140 San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46550 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 12/18/2017

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of Kimmie.wu@sfgov.org
To: [RECEIPT for Union Notification for PSC 46550 - 17/18 more than \\$100k](mailto:Wu, Kimmie (TTX); peter.masiak@seiu1021.org; Ricardo.lopez@sfgov.org; Basconillo, Katherine (PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; Wu, Kimmie (TTX); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over $100K PSC # 46550 - 17/18
Date: Wednesday, September 06, 2017 4:27:59 PM</p><hr/></div><div data-bbox=)

The TREASURER/TAX COLLECTOR -- TTX has submitted a request for a Personal Services Contract (PSC) 46550 - 17/18 for \$850,000 for Initial Request services for the period 11/01/2017 – 10/31/2023. 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/10005> 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

Request for Proposals for

**Office of the Treasurer & Tax Collector
Bureau of Delinquent Revenue
Outside Collection Services for Collection of Delinquent
Accounts**



Date issued:

November 10th, 2016

Proposal due:

December 9th, 2016 by 5:00PM PST

Request for Proposals for
Office of the Treasurer & Tax Collector
Bureau of Delinquent Revenue
Debt Collection Software

I. Introduction and Schedule

A. General

1. The Office of the Treasurer and Tax Collector of the City of San Francisco (the "City") seeks to procure the services of multiple professional collections agencies and related civil litigation support services. The city has its own collection agency and is in the need of outside collection services to supplement its own collections.

2. The City and County of San Francisco was established by Charter in 1850, and is the only legal subdivision of the State of California with governmental powers of both a city and county. The City's legislative power is exercised through a Board of Supervisors, while its executive power is vested upon a Mayor and other appointed and elected officials. Key public services provided by the City include public safety and protection, public transportation, water and sewer, parks and recreation, public health, social services and land-use and planning regulation. The heads of most of these departments are appointed by the Mayor and advised by commissions and boards appointed by City elected officials.

Elected Officials include the Mayor, members of the Board of Supervisors, City Attorney, District Attorney, Public Defender, Sheriff, Superior Court Judges, and Treasurer. Since November 2000, the eleven member Board of Supervisors has been elected through district elections. The eleven district elections are staggered for five and six seats at a time, and held in even numbered years. Board members serve four-year terms and vacancies are filled by Mayoral appointment.

Statistics (Fiscal Year 2015):

Population: 864,816

Number of Employees: 26,207

of Departments / Agency: Approximately 60

of Enterprise Agencies: 6 (Airport, Public Utilities Commission, Municipal Transportation Agency, San Francisco General Hospital, Port, Laguna Honda)

Major Agency Funds: 2 (Health Service, Retirement System)

The assets and deferred outflows of resources of the City exceeded its liabilities and deferred outflows at the end of the fiscal year by approximately \$6.57 billion (net position). Of this balance, \$7.52 billion represents the City's net investment in capital assets, \$1.40 billion represents restricted net position, and unrestricted net position has a deficit of \$2.36 billion.

Got to the link below for City and County of San Francisco financial and budget information, such as the Comprehensive Financial Reports (CAFRs).

<http://www.sfcontroller.org/index.aspx?page=275>

3. The Bureau of Delinquent Revenue is the duly authorized and official collection agency for the City and County of San Francisco, and provides debt collection services for several City departments. The Bureau successfully manages a large and comprehensive revenue recovery operation that encompasses the full life cycle of the debt collection process, has a robust portfolio of more than half a million accounts that exceeds a billion dollars in delinquent receivables, and consists of approximately 30 different types of municipal debts. These municipal debts include business and personal property taxes, regulatory license fees, and county medical services debts.

Request for Proposals for **Outside Collection Services for Collection of Delinquent Accounts**

4. The City intend to award contracts to at least one Proposer for account placements for Business Taxes & Fee Collections, and Hospital & Ambulatory Collections. The same Proposer may be awarded the contact for both. Proposers should specify whether they are proposing for Business Taxes & Fee Collections or Hospital & Ambulatory Collections, or both. The City anticipates initial placements of debts eighteen (18) months to three (3) years old, from approximately 40,000 accounts with an approximate value of \$20 - \$30 million for Business Taxes & Fees Collections, and from approximately 100,000 accounts with an approximate value of \$50 - \$80 million for Hospital & Ambulatory Collections. Court judgment accounts may be included in either placement at the discretion of the City; there are approximately 2,758 court judgment accounts with a value of \$4 million.

5. Any Proposer who wins a contract must be licensed as a collection agency in all 50 states.

6. The City's Bureau of Delinquent Revenue currently collects for various City departments, including but not limited to:

- Medical Accounts** - County Hospitals and Clinics
- Emergency Communications** – False Alarms
- Ambulance Services**
- Water Department**
- City Planning**
- Unsecured Personal Property**
- City Taxes and Fees**

7. The contract shall have an original term of four years. In addition, the City shall have an option to extend the term for a period of four years, which the City may exercise in its sole, absolute discretion, and a subsequent option to extend it for two more years, not exceed 10 years in total.

B. Schedule

The anticipated schedule for selecting the vendor is:

<u>Proposal Phase</u>	<u>Date</u>
RFP issued by the City	11/10/16
Deadline for submission of written questions or requests for clarification	11/28/16
Proposals due	12/09/16
Oral interviews	01/16/17 – 01/20/17

II. Scope of Work

The following are work tasks assumed necessary to effectively collect the City's delinquent accounts. It is to be used as a general guide and is not intended to be a complete list of all work necessary.

A. Performance and Service Requirements

Proposer will be responsible for the following performance and service requirements:

1. Assume responsibility for collection of delinquent accounts, and:

- Provide an acknowledgment of all accounts received and verify with Bureau of Delinquent Revenue (BDR) the number of accounts and dollar amount of the initial transfer and every month thereafter;
- Initiate standard accepted collection procedures writing 10 days from the date of assignment;
- Follow BDR's policies and procedures regarding the imposition of interest on various accounts included special rules that may apply to medical related accounts;
- Proposer will be required to sign City approved confidentiality and conflict of interest statements and follow the current local, state and federal rules and regulations governing the collection industry;
- Research via terminal access or by visit to BDR to research for direct payments made to BDR or to the originating departments. Access is limited to systems only;
- Return to BDR for processing all eligible Medi-Cal and Medicate accounts without charge to BDR;
- Return to BDR for processing all found commercial insurance and worker's compensation without charge to BDR;
- Return to BDR for approval all Medically Indigent Adult cases, without charge to BDR;
- Return to BDR for recall and reinstatement all motor vehicle accident accounts with lawsuits that are capable of filing liens in court, without charge to BDR;
- Return to BDR recall and cancellation of any accounts, without charge, to BDR;
- Research all skip accounts and inform BDR of all updated addresses on a monthly basis;
- Write off all uncollectable accounts with BDR approval on a monthly basis. A list with reasons why the accounts are not collectable shall be provided to BDR for approval. Write offs should be remitted in a format compatible for uploading onto BDR's collection system;
- Retain each account received until such delinquent account is collected or until the Director withdraws the assigned account. The City may refer withdrawn accounts to another agency/firm for additional collection attempts or may determine the debt is uncollectable;
- Correct and/or delete credit bureau reporting and provide evidentiary documentation to BDR that reflects correction; and

- Provide BDR with monthly detailed reports reflecting gross/net assignments, collections, adjustments, updated addresses, corrections, cancellations and write-offs.
- Provide a report listing each individual account collected and send a payment wire per debt type.

2. Proposer shall:

- Make efforts to maximize successful revenue collections, including initiating and maintaining collection attempts on accounts assigned by BDR within the guidelines and compliance as set forth by Federal and State regulations regarding fair debt collection practices. Collections shall be conducted through ethical and lawful means;
- Pay all costs involved in the collection of the assigned accounts, including but not limited to process services fees and any additional Proposer collection cost associated with its operation;
- Seek prior approval by BDR the content and samples of any letters series to be mailed to debtors;
- Be responsible for any loss of revenue due to the Proposer's negligence;
- Maintain confidentiality on all accounts assigned by BDR, except in cases here a judgment has been obtained whereby the name, amount owed, and the type of account may be released. The Director of BDR reserves the right to approve the release of any and all information consistent with Federal, State and local laws. All information provided with the assigned accounts are to be utilized solely for the purpose of collection of those accounts and may not be provided to any outside individual, agency or business without the written consent of the Director of BDR;
- Have a liaison officer available to accept and acknowledge receipt of accounts transferred, and to resolve problems that may develop as accounts are assigned;
- Maintain separate files for each account for audit purposes. Audit of any and all assigned records is left to the discretion of the Director of BDR at any time;
- Remit to BDR, no later than the 10th of each month, the revenue collected on a new fee basis from the prior month, and a Collection Analysis report showing the gross collection on each account less any commission and/or fee. The monthly report should also include, but not limited to, a summary statement of all outstanding account balances reflecting the previous month balances less current month activity by collection status of the accounts, number of accounts and dollar amounts, and a dollar and percentage amount of gross collections and fees, month by month assignments and cancellations;
- Submit in a formal acceptable to the Director of BDR a debtor status report on the status of each account assigned, including but not limited to account name, the assigned date, account number, type of account, beginning balance, current balance, commission fee, collection status and abandoned records;
- Balance the account receivables, payments, write-offs and cancellations with BDR on a monthly basis;

- Install and maintain, at Proposer's sole expense, an on-line terminal in the Office of Treasurer & Tax Collector. Training of the Proposer's processing system shall be provided by to designated City personnel;
- Immediately return all accounts still pending upon termination of a Final Agreement by any party;
- Ensure compliance to HIPAA, FDCPA, TCPA, FCRA, and all other State and Federal rules and regulations;
- Ensure PCI compliance for all credit card and electronic payments;
- Be able to communicate and service accounts in both English and Spanish.

B. Electronic Data Processing

For all of the below, the Proposer should include details and technical requirements for each of the options which they support. Cost for each option, including but not limited to, various speeds/bandwidths and type of circuit (frame relay, point to point) is at the sole expense of the Proposer.

1. Secure Electronic Communications

Because the information being provided to the Proposer contains personal information (i.e. social security number) any electronic communications between the Proposer and the City must be secured electronically to protect data.

2. Newly Referred Accounts

The City would like to send information on "newly referred accounts" to the Proposer electronically. Because the information being transferred to the Proposer contains personal information, the transfer of such data must be secure.

3. Inquiry of Status of Accounts

The City would like to have online access to the Proposer's system in order for BDR employees to obtain the status of a particular referred account. The Proposer needs to indicate what secure methodologies are available to the City: The City would expect that with all options, its authorized user would have to log into the system with an ID/Password.

- The Proposer shall provide inquiry access to their system via an Internet accessible web server.
- Through a private network connection between the City's network and Proposer's network. Either a web-based or client-server based access through this private connection could be used.

4. Payment Processing

- The City requires guaranteed and cleared payments to be electronically remitted on a weekly basis.

C. Withdrawing Assignments

The Director of BDR will have the option of withdrawing/cancelling assigned accounts without penalty for fee, at any stage of the Proposer's collection process when, in the Director of BDR's judgment, this action will serve the best interest of the City. Proposer shall return all accounts to BDR regardless of payments or arrangements made on the accounts.

D. Letter Series

The Proposer will be required to obtain the Director of BDR's approval for any letter series prior to mailing them to debtors.

E. Term of Final Agreement

The contract shall have an original term of four years. In addition, the City shall have an option to extend the term for a period of four years, which the City may execute in its sole absolute discretion, and a subsequent option to extend for two more years, not to exceed 10 years in total.

Six months prior to the end of this agreement, Proposer shall return all active files transferred to the City with details, including but not limited to: Name, address, City's account number, payments received, and status of the account. Said file shall be in the City approved format.

III. Submission Requirements

A. Time and Place for Submission of Proposals

Proposals must be submitted as an attachment (PDF, Word, Excel formats, etc.) via email to ttx.rfp@sfgov.org. Proposals must be received by 5:00 p.m. on or before December 9th, 2016. Late submissions will not be considered.

Proposers shall submit two copies, separately bound, of required CMD Forms in a sealed envelope clearly marked **RFP for TTX Bureau of Delinquent Revenue Debt Collection Software** to:

Attn: John Krump
City & County of San Francisco
Office of the Treasurer & Tax Collector
1 Dr. Carlton B. Goodlett Place City Hall Room 140
San Francisco, Ca. 94102

B. Format & Content

Proposals must be no longer than 22 pages and should include a table of contents. The page maximum does not include brochures, literature and demonstrations. These additional items are welcome but should not be submitted in lieu of responding to the requested information in the RFP. For this RFP proposers must submit the following information, in the order specified below:

1. Provide the following company information :
 - a. Name
 - b. Address
 - c. Contact name and title
 - d. Phone number
 - e. Email address
2. Provide a letter of introduction with a brief description of your firm, experience in the industry, number of years providing debt collection solutions to federal, state or local governments.
3. Submit at least two (2) references, preferably of federal, state or local governments equal in size or larger than the City and County of San Francisco that have implemented your solution within the last five (5) years. Please include:

- a. Name of the client
- b. Contact information (name, address, phone, email)
- c. Dates of engagement
- d. Total number of employees
- e. Total number of assigned accounts and dollars
- f. Types of debt collected

1. Project Approach (up to ten pages)

Describe the services and activities your firm proposes to provide to the City. Include the following information:

- Overall scope of work tasks, including a workflow of the collection process;
- Explanation of approach and methods for collection including how accounts are assigned, how staff efforts are monitored, and what basis the staff is paid (salary, commission, etc.)
- Describe all locations presently utilized by your firm and the proposed location from which the City's receivables will be worked;
- Ability to maintain proper jurisdiction over assigned account and to abide by requisite consumer protection laws in California and all other states;
- Approach to credit agency regulation;
- Description of compliance with the City's electronic data processing needs, as outlined in the scope of work;
- Assignment of work within your firm's work team;
- Communication approach with debtors;
- Procedures for handling debtor complaints and escalated issues;
- Staff training for HIPAA, FDCPA, and TCPA;
- Processes in place for compliance to HIPAA, FDCPA and TCPA;
- Processes, if any, to handle debtors that speak languages other than English or Spanish;
- Processes in place to handle complaints from BBB, CFPB and other consumer agencies;
- Processes in place for credit bureau reporting and corrections.

2. Firm Qualifications (up to five pages)

Provide information on your firm's background and qualifications which addresses the following:

- A brief description of your firm, including organizational chart, as well as how many joint venture or association would be structured;
- A description of not more than four projects similar in size and scope including client, budget, average monthly collections, types of accounts, average number of accounts per collector, types of accounts, dates of service, and number of staff members on each project. Descriptions should be limited to one page for each project. If joint consultants or sub consultants are proposed, provide the above information for each.

- A description of your experience and success integrating with different systems your other clients have used. Please highlight some of the system your firm has worked with.

3. Team Qualification (up to 2 pages)

- Provide a list identifying: (1) each key person on the project team, (2) the project manager, (3) the role each will play in the project, (4) the number of bi-lingual staff (English and Spanish) on the project team and (5) written assurance that if key individuals are removed or added to the project, this will be communicated to the City. In the instance of someone new being added, the Proposer will get prior written approval.
- Provide a description of the experience and qualifications of the project team members, including brief resumes if necessary.

4. Fee Proposal (up to 2 pages)

The City intends to award contracts to the firm(s) that if considers will best provide the needed collection services. The City reserves the right to accept the lowest priced offer and to reject any proposals that are not responsive to this request.

Please provide a fee proposal that includes a collection fee as a fixed rate percentage of the total amount collected and a brief description of what services are included in the fee. A separate fixed rate percentage of the total amount collected may be stated for accounts collected through pot-judgment collection remedies.

IV. Evaluation and Selection Criteria

A. Minimum Qualifications

- Proposer is licensed, registered, and authorized to collect debt throughout the United States.
- Proposer has at least three collection programs for which it provides the same of similar services.
- Proposer has at least two collection programs for public sector clients.
- Proposer is able to comply with the City's contract requirements as outlined in Section V.

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

B. Selection Criteria

The proposals will be evaluated by a selection committee comprised of parties with expertise in Collections. The City intends to evaluate the proposals in accordance with the criteria itemized below.

Written Proposal (100 points)

1. Project Approach (35)

- a. Understanding of the project and the task to be performed, etc.
- b. Types of collection strategies (methods for primary, secondary, or

both).

- c. Reasonableness of work schedule.
- d. Ability to pursue and litigate accounts throughout the country.
- e. Compliance with Federal and State fair debt collection practices and regulations, demonstrated by a low rate of complaints.

2. Assigned Project Staff (20 points)

- a. Recent experience of staff assigned to the project and a description of the tasks to be performed by each staff person.
- b. Professional qualifications and education.
- c. Workload, staff availability and accessibility.

3. Fee proposal (15 points)

- a. Fee Schedule

4. Experience of Firm and Sub-consultants (30 points)

- a. Expertise of the firm and sub-consultants in the fields necessary to complete the tasks:
- b. Quality of recently completed projects, including adherence to schedules, deadlines and budgets
- c. Experience with similar projects.
- d. Results of reference checks.

C. Oral Presentation (25 points)

Following the evaluation of the written proposals the proposers with the top three (3) scores will be invited to present an Oral Presentation. It is preferred that the demonstration does not exceed 60 minutes. The three proposers will each be tasked with demonstrating specific features of the proposed services to the evaluation panel. Proposers should confirm ahead of time if the demonstration will be on-site or remote (i.e. Webex) so arrangements can be made by the department.

Highlighted Features for the Oral Presentation

For the Oral Presentation, Proposers should prepare to present solutions and discuss and answer questions for collection agency topics including, but not limited to:

- **Workflow strategies for the various types of debts.**
- **Staffing Strategies.**
- **Skip Tracing techniques. Include use of software, loading and verification of updated information.**
- **Compliance training and certification of staff for State and Federal rules and regulations.**
- **Prior collection experience for the various debts types presented in this RFP**
- **CFPB, BBB and other consumer complaint data.**

D. Contract Award

The **Office of the Treasurer & Tax Collector** will add points from the oral presentation to the total points accumulated in the written proposal. This will be the basis to select a proposer with whom the Office of the Treasurer & Tax Collector's staff shall commence contract negotiations. The selection of any proposer 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 contact cannot be negotiated in a reasonable time, the Office of the Treasurer & Tax Collector, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contact negotiations with the next highest ranked proposer.

V. 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 an intent to request written modification or clarification of the RFP, must be directed to:

ttx.rfp@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 Bid Addendum(s), which will be posted on the website. The proposer shall be responsible for ensuring that its proposal reflects any and all Bid Addendum(s) 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 Bid Addendum(s).

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

The requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance") shall apply to this RFP.

1. LBE Participation

The City strongly encourages proposals from qualified LBEs. Pursuant to Chapter 14B, the following rating discount will be in effect for the award of this project for any proposers who are certified by CMD as a LBE, or Joint Ventures ("JV") where the Joint Venture partners are in the same discipline and have the specific levels of participation as identified below. Certification applications may be obtained by calling CMD at (415) 581-2310. The rating bonus applies at each phase of the selection process. The application of the rating bonus is as follows:

- a. A 10% rating bonus shall be applied to Small LBEs and Micro-LBEs bidding as primes; or
- b. A 10% rating bonus for each eligible JV among Small and/or Micro-LBE prime proposers.
- c. A 7.5% rating bonus for each JV which includes at least 40% participation and/or Micro-LBE prime proposers.
- d. A 5% rating bonus for each JV which includes at least 35%, but less than 40% participation by Small and/or Micro-LBE prime proposers.

If applying for a rating discount as a JV, the LBE must be an active partner in the JV and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the proposal, and must be responsible for a clearly defined portion of the work to be performed and share in the ownership, control, management responsibilities, risks, and profits of the JV. The portion of the LBE JV's work shall be set forth in detail separately from the work to be performed by the non-LBE JV partner. The LBE JV's portion of the contract must be assigned a commercially useful function.

2. CMD Forms to be Submitted with Proposal

All proposals submitted must include the following Contract Monitoring Division (CMD) Forms contained in the CMD Attachment 2:

- 1) CMD Contract Participation (Form 2A),
- 2) CMD Non-Discrimination Affidavit (Form 3),
- 3) CMD Joint Venture Form (Form 4, if applicable), and
- 4) CMD Employment Form (Form 5) Employment Form.

If these forms are not returned with the proposal, the proposal may be determined to be non-responsive and may be rejected.

If you have any questions concerning the CMD Forms, you may contact Seth Benkle, the Contract Monitoring Division Contract Compliance Officer for Office of the Treasurer & Tax Collector at 415-581-2306 or at seth.benkle@sfgov.org.

Contract Requirements

Proposer must fulfill the City's administrative requirements for doing business with the City and become a compliant vendor prior to contract award. Fulfillment is defined as completion, submission and approval by applicable City agencies of the forms and requirements referenced in RFP Attachment III.

O. 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, (**“Nondiscrimination; Penalties”** in the Agreement); the Minimum Compensation Ordinance (**“Requiring Minimum Compensation for Covered Employee”** in the Agreement); the Health Care Accountability Ordinance (**“Requiring Health Benefits for Covered Employees”** in the Agreement); the First Source Hiring Program (**“First Source Hiring Program”** in the Agreement); and applicable conflict of interest laws (**“Conflict of Interest”** in the Agreement), as set forth in paragraphs B, C, D, E and F below.

P. 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.

Q. 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 contractual requirements of the MCO, see **“Requiring Minimum Compensation for Covered Employee” in the Agreement.**

For the amount of hourly gross compensation currently required under the MCO, see 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.

R. 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.

S. 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.

Request for Proposals for **Outside Collection Services for Collection of Delinquent Accounts**

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.

T. 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.

VI. 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 five working 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 fifth working 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:

Attn: John Krump
City & County of San Francisco
Office of the Treasurer & Tax Collector
1 Dr. Carlton B. Goodlett Place City Hall Room 140
San Francisco, Ca. 94102

Appendix A**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) 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 four. To find out about item four 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 http://sfgsa.org/index.aspx?page=4762 www.irs.gov/pub/irs-fill/fw9.pdf	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 http://sfgsa.org/index.aspx?page=4762	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 http://sfgsa.org/index	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	Human Rights Comm. 25 Van Ness, #800 San Francisco, CA 94102-6059 (415) 252-2500

Request for Proposals for **Outside Collection Services for Collection of Delinquent Accounts**

Item	Form name and Internet location	Form	Description	Return the form to; For more info
	aspx?page=4762 In Vendor Profile Application		spouses and employees with domestic partners. Form 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 http://sfgsa.org/index.aspx?page=4762 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. To receive the bid discount, you must be certified by CMD by the proposal due date.	Contract Monitoring Unit 25 Van Ness, #800 San Francisco, CA 94102-6059 (415) 252-2500

Where the forms are on the Internet

Office of Contract Administration

Homepage: 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>

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: TREASURER/TAX COLLECTOR Dept. Code: TTX

Type of Request: Initial Modification of an existing PSC (PSC # 4049-09/10)

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Delinquent Collection Services

Funding Source: N/A - No City Money

PSC Original Approved Amount: \$120,000 PSC Original Approved Duration: 11/01/09 - 11/01/13 (4 years 1 day)

PSC Mod#1 Amount: no amount added PSC Mod#1 Duration: 01/01/14-12/31/18 (5 years 8 weeks)

PSC Mod#2 Amount: _____ PSC Mod#2 Duration: _____

PSC Cumulative Amount Proposed: \$120,000 PSC Cumulative Duration Proposed: 9 years 8 weeks

1. Description of Work

A. Scope of Work:

Perform supplemental collection services on delinquent accounts referred by various city departments; also perform credit reporting, skip-tracing, notice issuance and negotiation of payments plans. Contractor receives the maximum of 20% of collected funds as a commission fee.

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

The Bureau of Delinquent Revenue (BDR), the City's official collection agency, receives over 15,000 delinquent accounts per month from various city department for collection. This amount exceeds any reasonable workload for the General Collections unit staff. If denied, City will not pursue these debts further.

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 03/14/14, the Department notified the following employee organizations of this PSC/RFP request: SEIU Local 1021;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4049-09/10

DHR Analysis/Recommendation:

03/03/2014

Commission Approval Required

Approved by Civil Service Commission with condi

DHR Approved for 03/03/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

A minimum of 5 years collection experience and with public agencies is required.

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

4308,

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 4308 CSC Senior Collections Officer currently performs the collections services for the various departments but the workload amount exceeds limitations.

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

No. See attachment.

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

YES NO

A. Will the contractor directly supervise City and County employee?

B. Will the contractor train City and County employee?

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

D. Are there federal or state grant requirements regarding the use of contractual services?

E. Has a board or commission determined that contracting is the most effective way to provide this service?

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

Linebarger Goggan Blair & Sampson LLC, NCO Financial System, Inc.

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

ON 03/14/14 BY:

Name: _____ Phone: 415-554-6888 Email: greg.kato@sfgov.org

Address: 1 Dr Carlton B Goodlett Pl, Room 140 San Francisco, CA

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES -- HRD

Dept. Code: HRD

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

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

Type of Service: Health Care Coverage Administration Services

Funding Source: MOU Reserve

PSC Duration: 4 years

PSC Amount: \$5,000,000

1. Description of Work

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

Third party administration for Healthy Workers, a health insurance program. Healthy Workers members have access to medical services through Community Health Network. Medical services include: doctor visits, vision care, hospital and emergency room care, and mental health services.

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

The program currently provides health coverage to temporary, exempt as-needed employees of the City and County of San Francisco. A third party administrator is necessary to provide health benefit services per Ordinance 176-07. Denial of this PSC will prevent the City from meeting its obligation to provide healthcare benefits.

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#41645-15/16 was approved by the Civil Service Commission on 6/20/2016. HRD is submitting a new PSC because HRD was unable to execute the contract within a year.

D. Will the contract(s) be renewed?

The contract may 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):

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:

HSS employees cannot perform the services because the plan covers employees who are not eligible to become members of HSS.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Healthcare plan administration, including information technology for membership data, marketing and communication skills, customer service, financial administration, and coordination of benefits. Healthcare service delivery, including general medical, pharmaceutical, behavioral health services, etc.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1052, IS Business Analyst; 1054, IS Business Analyst-Principal; 1064, IS Prg Analyst-Principal; 1093, IT Operations Support Admn III; 1209, Benefits Technician; 1210, Benefits Analyst; 1404, Clerk; 1406, Senior Clerk; 1632, Senior Account Clerk; 1634, Principal Account Clerk; 1652, Accountant II; 1654, Accountant III; 1802, Research Assistant; 1813, Senior Benefits Analyst; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1827, Administrative Services Mgr; 1842, Management Assistant; 2593, Health Program Coordinator 3; 2594, Employee Assistance Counselor; 2595, Sr Employee Asst Counselor; 2820, Senior Health Program Planner; 2822, Health Educator; 0923, Manager II; 0931, Manager III; 0953, Dep Dir III; 0963, Dept Head III;
- 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?

Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health.

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

- A. Explain why civil service classes are not applicable.
Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health. Civil Service Classes in the Health Service System (HSS) cannot administer the healthcare plan because the plan covers employees who are not eligible to become members of HSS.
- 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 be practical to adopt a new civil service class because civil service classes already exist and perform most of 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.
No. Training will not be provided because there is no transfer of knowledge.
- C. Are there legal mandates requiring the use of contractual services?
Yes. Ordinance #176-07
- 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. San Francisco Health Plan

7. **Union Notification:** On 10/26/2017, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21; Management & Superv Local 21; Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; Professional & Tech Engrs, SFAPP; SEIU 1021 Miscellaneous; SEIU Local 1021; SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU, Local 1021 H-1 Fire-Rescue Paramedics

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

Name: Chanda Ikeda Phone: 415-557-4944 Email: chanda.ikeda@sfgov.org

Address: 1 South Van Ness 4th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43868 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 12/18/2017

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of chanda.ikeda@sfgov.org
Sent: Thursday, October 26, 2017 3:45 PM
To: Ikeda, Chanda (HRD); thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; peter.masiak@seiu1021.org; Ricardo.lopez@sfgov.org; Basconillo, Katherine (PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; kgeneral@ifpte21.org; amakayan@ifpte21.org; camaguey@sfmea.com (contact); staff@sfmea.com; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Choi, Suzanne (HRD); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 43868 - 17/18
Follow Up Flag: Follow up
Flag Status: Completed

RECEIPT for Union Notification for PSC 43868 - 17/18 more than \$100k

The HUMAN RESOURCES -- HRD has submitted a request for a Personal Services Contract (PSC) 43868 - 17/18 for \$5,000,000 for Initial Request services for the period 11/01/2017 – 10/31/2021. 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/10264> 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)

From: XiuMin Li <XiuMin.Li@seiu1021.org>
Sent: Thursday, November 09, 2017 11:16 AM
To: Choi, Suzanne (HRD); Emma Gerould; David Canham
Cc: DHR-PSCCoordinator, DHR (HRD); Ikeda, Chanda (HRD); Ben Sizemore
Subject: RE: Wavier Request: PSC # 43868 - 17/18

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Suzanne,
The Union is okay with waiving 60 days for this PSC for this duration.

Cheers,

Xiu Min Li
Field Supervisor

SEIU 1021 SF Office
350 Rhode Island, South Building Suite 100
San Francisco, CA 94103

Phone: 415-848-3686
Fax: 415-431-6241

Member Resource Center (MRC): 1-877-687-1021
For updates on what's happening with the union, visit us at <http://www.seiu1021.org/>

From: Choi, Suzanne (HRD) [mailto:Suzanne.Choi@sfgov.org]
Sent: Thursday, November 09, 2017 7:42 AM
To: XiuMin Li; Emma Gerould; David Canham
Cc: DHR-PSCCoordinator, DHR (HRD); Ikeda, Chanda (HRD)
Subject: RE: Wavier Request: PSC # 43868 - 17/18

Hi XiuMin,

I would like to follow up on the Department of Human Resources (DHR)'s request of a 60-day union notification waiver for PSC 43868-17/18. DHR would like to calendar the PSC, Health Care Coverage Administration Services, for the December 4th, 2017 Civil Service Commission meeting. We need a response from SEIU 1021 Misc. by November 10, 2017 to make the submittal deadline.

Thank you for your consideration.

Sincerely,



Connecting People with Purpose

Suzanne Choi, Citywide PSC Coordinator
Department of Human Resources
One South Van Ness Ave., 4th Floor
San Francisco, CA 94103
Phone: (415) 557-4886
Website: www.sfdhr.org

Note: For all inquiries/correspondences regarding Personal Services Contracts (PSCs) please send requests directly to DHR-PSCCoordinator@sfgov.org for record keeping and review processing. Please do not send them to my email address because it may be overlooked. Thank you

From: Choi, Suzanne (HRD)
Sent: Tuesday, November 07, 2017 10:56 AM
To: 'XiuMin Li'; Emma Gerould; 'david.canham@seiu1021.org'
Cc: DHR-PSCCoordinator, DHR (HRD)
Subject: Wavier Request: PSC # 43868 - 17/18

Hi XiuMin,

We are seeking a waiver now, because we are almost ready to execute the contract with SF Health Plan. The same scope of work was approved on 6/20/2016 through 41645-15/16 (SEIU 1021 granted a waiver for 41645-15/16) however DHR was unable to execute the contract within a year. Therefore, DHR is requesting an approval again from the Commissioners under PSC 43868-17/18.

This service is necessary and urgent as it provides important health coverage to temporary, exempt as-needed employees of City and County of San Francisco. A third party administrator is necessary to provide health benefit services per Ordinance 176-07.

Link to 43868-17/18: <http://apps.sfgov.org/dhrdrupal/node/10264>

Thank you for your consideration,



Connecting People with Purpose

Suzanne Choi, Citywide PSC Coordinator
Department of Human Resources
One South Van Ness Ave., 4th Floor
San Francisco, CA 94103
Phone: (415) 557-4886
Website: www.sfdhr.org

Note: For all inquiries/correspondences regarding Personal Services Contracts (PSCs) please send requests directly to DHR-PSCCoordinator@sfgov.org for record keeping and review processing. Please do not send them to my email address because it may be overlooked. Thank you

From: XiuMin Li [<mailto:XiuMin.Li@seiu1021.org>]
Sent: Friday, November 03, 2017 4:30 PM

To: Choi, Suzanne (HRD); Emma Gerould; David Canham
Cc: DHR-PSCCoordinator, DHR (HRD); Ikeda, Chanda (HRD)
Subject: RE: Wavier Request: PSC # 43868 - 17/18

Hi Suzanne,
And why are you seeking a waiver?

Xiu Min Li
Field Supervisor

SEIU 1021 SF Office
350 Rhode Island, South Building Suite 100
San Francisco, CA 94103

Phone: 415-848-3686
Fax: 415-431-6241

Member Resource Center (MRC): 1-877-687-1021
For updates on what's happening with the union, visit us at <http://www.seiu1021.org/>

From: Choi, Suzanne (HRD) [<mailto:Suzanne.Choi@sfgov.org>]
Sent: Friday, November 03, 2017 10:56 AM
To: XiuMin Li; Emma Gerould; David Canham
Cc: DHR-PSCCoordinator, DHR (HRD); Ikeda, Chanda (HRD)
Subject: Wavier Request: PSC # 43868 - 17/18

Good Afternoon,

The purpose of this email is to request a 60 day advanced union notice waiver for PSC 43868-17/18. The Department of Human Resources (DHR) would like to calendar PSC 43868-17/18, Health Care Coverage Administration Services, for the December 4th, 2017 Civil Service Commission meeting.

In 2007, DHR and SEIU agreed, designed, and implemented a health benefits program for certain as-needed employees who were not eligible to enroll in the City's Health Service System (see the attached pdf entitled, "Healthy Workers Ordinance"). San Francisco Health Plan currently administers the "Healthy Workers" program and DHR wishes to execute a new agreement to continue their services.

Please see the attached PSCs for specific information regarding the Healthy Workers program. Civil Service classes are not applicable because most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health. City Service classes in the Health Service System (HSS) cannot administer the healthcare plan because the plan covers employees who are not eligible to become members of HSS.

Let me know if you need any further information. Thank you for considering to waive the 60-day notice for PSC 43868-17/18.

Sincerely,



Connecting People with Purpose

Suzanne Choi, Citywide PSC Coordinator
Department of Human Resources
One South Van Ness Ave., 4th Floor
San Francisco, CA 94103
Phone: (415) 557-4886
Website: www.sfdhr.org

Note: For all inquiries/correspondences regarding Personal Services Contracts (PSCs) please send requests directly to DHR-PSCCoordinator@sfgov.org for record keeping and review processing. Please do not send them to my email address because it may be overlooked. Thank you

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

From: dhr-psccordinator@sfgov.org [<mailto:dhr-psccordinator@sfgov.org>] On Behalf Of chanda.ikeda@sfgov.org
Sent: Thursday, October 26, 2017 3:45 PM
To: Ikeda, Chanda (HRD); thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; peter.masiak@seiu1021.org; 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; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; kgeneral@ifpte21.org; amakayan@ifpte21.org; camaguey@sfmea.com (contact); staff@sfmea.com; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Choi, Suzanne (HRD); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 43868 - 17/18

RECEIPT for Union Notification for PSC 43868 - 17/18 more than \$100k

The HUMAN RESOURCES -- HRD has submitted a request for a Personal Services Contract (PSC) 43868 - 17/18 for \$5,000,000 for Initial Request services for the period 11/01/2017 – 10/31/2021. 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/10264> 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)

FILE NO. 070926

ORDINANCE NO. **176-07**

1 [Designating a sole source contractor to provide healthcare coverage to certain eligible
2 temporary exempt as-needed SEIU City employees.]

3 Ordinance authorizing Department of Human Resources to execute a contract with the
4 San Francisco Health Plan to administer healthcare coverage to certain eligible
5 temporary exempt as-needed City employees who are members of SEIU locals 535, 790
6 and UHW; and granting a waiver to the competitive procurement requirements of San
7 Francisco Administrative Code Chapter 21.
8

9 Note: Additions are single-underline italics Times New Roman;
10 deletions are ~~strike-through italics Times New Roman~~.
11 Board amendment additions are double underlined.
12 Board amendment deletions are ~~strike-through normal~~.

13 Be it ordained by the People of the City and County of San Francisco:

14 Section 1. FINDINGS. The Board of Supervisors hereby finds and declares that:

15 (1) Administrative Code section 16.4700 and Charter Appendix A8.420365-2 exclude
16 from membership in the City's Health Services System temporary exempt as-needed
17 employees who have not worked 1040 hours in a consecutive 12-month period.

18 (2) The City and SEIU Locals UHW, 535 and 790 agreed in their current collective
19 bargaining agreement ("CBA") to design and implement a health benefits program for certain
20 "as-needed" employees in the bargaining unit not eligible to enroll in the City's Health
21 Services System.

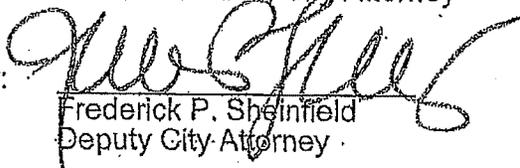
22 (3) The CBA established an "As-needed Health Benefits Committee" ("Committee")
23 made up of six City representatives and six SEIU rank and file representatives. The CBA
24 directed the Committee to exercise all reasonable efforts to begin providing benefits to eligible
25 employees by April 1, 2007. The Committee began meeting in August 2006.

1 (9) The Committee determined that the San Francisco Health Plan's Healthy Workers
2 Program presented the best choice for insuring eligible temporary exempt City employees at
3 the earliest date possible (August 1, 2007). The Committee made its conclusion based on the
4 cost and comprehensiveness of coverage and the existence of an already functioning
5 infrastructure.

6 Section 2. The Acting Executive Director of the Department of Human Resources is
7 hereby authorized to execute a contract with the San Francisco Health Plan, subject to
8 approval by the Civil Service Commission. Copies of the contract are on file with the Clerk of
9 the Board of Supervisors in File No. 070926.

10 Section 3. WAIVERS. For the purpose of this contract, the Board of Supervisors finds
11 that it is reasonable and in the public interest to waive the competitive procurement
12 requirements of the San Francisco Administrative Code Chapter 21 and hereby does so.

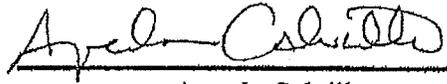
13 APPROVED AS TO FORM:
14 DENNIS J. HERRERA, City Attorney

15 By: 

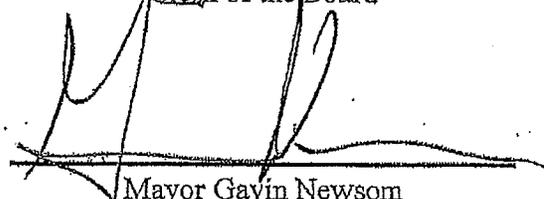
16 Frederick P. Sheinfeld
17 Deputy City Attorney

File No. 070926

I hereby certify that the foregoing Ordinance
was **FINALLY PASSED** on July 31, 2007 by
the Board of Supervisors of the City and
County of San Francisco.



Angela Calvillo
Clerk of the Board



Mayor Gavin Newsom

7/31/07

Date Approved

FILE NO. 070926

ORDINANCE NO. 176-07

1 [Designating a sole source contractor to provide healthcare coverage to certain eligible
2 temporary exempt as-needed SEIU City employees.]

3 Ordinance authorizing Department of Human Resources to execute a contract with the
4 San Francisco Health Plan to administer healthcare coverage to certain eligible
5 temporary exempt as-needed City employees who are members of SEIU locals 535, 790
6 and UHW; and granting a waiver to the competitive procurement requirements of San
7 Francisco Administrative Code Chapter 21.

8 Note: Additions are single underline italics Times New Roman;
9 deletions are ~~strike through italics Times New Roman~~.
10 Board amendment additions are double underlined.
11 Board amendment deletions are ~~strike through normal~~.

12 Be it ordained by the People of the City and County of San Francisco:

13 Section 1. FINDINGS. The Board of Supervisors hereby finds and declares that:

14 (1) Administrative Code section 16.4700 and Charter Appendix A8.420365-2 exclude
15 from membership in the City's Health Services System temporary exempt as-needed
16 employees who have not worked 1040 hours in a consecutive 12-month period.

17 (2) The City and SEIU Locals UHW, 535 and 790 agreed in their current collective
18 bargaining agreement ("CBA") to design and implement a health benefits program for certain
19 "as-needed" employees in the bargaining unit not eligible to enroll in the City's Health
20 Services System.

21 (3) The CBA established an "As-needed Health Benefits Committee" ("Committee")
22 made up of six City representatives and six SEIU rank and file representatives. The CBA
23 directed the Committee to exercise all reasonable efforts to begin providing benefits to eligible
24 employees by April 1, 2007. The Committee began meeting in August 2006.
25

1 (4) The CBA allocated funds for the health benefits program as follows: \$500,000 in
2 FY 06-07; \$2,000,000 in FY 07-08 and \$2,000,000 in 08-09.

3 (5) The Committee reviewed various health plan options, determined eligibility criteria
4 and crafted policies and procedures for eligibility and enrollment. The Committee selected the
5 Healthy Workers Program administered by the San Francisco Community Health Authority,
6 doing business as the San Francisco Health Plan to provide health coverage. The Healthy
7 Workers Program provides preventive care, hospitalization, vision services, emergency care,
8 prescription drugs, and more. With the exception of vision services and some emergency
9 care, all health services will be provided through the San Francisco Department of Public
10 Health's own hospital, clinics and pharmacies.

11 (6) The San Francisco Health Plan is a non-profit public entity separate from the City.
12 The City created it in 1994 to provide services in a managed care system for people who
13 qualified for Medi-Cal. Since its creation, the San Francisco Health Plan has expanded the
14 services it provides to the City and County of San Francisco. In 1999, the San Francisco
15 Health Plan created the Healthy Workers Program to cover In-Home Supportive Services
16 ("IHSS") workers, who are jointly employed by their clients and State and county departments.
17 The San Francisco Health Plan also is San Francisco's community provider for the Healthy
18 Families and Healthy Kids/Young Adults Programs.

19 (7) Administrative Code section 21.1 requires that City contracts, with some
20 exceptions, be procured through competitive solicitation.

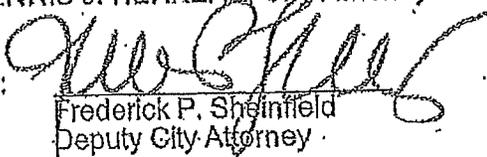
21 (8) The Committee did not engage in the competitive solicitation process. However, it
22 did review several benefit plans, including those available through the City's Health Service
23 System.

1 (9) The Committee determined that the San Francisco Health Plan's Healthy Workers
2 Program presented the best choice for insuring eligible temporary exempt City employees at
3 the earliest date possible (August 1, 2007). The Committee made its conclusion based on the
4 cost and comprehensiveness of coverage and the existence of an already functioning
5 infrastructure.

6 Section 2. The Acting Executive Director of the Department of Human Resources is
7 hereby authorized to execute a contract with the San Francisco Health Plan, subject to
8 approval by the Civil Service Commission. Copies of the contract are on file with the Clerk of
9 the Board of Supervisors in File No. 070926.

10 Section 3. WAIVERS. For the purpose of this contract, the Board of Supervisors finds
11 that it is reasonable and in the public interest to waive the competitive procurement
12 requirements of the San Francisco Administrative Code Chapter 21 and hereby does so.

13 APPROVED AS TO FORM:
14 DENNIS J. HERRERA, City Attorney

15 By: 

16 Frederick P. Sheinfeld
17 Deputy City Attorney



City and County of San Francisco

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

Tails
Ordinance

File Number: 070926

Date Passed:

Ordinance authorizing the Department of Human Resources to execute a contract with the San Francisco Health Plan to administer healthcare coverage to certain eligible temporary exempt as-needed City employees who are members of SEIU locals 636, 790 and UHW; and granting a waiver to the competitive procurement requirements of San Francisco Administrative Code Chapter 21.

July 24, 2007 Board of Supervisors — PASSED ON FIRST READING

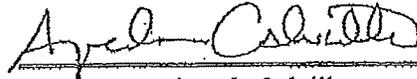
Ayes: 10 - Alioto-Pier, Ammiano, Daly, Dufty, Elsbernd, Jew, Maxwell,
Mirkarimi, Peskin, Sandoval
Absent: 1 - McGoldrick

July 31, 2007 Board of Supervisors — FINALLY PASSED

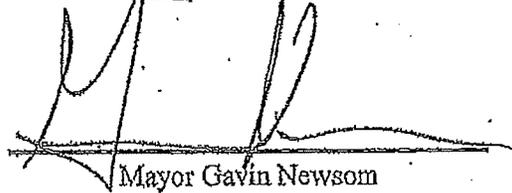
Ayes: 11 - Alioto-Pier, Ammiano, Daly, Dufty, Elsbernd, Jew, Maxwell,
McGoldrick, Mirkarimi, Peskin, Sandoval

File No. 070926

I hereby certify that the foregoing Ordinance
was FINALLY PASSED on July 31, 2007 by
the Board of Supervisors of the City and
County of San Francisco.



Angela Calvillo
Clerk of the Board



Mayor Gavin Newsom

7/31/07

Date Approved

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES -- HRDDept. Code: HRDType of Request: Initial Modification of an existing PSC (PSC # _____)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Health Care Coverage Administration ServicesFunding Source: MOU ReservePSC Duration: 4 yearsPSC Amount: \$5,000,000**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Third party administration for Healthy Workers, a health insurance program. Healthy Workers members have access to medical services through Community Health Network. Medical services include: doctor visits, vision care, hospital and emergency room care, and mental health services.

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

The program currently provides health coverage to temporary, exempt as-needed employees of the City and County of San Francisco. A third party administrator is necessary to provide health benefit services per Ordinance 176-07. Denial of this PSC will prevent the City from meeting its obligation to provide healthcare benefits.

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#4185-06/07 was approved by the Civil Service Commission on 7/16/2012.

D. Will the contract(s) be renewed?

The contract may 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):**

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:

HSS employees cannot perform the services because the plan covers employees who are not eligible to become members of HSS.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Healthcare plan administration, including information technology for membership data, marketing and communication skills, customer service, financial

administration, and coordination of benefits. Healthcare service delivery, including general medical, pharmaceutical, behavioral health services, etc.

- B. Which, if any, civil service class(es) normally perform(s) this work? 1052, IS Business Analyst; 1054, IS Business Analyst-Principal; 1064, IS Prg Analyst-Principal; 1093, IT Operations Support Admn III; 1209, Benefits Technician; 1210, Benefits Analyst; 1404, Clerk; 1406, Senior Clerk; 1632, Senior Account Clerk; 1634, Principal Account Clerk; 1652, Accountant II; 1654, Accountant III; 1802, Research Assistant; 1813, Senior Benefits Analyst; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1827, Administrative Services Mgr; 1842, Management Assistant; 2593, Health Program Coordinator 3; 2594, Employee Assistance Counselor; 2595, Sr Employee Asst Counselor; 2820, Senior Health Program Planner; 2822, Health Educator; 0923, Manager II; 0931, Manager III; 0953, Dep Dir III; 0963, Dept Head III;
- 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?

Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health.

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

- A. Explain why civil service classes are not applicable.
Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health. Civil Service Classes in the Health Service System (HSS) cannot administer the healthcare plan because the plan covers employees who are not eligible to become members of HSS.
- 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 be practical to adopt a new civil service class because civil service classes already exist and perform most of 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.
No. Training will not be provided because there is no transfer of knowledge.
- C. Are there legal mandates requiring the use of contractual services?
Yes. Ordinance #176-07
- 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. San Francisco Health Plan

7. **Union Notification:** On 05/03/2016, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21; Municipal Executive Association; 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: Brent Lewis Phone: 557-4944 Email: brent.lewis@sfgov.org

Address: 1 South Van Ness Avenue, 4th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41645 - 15/16

DHR Analysis/Recommendation:

action date: 06/20/2016

Commission Approval Required

Approved by Civil Service Commission

06/20/2016 DHR Approved for 06/20/2016

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: Hetchy Capital Improvement Projects As-Needed Construction Management Services (PRO.0097)

Funding Source: HH 10-Year CapPlan – Water/Power Rev Bond PSC Duration: 4 years 52 weeks

PSC Amount: \$11,000,000

1. Description of Work

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

The proposed work is to provide As-Needed Construction Management Services to augment City construction management staff as necessary. These services may include, but are not limited to, construction contract management, construction inspection, project controls, environmental inspection, environmental monitoring, supplier quality surveillance, special laboratory testing, start-up & testing assistance, commissioning, surveying, construction safety inspection and document control.

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

These services are necessary to upgrade and improve critical upcountry aging infrastructure. If this contract is not approved, necessary improvements to the City's water and power systems may be delayed or cancelled, causing the systems to be at increased risk of safety, regulatory noncompliance, as well as operations failure.

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 have been provided previously through CS-141 (PSC 4072-10/11) Construction Inspection of HHWP and CS-296 (PSC 4099-12/13) HSIP Professional and Engineering Support Services. CS-141 had expired and was closed. CS-296 is on-going but will expire on June 30, 2018.

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).

B. Explain the qualifying circumstances:

This is a City-led program, and as such we will be using civil services classes whenever possible, including construction managers, resident engineers, construction inspectors, and other construction management staff to oversee the contractors' work. The City currently lacks available resources to manage the amount of work needed. To some degree, the current civil service classes have limited experience and knowledge in construction management support services for hydropower and high voltage facilities, such as powerhouses, dams, penstocks, reservoirs, high voltage transmission lines, substation/switchyard, and tunnels. This contract is necessary to augment staff in order to accommodate for the peak workloads during these relatively short term capital projects requiring diverse skills, experience and expertise. It would not be practical to adopt new civil services classes since these projects require resources to provide support during short limited duration capital projects, and to augment staff during peaks in workload in the short term. The additional staff will not be necessary afterwards. Nevertheless, and to the every extent possible, City staff, such as construction manager, resident engineers, construction inspectors, and construction management staff, will be utilized.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: This contract requires specialized expertise to assist SFPUC Construction Management Bureau to provide construction management services for approximately \$300 Million capital improvement projects in 10 years. The work includes highly specialized work in power houses, dams, penstocks, reservoirs, high voltage transmission lines, substations/switchyards, large diameter pipelines and tunnels.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1446, Secretary 2; 5203, Asst Engr; 5207, Assoc Engineer; 5211, Eng/Arch/Landscape Arch Sr; 5212, Engineer/Architect Principal; 5241, Engineer; 5602, Utility Specialist; 6318, Construction Inspector; 6319, Senior Const Inspector;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor's construction management staff will required personal protective equipment (PPE), specialized inspection equipment and vehicles.

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

SFPUC Construction Management Bureau has reviewed staffing plan and confirmed that the current resources are insufficient to fulfill all the necessary construction management positions to meet the anticipated workload. In addition, there is lack of resources to provide specialized construction inspection for work in powerhouses, dams, penstocks, reservoirs, high voltage transmission lines, substations/switchyards, large diameter pipelines and tunnels.

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

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

This is a City-led program, and as such we will be using civil services classes whenever possible, including construction managers, resident engineers, construction inspectors, and other construction management staff to oversee the contractors' work. The City currently lacks available resources to manage the amount of work needed. To some degree, the current civil service classes have limited experience and knowledge in construction management support services for hydropower and high voltage facilities, such as powerhouses, dams, penstocks, reservoirs, high voltage transmission lines, substation/switchyard, and tunnels. This contract is necessary to augment staff in order to accommodate for the peak workloads during these relatively short term capital projects requiring diverse skills, experience and expertise.

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 new civil services classes since these projects require resources to provide support during short limited duration capital projects, and to augment staff during peaks in workload in the short term. The additional staff will not be necessary afterwards. Nevertheless, and to the every extent possible, City staff, such as construction manager, resident engineers, construction inspectors, and construction management staff, will be utilized.

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. Yes. An estimate of 100 man-hours in safety, environmental and specialized training will be provided to 5-10 Engineers & Construction Inspectors.
- 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. Potentially yes. The PSC will be solicited through an open competitive bid process which allows the contractors who have current personal service contracts with the SFPUC to bid on the RFP. The evaluation will be based on the proposers' technical qualifications, experience, and cost. The lowest responsive and responsible bids will be selected for award of the contracts.

7. Union Notification: On 09/21/2017, 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; SEIU 1021 Miscellaneous; 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: 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# 42060 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 12/18/2017

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of SJackson@sfgwater.org
Sent: Thursday, September 21, 2017 10:13 AM
To: Jackson, Shamica (PUC); thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; peter.masiak@seiu1021.org; Ricardo.lopez@sfgov.org; Basconillo, Katherine (PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; kgeneral@ifpte21.org; amakayan@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Irwin, William (PUC); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 42060 - 17/18

RECEIPT for Union Notification for PSC 42060 - 17/18 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 42060 - 17/18 for \$11,000,000 for Initial Request services for the period 02/01/2018 – 01/30/2023. 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/10114> 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 COMMISSION

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # 4099 - 12/13)

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

Type of Service: HSIP Program Management Support Services (CS-296)

Funding Source: Water & Power Revenue bonds

PSC Original Approved Amount: \$25,000,000

PSC Original Approved Duration: 07/08/13 - 12/31/18 (5 years 25 weeks)

PSC Mod#1 Amount: \$5,000,000

PSC Mod#1 Duration: no duration added

PSC Cumulative Amount Proposed: \$30,000,000

PSC Cumulative Duration Proposed: 5 years 25 weeks

1. Description of Work

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

Provide specialized expertise for the Hetchy System Improvement Program to assist in the areas of: facilities integration, start-up & commissioning, cost and schedule, risk management, engineering planning, design, and support during construction, construction management, construction support from planning to commissioning, project & program management services.

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

The SFPUC is seeking to obtain the services of a firm that has completed multi-million dollar capital improvements on capital improvement construction programs. This City-led Program is located in a remote area of the system and the City needs the services of an experienced program management firm to provide resident technical and managerial expertise and staff augmentation at Moccasin, CA. If the contract is denied, critical improvements to the City's water & power system will be delayed causing increased risk that the system will be out of regulatory compliance and suffer operations failure.

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 vial PSC No. 4099 - 12/13.

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:

These Hetchy System Improvement Program (HSIP) related services are needed for more than 5 years since the HSIP project will last more than 5 years.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

The services are only needed for the duration of the capital project, which occurs about every 50 years.

B. Reason for the request for modification:

To align the PSC amount with the value of the total contract value of the Agreements executed under this PSC.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Skills necessary to assist management of a \$600-\$700 Million water & power system capital improvement program implementation experience, programmatic scheduling and estimating, risk management, facilities needs integration within the program, systems integration, staff training, water & power design & construction management support.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5203, Asst Engr; 5207, Assoc Engineer; 5211, Eng/Arch/Landscape Arch Sr; 5212, Engineer/Architect Principal; 5241, Engineer; 6318, Construction Inspector;
- 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.
Civil Service Classifications are applicable. But the City does not routinely develop multi-million dollar capital improvement programs for the Hetchy water and power system. This work happens about every 50 years. Therefore we would only need these services during the capital projects program.
- 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 program will only require resources to provide support during the capital projects after the program concludes this staff will no longer 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.

Contractor will provide 500 hours of Technical training to five engineers.

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.

CH2M HILL (CS-296B), M W H AMERICAS (CS-296D)

7. **Union Notification:** On 07/28/16, the Department notified the following employee organizations of this PSC/RFP request:

Professional & Tech Engrs, Local 21; 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: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfwater.org

Address: 525 Golden Gate Ave, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4099 - 12/13

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 08/11/2016



San Francisco
Water Power Sewer
 Services of the San Francisco Public Utilities Commission

525 Golden Gate Avenue, 8th Floor
 San Francisco, CA 94102
 T 415.554.3155
 F 415.554.3161
 TTY 415.554.3488

DATE: January 3, 2013
 TO: Leorah Dang, DHR-PSC Coordinator
 Department of Human Resources (Dept. 33)
 FROM: Shamica Jackson, PSC Coordinator *Shamica Jackson*
 David E. Scott, Contract Analyst
 San Francisco Public Utilities Commission (Dept. # 40)
 RE: Request for Administrative Approval of PSC Modification (less than 50%)

PSC No: 4072-10/11 Approval Date: February 7, 2011

Description of Service(s): SFPUC has determined a need for construction inspection services during construction of Hetch Hetchy Water and Power (HHWP) hydro-generation and power facilities. Facilities have passed their life expectancy by 15-25 years and need to be replaced.

Contractor will provide construction management services and must have specialized experience in hydro-generation and power facilities projects. Inspectors must meet the requirements of a "qualified person" (per either the 2010 edition of NFPA 70E®, Electrical Safety in the Workplace® or the 2008 edition of NFPA 70®, National Electrical Code®). Must have familiarity with installation/retrofit of governors, exciters, generator rewinds, and breakers. (CS-141)

Original Approved Amount:	<u>7,500,000</u>	Original Approved Duration:	<u>02/07/2011 to 12/31/2018</u>
Modification Amount:	<u>800,000</u>	Modification of Duration:	<u>None</u>
Total Amount as Modified:	<u>8,300,000</u>	Total Duration as Modified:	<u>02/07/2011 to 12/31/2018</u>

Reason for the modification:

Additional funding is being requested to assure continuity of capital improvement project support services into the 3rd quarter of 2013, when the performance of these services are planned to be transitioned to City staff and other contracts.

Attachments: Notice of Action from the February 7, 2011 CSC meeting.

- Edwin M. Lee
Mayor
- Art Torres
President
- Vince Courtney
Vice President
- Ann Moller Caen
Commissioner
- Francesca Viator
Commissioner
- Auson Moran
Commissioner
- Harlan L. Kelly, Jr.
General Manager

FOR DEPARTMENT OF HUMAN RESOURCES USE

DHR ACTION: Approved

Approval Date: 1/11/2013

By: *M*
 Micki Callahan, Human Resources Director

ja



PERSONAL SERVICES CONTRACT SUMMARY

DATE: 11/22/2010
01/12/2011 (revised to DHR)

DEPARTMENT NAME: San Francisco Public Utilities Commission DEPARTMENT NUMBER 40

TYPE OF APPROVAL: [] EXPEDITED [x] REGULAR (OMIT POSTING _____)
[] CONTINUING [] ANNUAL

TYPE OF REQUEST: [x] INITIAL REQUEST [] MODIFICATION (PSC# _____)

TYPE OF SERVICE: Construction inspection services for hydro-generation and power facilities (CS-141)

FUNDING SOURCE: Hetch Hetchy Water Power Repair & Replacement Fund

PSC AMOUNT: \$7,500,000 PSC DURATION: 02/07/2011 to 12/31/2018

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Provide construction inspection services during construction for HHWP for hydro-generation and power facilities designed under contract CS-140.

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

Facilities have passed their life expectancy by 15-25 years and need to be replaced. Adequate coverage by inspectors is required during construction. Consequence of failure is no generation and reduced power revenues and possibly power purchases to support Municipal Load.

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):

This service has been provided by PSC 4125-07/08 (CS-923).

D. Will the contract(s) be renewed: Yes.

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

L21

Shamica Jackson

11/23/2010

01/12/2011(revised to DHR)

Union Name

Signature of person mailing/faxing form

Date

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4072-10/11

JAN 12 2011

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Inspectors must meet the requirements of a "qualified person" (per either the 2010 edition of NFPA 70E®, Electrical Safety in the Workplace® or the 2008 edition of NFPA 70®, National Electrical Code®). Must have familiarity with installation/retrofit of governors, exciters, generator rewinds, and breakers.

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

HHWP uses 6318, 5207 and 5241's for this type of work. HHWP's current workload requires 1 to 4 inspectors per project and HHWP has multiple projects being performed. This contract will be used to supplement HHWP, Infrastructure and DPW forces when they are insufficient. This workload will dramatically decrease within five years.

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 positions are applicable but qualified, experience people are in demand and we have not been able to attract given current compensation and benefit packages.

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

Yes. Electrical engineers with an expertise in high voltage power. HHWP will have this need into the future.

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

Yes	No
-----	----

A. Will the contractor directly supervise City and County employees?

<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	-------------------------------------

B. Will the contractor train City and County employees?

<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	-------------------------------------

- Describe the 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?

<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 personal services 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:

Shamica Jackson

Signature of Departmental Personal Services Contract Coordinator

Shamica Jackson

415-554-0727

Print or Type Name

Telephone Number

1155 Market Street, 9th Floor
San Francisco, CA 94103

Address

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: Mountain Tunnel Improvements Project Construction Management Services(PRO.0096)

Funding Source: HH 10-Year CapPlan -- Water/Power Rev Bond

PSC Amount: \$26,000,000

PSC Est. Start Date: 06/01/2018

PSC Est. End Date 07/01/2025

1. Description of Work

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

Construction management services for the 2018 Shutdown and Interim Repairs and 2020-2025 Mountain Tunnel Improvements Project. Services include, but are not limited to, const. contract management, tunnel inspection, civil/environmental inspection, lab testing, start-up & testing assistance, commissioning, construction safety inspection and document control. The inspection include concrete tunnel lining repairs, shotcreting, contact grouting, invert repairs and smoothing, tunnel dewatering and treatment systems, large valve installations, concrete structures, roadways and site improvements.

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

These services are necessary to provide specialized expertise and experience in tunnel inspection and the construction management of tunnel related construction work. The work will primarily take place during winter outages of the Mountain Tunnel creating a peak demand for construction management services. The project objective is to rehabilitate the Mountain Tunnel and extend the service life of this critical facility for 100 years. If this contract is not approved, the improvements will be delayed or cancelled, and the project objective will not be achieved. The Mountain Tunnel will be at increased risk of continued deterioration which will impact water flow and water quality.

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 have been provided previously through CS-247A for two Mountain Tunnel projects: the 2017 Inspection and Interim Repairs, and the Access & Adit Improvements, both completed in 2017. CS-247A will be completed and closed out by January 2018.

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.

The Mountain Tunnel Project construction is anticipated for 8 years, including: 1. The 2018 Shutdown & Interim Repairs with construction May 2018 to June 2019. 2. The 2020-2025 Mountain Tunnel Improvements with const. April 2020 to June 2025. The desire is to have the same tunnel experienced CM team manage and inspect all three contracts.

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:

These services are necessary to provide specialized expertise and experience in tunnel inspection and the construction management of tunnel related construction work. The work will primarily take place during winter outages of the Mountain Tunnel creating a peak demand for construction management services. The project objective is to rehabilitate the Mountain Tunnel and extend the service life of this critical facility for 100 years. If this contract is not approved, the improvements will be delayed or cancelled, and the project objective will not be achieved. The Mountain Tunnel will be at increased risk of continued deterioration which will impact water flow and water quality. This contract requires specialized expertise to assist SFPUC Construction Management Bureau to provide construction management services for the three construction contracts. The work includes highly specialized inspections of tunnel construction, rehabilitation repairs, in-tunnel shotcreting, tunnel safety orders, dewatering systems, and construction practices. The work also involves working underground in a 12-mile section of the tunnel at a remote location, and coverage during night shifts and weekend work particularly during the winter season shutdowns of the tunnel in order to complete work inside the tunnel. This is a City-led program, and as such we will be using civil services classes whenever possible to oversee the contractors' work. However, the current civil service classes have limited specialized knowledge and experience regarding the construction management support services for tunnels. In addition, the City currently lacks available resources to perform the amount of work needed. This contract is necessary to augment staff in order to accommodate the diverse skills, experience, expertise required over a relatively short term.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: This contract requires specialized expertise to assist SFPUC Construction Management Bureau to provide construction management services for the three construction contracts. The work includes highly specialized inspections of tunnel construction, rehabilitation repairs, in-tunnel shotcreting, tunnel safety orders, dewatering systems, and construction practices. The work also involves working underground in a 12-mile section of the tunnel at a remote location, and coverage during night shifts and weekend work particularly during the winter season shutdowns of the tunnel in order to complete work inside the tunnel.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1446, Secretary 2; 5203, Asst Engr; 5207, Assoc Engineer; 5211, Eng/Arch/Landscape Arch Sr; 5212, Engineer/Architect Principal; 5241, Engineer; 5602, Utility Specialist; 6318, Construction Inspector; 6319, Senior Const Inspector;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor's construction management staff will require: personal protective equipment (PPE) appropriate for working in a tunnel, specialized inspection and survey equipment and vehicles.

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

SFPUC Construction Management Bureau has reviewed staffing plan and confirmed that the current resources are insufficient to fulfill all the necessary const. mgmt. positions to meet the anticipated winter peak const. workload. In addition, there is lack of resources to provide specialized const. inspection expertise for work inside the tunnel. Since these services are needed to handle work during a winter peak in construction, hiring long term City employees without an anticipated full time long duration need is not a viable option.

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

- A. Explain why civil service classes are not applicable.
- This is a City-led program, and as such we will be using civil services classes whenever possible to oversee the contractors' work. However, the current civil service classes have limited specialized knowledge and experience regarding the construction management support services for tunnels. In addition, the City currently lacks available resources to perform the amount of work needed. This contract is necessary to augment staff in order to accommodate the diverse skills, experience, expertise required over a relatively short term.

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 services class because these projects only require resources to provide support during the duration of the capital project. The additional staff will no longer be necessary afterwards. Nevertheless, and to the extent possible, City staff will be utilized for as many positions as City staff are qualified and available to fill, such as resident engineers, office engineers, inspectors and document control specialist.

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. Yes. An estimate of 100 man-hours in safety, environmental and specialized training will be provided to 2-5 Engineers & Construction Inspectors, mainly through orientation sessions, safety tail-gates, and on-the-job work experience training and Q and A discussions.
- 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. Potentially yes. The PSC will be solicited through an open competitive bid process which allows the contractors who have a current personal service contracts with the SFPUC, and others who do not, to bid on the RFP. The evaluation will be based on proposers' technical qualifications, experience, and cost. The lowest responsive and responsible bids will be selected for award of the contracts.

7. Union Notification: On 09/21/2017, 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; SEIU 1021 Miscellaneous; 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: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfgwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49327 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 12/18/2017

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of SJackson@sfgwater.org
Sent: Thursday, September 21, 2017 10:10 AM
To: Jackson, Shamica (PUC); thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; peter.masiak@seiu1021.org; 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; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; kgeneral@ifpte21.org; amakayan@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Irwin, William (PUC); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 49327 - 17/18

RECEIPT for Union Notification for PSC 49327 - 17/18 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 49327 - 17/18 for \$26,000,000 for Initial Request services for the period 06/01/2018 – 07/01/2025. 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/10113> 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 COMMISSION

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # 4099 - 12/13)

Type of Approval:

Expedited Regular Annual Continuing (Omit Posting)

Type of Service: HSIP Program Management Support Services (CS-296)

Funding Source: Water & Power Revenue bonds

PSC Original Approved Amount: \$25,000,000

PSC Original Approved Duration: 07/08/13 - 12/31/18 (5 years 25 weeks)

PSC Mod#1 Amount: \$5,000,000

PSC Mod#1 Duration: no duration added

PSC Cumulative Amount Proposed: \$30,000,000

PSC Cumulative Duration Proposed: 5 years 25 weeks

1. Description of Work

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

Provide specialized expertise for the Hetchy System Improvement Program to assist in the areas of: facilities integration, start-up & commissioning, cost and schedule, risk management, engineering planning, design, and support during construction, construction management, construction support from planning to commissioning, project & program management services.

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

The SFPUC is seeking to obtain the services of a firm that has completed multi-million dollar capital improvements on capital improvement construction programs. This City-led Program is located in a remote area of the system and the City needs the services of an experienced program management firm to provide resident technical and managerial expertise and staff augmentation at Moccasin, CA. If the contract is denied, critical improvements to the City's water & power system will be delayed causing increased risk that the system will be out of regulatory compliance and suffer operations failure.

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 vial PSC No. 4099 - 12/13.

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:

These Hetchy System Improvement Program (HSIP) related services are needed for more than 5 years since the HSIP project will last more than 5 years.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

The services are only needed for the duration of the capital project, which occurs about every 50 years.

B. Reason for the request for modification:

To align the PSC amount with the value of the total contract value of the Agreements executed under this PSC.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Skills necessary to assist management of a \$600-\$700 Million water & power system capital improvement program implementation experience, programmatic scheduling and estimating, risk management, facilities needs integration within the program, systems integration, staff training, water & power design & construction management support.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5203, Asst Engr; 5207, Assoc Engineer; 5211, Eng/Arch/Landscape Arch Sr; 5212, Engineer/Architect Principal; 5241, Engineer; 6318, Construction Inspector;
- 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.
Civil Service Classifications are applicable. But the City does not routinely develop multi-million dollar capital improvement programs for the Hetchy water and power system. This work happens about every 50 years. Therefore we would only need these services during the capital projects program.
- 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 program will only require resources to provide support during the capital projects after the program concludes this staff will no longer 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 contact? If so, please explain what that will entail; if not, explain why not.

Contractor will provide 500 hours of Technical training to five engineers.

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.

CH2M HILL (CS-296B), M W H AMERICAS (CS-296D)

7. **Union Notification:** On 07/28/16, the Department notified the following employee organizations of this PSC/RFP request:

Professional & Tech Engrs, Local 21; 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: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfwater.org

Address: 525 Golden Gate Ave, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4099 - 12/13

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 08/11/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # 4100-12/13)

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

Type of Service: As-Needed Construction Management Services (CS-297, CS-1013, CS-1069)

Funding Source: CIP Project Revenue Funds

PSC Original Approved Amount: \$12,000,000

PSC Original Approved Duration: 07/01/13 - 06/30/18 (5 years)

PSC Mod#1 Amount: \$4,000,000

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$350,000

PSC Mod#2 Duration: no duration added

PSC Mod#3 Amount: \$400,000

PSC Mod#3 Duration: no duration added

PSC Mod#4 Amount: \$9,250,000

PSC Mod#4 Duration: 07/01/18-12/31/20 (2 years 26 weeks)

PSC Cumulative Amount Proposed: \$26,000,000

PSC Cumulative Duration Proposed: 7 years 26 weeks

1. Description of Work

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

Contract work consists of providing professional construction management-related services for the Water System Improvement Program (WSIP) projects and other operating program needs, including but not limited to: work on the Sewer System Improvement Program (SSIP), Hetchy System Improvement Program (HSIP), Job Order Contracts, Repair & Replacement (Spot Sewer Repair Program and City Distribution Division), Waste Water and Water Supply & Treatment. Work includes: Construction Contract Management; Quality Assurance/Quality Control (QA/QC) Inspection; Cost Control; Environmental Inspection; Test & Start-Up, Supplier Quality Surveillance; Special Laboratory Testing; Surveying; Construction Safety; Partnering, and Administrative & Clerical Support.

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

The San Francisco Public Utilities Commission(SFPUC) currently does not have sufficient personnel to perform work that will be required in the programs and departmental projects listed above. Neither does the SFPUC have the capacity to hire new City Personnel that could meet the timing nor the requirements of limited duration and specialized expertise for the anticipated work efforts. Denial will result in delay to the execution of the projects, unmanaged & uninspected work, and non-compliance to permit requirements.

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 via PSC No. 4100-12/13 (CS-297/ CS-1013/CS-1069).

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:

The San Francisco Public Utilities Commission (SFPUC) is requesting Personal Service Contract (PSC) authority to provide As-Needed Construction Management (CM) Services for the Sewer System Improvement Program Water System Improvement Program, Hetchy System Improvement Program, Emergency Firefighting Water System, Water and Wastewater Repair and Replacement Programs and other water, power, and wastewater capital projects. These services may include, but not be limited to, Construction Contract Management, Quality Control inspection, Quality Assurance Inspection, Green Infrastructure Construction Inspection, Project Controls, Environmental Inspection, Supplier Quality Surveillance, Special Laboratory Testing, Start-Up & Testing Assistance, Surveying, Construction Safety Inspection and Document Control. These services extend beyond five (5) years to provide construction management support through the end of construction.

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 services require specialized expertise on an as-needed basis such as environmental inspection and cost estimation & scheduling and provide construction management support through the end of construction.

B. Reason for the request for modification:

To align the PSC duration and amount with the Contract duration and amount.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Skills & expertise required are directly related to Construction Management work in the areas of: Construction Contract Administration; QA/QC Inspection (General, Warranty & Specialty); Cost Control (Cost Estimation & Scheduling); Environmental Inspection (Environ., Biological & Archaeological); Test & Start-Up; Supplier Quality Surveillance; Special Laboratory Testing; Surveying; Construction Safety (Inspection & review of safety documents); Partnering; and Administrative & Clerical Support.

B. Which, if any, civil service class(es) normally perform(s) this work? 1444, Secretary 1; 1446, Secretary 2; 5201, Junior Engineer; 5203, Asst Engr; 5207, Assoc Engineer; 5216, Chief Surveyor; 5241, Engineer; 5298, Planner 3-Environmental Review; 5304, Materials Testing Aide; 5305, Materials Testing Technician; 5310, Survey Assistant I; 5314, Survey Associate; 5601, Utility Analyst; 5602, Utility Specialist; 6130, Safety Analyst; 6317, Assistant Const Inspector; 6318, Construction Inspector; 6319, Senior Const Inspector;

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 resources listed under Part 3.B are needed to perform work for the various programs listed under Part 1.A, but the level of resources is not a long-term need warranting the hiring of additional permanent Civil Service personnel. Resources with specific skills and expertise will be needed only on a project-by project basis and will span only the duration of a project activity, the project life, or the duration of the As-Needed CM Services Contract.

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 various types of skills and expertise to be included in the As-Needed CM Services Contract are found in the existing Civil Service classes described under Part 3.B. As indicated above, however, the SFPUC will not always have sufficient personnel to perform work nor have the capacity to hire new City personnel that could meet the requirements of timing, limited duration and specialized expertise for the unanticipated work efforts.

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 this contract is on an as-needed basis. The services are specialized and required during peak construction demand. In addition, the contracting services temporarily provides augmentation of existing staff resources.

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.

7. **Union Notification:** On 10/04/16, the Department notified the following employee organizations of this PSC/RFP request:
SEIU Local 1021; SEIU 1021 Miscellaneous; Professional & Tech Engrs, SFAPP; 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@sfgwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4100-12/13

DHR Analysis/Recommendation:

01/09/2017

Commission Approval Required

Approved by Civil Service Commission

01/09/2017 DHR Approved for 01/09/2017

Modification
Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES

Dept. Code: HRD

Type of Request: Initial Modification of an existing PSC (PSC # 30989 - 15/16)

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

Type of Service: Provide Human Resources Assistance to Multiple Departments

Funding Source: General Fund

PSC Original Approved Amount: \$99,000

PSC Original Approved Duration: 09/01/15 - 06/30/16 (43 weeks 2 days)

PSC Mod#1 Amount: no amount added

PSC Mod#1 Duration: 07/01/16-12/31/17 (1 year 26 weeks)

PSC Mod#2 Amount: \$100,000

PSC Mod#2 Duration: 01/01/18-12/31/19 (2 years)

PSC Cumulative Amount Proposed: \$199,000

PSC Cumulative Duration Proposed: 4 years 17 weeks

1. Description of Work

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

Provide human resources assistance to multiple departments including, Human Services Agency (HSA), Public Utilities Commission (PUC), Airport (AIR), Police Department (SFPD), and General Services Agency (GSA). The services include conducting investigative/mediation services, for high level, complex matters that the Department agrees should not be investigated/handled by internal staff.

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

This service is necessary to conduct investigative/mediation services for high level, complex matters. Denial of this service would impair the City's ability to provide investigative/mediation services in a timely manner.

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.
30989-15/16

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:

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

The services include conducting investigative/mediation services, for high level, complex matters that should not be investigated/handled by internal staff.

B. Reason for the request for modification:

To Add Time and Money

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Provide independent analysis; knowledge of City ordinances, Memoranda of Understanding, and applicable laws; investigation experience; and mediation experience.

B. Which, if any, civil service class(es) normally perform(s) this work? 0954, Dep Dir 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?

Not Applicable

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

A. Explain why civil service classes are not applicable.

It is preferred to have a third party conduct investigative/mediation services for high level, complex matters to maintain impartiality, reduce liability, and conflict of interest.

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 City currently maintains classifications of employees who perform generalist work that is similar.

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.

Due to the sensitive nature of the work, there will be no training component.

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 11/07/17, the Department notified the following employee organizations of this PSC/RFP request:

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: Chanda Ikeda Phone: 415-557-4944 Email: chanda.ikeda@sfgov.org

Address: 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30989 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 12/18/2017

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of chanda.ikeda@sfgov.org
Sent: Tuesday, November 07, 2017 9:43 AM
To: Ikeda, Chanda (HRD); camaguey@sfmea.com (contact); staff@sfmea.com; Choi, Suzanne (HRD); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 30989 - 15/16 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The HUMAN RESOURCES -- HRD has submitted a modification request for a Personal Services Contract (PSC) for \$100,000 for services for the period January 1, 2018

– December 31, 2019. 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/8002>

Email sent to the following addresses: staff@sfmea.com camaguey@sfmea.com

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCESDept. Code: HRD

Type of Request: Initial Modification of an existing PSC (PSC # 30989 - 15/16)

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

Type of Service: Provide Human Resources Assistance to Multiple DepartmentsFunding Source: General FundPSC Original Approved Amount: \$99,000PSC Original Approved Duration: 09/01/15 - 06/30/16
(43 weeks 2 days)PSC Mod#1 Amount: no amount addedPSC Mod#1 Duration: 07/01/16-12/31/17 (1 year 26 weeks)PSC Cumulative Amount Proposed: \$99,000PSC Cumulative Duration Proposed: 2 years 17 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Provide human resources assistance to multiple departments including, Human Services Agency (HSA), Public Utilities Commission (PUC), Airport (AIR), Police Department (SFPD), and General Services Agency (GSA). The services include conducting investigative/mediation services, for high level, complex matters that the Department agrees should not be investigated/handled by internal staff.

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

This service is necessary to conduct investigative/mediation services for high level, complex matters. Denial of this service would impair the City's ability to provide investigative/mediation services in a timely manner.

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.
30989-15/16**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:****2. Reason(s) for the Request****A. Display all that apply**

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

Explain the qualifying circumstances:

The services include conducting investigative/mediation services, for high level, complex matters that should not be investigated/handled by internal staff.

B. Reason for the request for modification:

To add duration

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Provide independent analysis; knowledge of City ordinances, Memoranda of Understanding, and applicable laws; investigation experience; and mediation experience.
- B. Which, if any, civil service class(es) normally perform(s) this work? 0954, Dep Dir 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?

Not Applicable

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

- A. Explain why civil service classes are not applicable.
It is preferred to have a third party conduct investigative/mediation services for high level, complex matters to maintain impartiality, reduce liability, and conflict of interest.
- 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 City currently maintains classifications of employees who perform generalist work that is similar.

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.
Due to the sensitive nature of the work, there will be no training component.
- 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 08/25/16, the Department notified the following employee organizations of this PSC/RFP request:

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: Brent Lewis Phone: 557-4944 Email: brent.lewis@sfgov.org

Address: 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30989 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Not Required

Approved by DHR on 09/02/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES -- HRD Dept. Code: HRD

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

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Provide Human Resources Assistance to Multiple Departments

Funding Source: General Fund PSC Duration: 43 weeks 2 days
PSC Amount: \$99,000 PSC Est. Start Date: 09/01/2015 PSC Est. End Date: 06/30/2016

1. Description of Work

A. Scope of Work:

Provide human resources assistance to multiple departments including, Human Services Agency (HSA), Public Utilities Commission (PUC), Airport (AIR), Police Department (SFPD), and General Services Agency (GSA). The services include conducting investigative/mediation services, for high level, complex matters that the Department agrees should not be investigated/handled by internal staff.

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

This service is necessary to conduct investigative/mediation services for high level, complex matters. Denial of this service would impair the City's ability to provide investigative/mediation services in a timely manner.

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.
This service has not been provided in the past.

D. Will the contract(s) be renewed? No.

2. Union Notification: On 07/31/2015, the Department notified the following employee organizations of this PSC/RFP request: Municipal Executive Association,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30989 - 15/16

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 08/10/2015

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Provide independent analysis; knowledge of City ordinances, Memoranda of Understanding, and applicable laws; investigation experience; and mediation experience.

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

0954,

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:

It is preferred to have a third party conduct investigative/mediation services for high level, complex matters to maintain impartiality, reduce liability, and conflict of interest.

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

No, the City currently maintains classifications of employees who perform generalist work that is similar.

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

YES NO

A. Will the contractor directly supervise City and County employee?

B. Will the contractor train City and County employee?
Due to the sensitive nature of the work, there will be no training component

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

D. Are there federal or state grant requirements regarding the use of contractual services?

E. Has a board or commission determined that contracting is the most effective way to provide this service?

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

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

ON 08/10/2015 BY:

Name: Brent Lewis Phone: 557-4944 Email: brent.lewis@sfgov.org

Address: 1 South Van Ness Avenue, 4th Floor San Francisco, CA 94103

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 4131-11/12)

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

Type of Service: Tertiary Care Services for Indigent residents of San Francisco

Funding Source: General Fund

PSC Original Approved Amount: \$12,000,000

PSC Original Approved Duration: 07/01/12 - 06/30/16 (4 years)

PSC Mod#1 Amount: \$6,000,000

PSC Mod#1 Duration: 07/01/16-06/30/18 (2 years)

PSC Mod#2 Amount: \$7,000,000

PSC Mod#2 Duration: 12/01/17-10/31/22 (4 years 17 weeks)

PSC Cumulative Amount Proposed: \$25,000,000

PSC Cumulative Duration Proposed: 10 years 17 weeks

1. Description of Work

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

Subject to the availability of beds and services, Contractor will provide hospital, clinic and other services to medically indigent residents of San Francisco, in Home Support Service patients, and County Jail patients, as well as emergency perfusion services, upon request. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at SFGH.

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

These services are highly specialized and intermittent inpatient and outpatient services not available at SFGH. Without this program, the Department's ability to serve patients will be seriously jeopardized, putting the patients and DPH's accreditation and licensing 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.

Services have been provided in the past through earlier PSC request. See 4131-11/12

D. Will the contract(s) be renewed?

Yes, if the need for those services continues and funding is available.

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:

There is a continuous need for tertiary care services for indigent residents of San Francisco. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at San Francisco General Hospital (SFGH).

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:

These services are highly specialized medical services not provided at San Francisco General Hospital (e.g. open heart surgery for cardiac patients.)

B. Reason for the request for modification:

Term and amount increase request is due to continuous need for tertiary care services (highly specialized medical care involving complex procedures and treatments performed by medical specialists which is not available at San Francisco General Hospital) for indigent residents of San Francisco. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at San Francisco General Hospital (SFGH). Contractor is the University of California at San Francisco (UCSF).

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractor must have full range of required medical and surgical subspecialties to provide the service. This program requires operational and performance standards that are essential to the Department and cannot be duplicated through another provider such that it would satisfy the Department's requirements, which are based on providing coordinated clinical care, including highly specialized inpatient/ outpatient services at SFGH and allowing medically indigent adult patients to access highly specialized services quickly and efficiently.

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, facilities and equipment for the procedures and surgeries needed will be provided.

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.

These services are highly specialized medical services not provided at SFGH; (e.g. open heart surgery for cardiac patients). It would be impractical to maintain a staff to cover the wide range of medical subspecialties, as the services are only utilized on an as-needed basis.

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: As these services are used only on an as needed basis, it would be impractical to establish classes for each possible subspecialty.

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 not be training involved because these services are highly specialized medical services not provided at San Francisco General Hospital; (e.g. open heart surgery for cardiac patients.) It would be impractical to maintain a staff to cover the wide range of medical subspecialties needed, as the services are only utilized on an as-needed basis.

- 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.

Regents of the University of California at San Francisco

7. Union Notification: On 11/07/17, 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: 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# 4131-11/12

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 12/18/2017

Receipt of Union Notification(s)

Lee, Arlene (DPH)

From: dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org
Sent: Tuesday, November 07, 2017 3:25 PM
To: Hale, Jacquie (DPH); kschumacher@ifpte21.org; kpage@ifpte21.org; peter.masiak@seiu1021.org; eerbach@ifpte21.org; kgeneral@ifpte21.org; amakayan@ifpte21.org; jb@local16.org; Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo_seiu@sbcglobal.net; MRainsford@Local39.org; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; pkim@ifpte21.org; agonzalez@iam1414.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; gail@sffdlocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmllocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@Local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; jtanner940@aol.com; oashworth@ibew6.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com (contact); ecdemvoter@aol.com; thomas.vitale@seiu1021.org; Lee, Arlene (DPH); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 4131-11/12 - 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 \$7,000,000 for services for the period December 1, 2017 – October 31, 2022. 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/6831>

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: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 4131-11/12)

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

Type of Service: Tertiary Care Services for Indigent residents of San Francisco

Funding Source: General Fund

PSC Original Approved Amount: \$12,000,000 PSC Original Approved Duration: 07/01/12 - 06/30/16 (4 years)

PSC Mod#1 Amount: \$6,000,000 PSC Mod#1 Duration: 07/01/16-06/30/18 (2 years)

PSC Cumulative Amount Proposed: \$18,000,000 PSC Cumulative Duration Proposed: 6 years

1. Description of Work

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

Subject to the availability of beds and services, Contractor will provide hospital, clinic and other services to medically indigent residents of San Francisco, in Home Support Service patients, and County Jail patients, as well as emergency perfusion services, upon request. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at SFGH.

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

These services are highly specialized and intermittent inpatient and outpatient services not available at SFGH. Without this program, the Department's ability to serve patients will be seriously jeopardized, putting the patients and DPH's accreditation and licensing 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.

Services have been provided in the past through earlier PSC request. See 4131-11/12

D. Will the contract(s) be renewed?

Yes, if the need for those services continues and funding is available.

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:

There is a continuous need for tertiary care services for indigent residents of San Francisco. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at San Francisco General Hospital (SFGH).

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:

These services are highly specialized medical services not provided at San Francisco General Hospital (e.g. open heart surgery for cardiac patients.)

B. Reason for the request for modification:

Term and amount increase request is due to continuous need for tertiary care services (highly specialized medical care involving complex procedures and treatments performed by medical specialists which is not available at San Francisco General Hospital) for indigent residents of San Francisco. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at San Francisco General Hospital (SFGH). Contractor is the University of California at San Francisco (UCSF).

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractor must have full range of required medical and surgical subspecialties to provide the service. This program requires operational and performance standards that are essential to the Department and cannot be duplicated through another provider such that it would satisfy the Department's requirements, which are based on providing coordinated clinical care, including highly specialized inpatient/ outpatient services at SFGH and allowing medically indigent adult patients to access highly specialized services quickly and efficiently.

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, facilities and equipment for the procedures and surgeries needed will be provided.

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.

These services are highly specialized medical services not provided at SFGH; (e.g. open heart surgery for cardiac patients). It would be impractical to maintain a staff to cover the wide range of medical subspecialties, as the services are only utilized on an as-needed basis.

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: As these services are used only on an as needed basis, it would be impractical to establish classes for each possible subspecialty.

6. Additional Information

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

No.

June 04, 2012 Regular Meeting

MINUTES

Regular Meeting

June 4, 2012

2:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place

CALL TO ORDER

2:01 p.m.

ROLL CALL

President E. Dennis Normandy	Present
Vice President Kate Favetti	Present
Commissioner Scott R. Heldfond	Present
Commissioner Mary Y. Jung	Present

President E. Dennis Normandy presided.

REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA

None.

APPROVAL OF MINUTES

Action: Adopted. (Vote of 4 to 0)

0156-12-1

ELECTION OF OFFICERS (Item No. 5)

Action: Commissioner Kate Favetti was elected President for the term of office ending May 31, 2013. (Vote of 4 to 0)
 Commissioner Scott R. Heldfond was elected Vice President for the term of office ending May 31, 2013. (Vote of 4 to 0)

HUMAN RESOURCES DIRECTOR'S REPORT (Item No. 6)

No report.

EXECUTIVE OFFICER'S REPORT (Item No. 7)

0155-12-11

Report of Inspection Service Review Requested by the Commission Regarding the Selection and Hiring of Michael Powell for Class 7347 Plumber at the San Francisco Unified School District (SFUSD).

Speakers: Luz Morganti, Civil Service Commission

Action: Accepted the report. (Vote of 4 to 0)

0128-12-8

Review of request for approval of proposed personal services contract. (Item No. 8)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4085-07/08	Public Utilities Commission	Increase Amount \$0 New Amount \$2,000,000	The reason for this modification is insure the Water Quality Division (WQD) capability for meeting all sample testing required for regulatory compliance. A full service environmental laboratory will provide "as-needed" reference laboratory testing of drinking water, wastewater, groundwater, soils, sediments, solids, hazardous waste, and biota (tissues). (CS-896).	Modification	02/28/15

May 21, 2012:

Postponed to the meeting of June 4, 2012 at the request of the Public Utilities Commission.

Speakers:

None.

Action:

Adopted the report; Approved the request for proposed personal services contracts. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

0157-12-8

Review of request for approval of proposed personal services contracts.
(Item No. 9)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4126-11/12	Adult Probation	\$500,000	APD needs individuals that have dual expertise in reentry and evidence based criminal justice strategies and Technical Services: facilitation, grant writing, strategic planning, evaluation, capacity building and communications. The expertise of the technical services providers is unique, unrepresented and greatly needed in the SFAPD.	Regular	06/30/17

4127-11/12	Adult Probation	\$12,500,000	<p>Reentry Services include mental health, substance abuse, housing, education, employment and financial literacy services to criminal justice system involved individual who have complex and intersecting challenges and barriers, Reentry Service providers have expertise in understanding the needs and how to successfully tailor service delivery to offenders.</p>	Regular	08/30/17
4128-11/12	Controller	\$100,000	<p>Provide hosting services for historical payroll reports generated prior to October 2012. Payroll reports are accessed by every City department's payroll professionals, time keepers and managers every pay period to validate payroll and deduction calculations through a partitioned access protocol with predefined search indexes.</p>	Regular	08/31/17

4129-11/12	Public Health	\$600,000	<p>Work includes maintenance and support of the interdepartmental Children's System of Care Shared Youth Database, a web-based application based on proprietary software (DCAR) used to match records of children and adolescent clients served by the DPH, H.S.A., Juvenile Probation, and SFUSD in order to identify opportunities for early intervention, care planning, practice improvement, and research. Work will also include building a data dashboard and associated reports using data obtained from the new Avatar system of Electronic Health Records for behavioral health system clients, in preparation for compliance with health care reform.</p>	Regular	06/30/17
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4130-11/12	Public Health	\$1,000,000	<p>This request is for services for the Cities Readiness Initiative (which helps prepare the City for a public health emergency such as a catastrophic bioterrorism attack by providing antibiotic prophylaxis to approximately 1.2 million people in SF within the first 48 hours) by enabling administration of services for specialized review and further development of its protocols and tools for surveillance and investigation to urgent cases and outbreaks of disease, including data forms and the Integrated Case and Outbreak Management System (ICOMS). This will include review of existing protocols and tools developed for both normal operations and for the Department's Infectious Disease Emergency Response Plan (IDER) and the creation of documentation to support disease control and immunization record keeping systems (ICOMS and ICMS), including functional descriptions, detailed specifications, and guides for configuring, administering, and troubleshooting records systems; purchase, package and inventory of Point of Dispersion (POD) equipment and supplies for all POD trailers; creating multilingual signs for use in POD sites; developing traffic routes and cubic footage requirements for antibiotic distribution between storage, POD sites and regionally agreed upon mass prophylaxis training modules; and developing website and internet screening</p>	Regular	08/09/15
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			processes to provide antibiotic prophylaxis.		
4131-11/12	Public Health	\$12,000,000	Subject to the availability of beds and services, Contractor will provide hospital, clinic and other services to medically indigent residents of San Francisco, In Home Support Service patients, and County Jail patients, as well as emergency perfusion services, upon request. Services will include cardiac surgery, angioplasty, neurology procedures, radiation oncology, leukemia treatment, ophthalmology procedures and other services not provided at SFGH.	Regular	06/30/16

4132-11/12	Municipal Transportation Agency	\$350,000	<p>To assist in effectively planning and evaluating its services, and to comply with certain federal funding and regulatory requirements, the San Francisco Municipal Transportation Agency (SFMTA) needs to collect, through an in-person ridership survey at a statistically significant level, the demographics and transportation practices of its riders. The consultant will collect statistically-significant data about customer travel patterns, income levels, ethnic background, language proficiency and fare media usage both on a temporal and geographical basis. Customers on all routes and modes and throughout the service period will need to be surveyed. The consultant shall perform cross-tabulations on data and illustrate results in tables and charts, provide narrative data analysis, and make recommendations to SFMTA staff based upon the resulting data.</p>	Regular	02/28/14
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4107-10/11	Adult Probation	<p>Increase Amount \$20,000 New Amount \$100,000</p>	<p>PSC Modification requested to extend the PSC duration and increase PSC amount. The Adult Probation Department has not entered into a drug testing contract pending a final department operational Drug Testing policy and procedure. The extended duration will allow the department to enter into a contract and the additional amount is estimated to cover the contract until June 30, 2015. The Court ordered conditions of probation require all probationers to not use any illegal drugs. Drug Testing will enable the Adult Probation Department to better protect public safety by monitoring and enforcing probationer compliance with Court orders.</p>	Modification	06/30/15
4086-08/09	Environment	<p>Increase Amount \$120,000 New Amount \$240,000</p>	<p>SFE requires a contractor to provide Charter Bus transportation for the School Education Program's environmental field trips for grades K-12 students.</p>	Modification	12/31/15

3036-11/12	Art Commission	<p>Increase Amount \$50,000</p> <p>New Amount \$100,000</p>	<p>A Bay Area consultant who specializes in coordinating multiple City, state and federal requirements for the construction of culturally based renovations and construction, will serve in a critical advisory capacity to assist with the management of a renovation project at Bayview Opera House located at 4705 Third Street. This work entails working with and maintaining relationships, as well as coordinating efforts with other city agencies, principally with the Department of Public Works, MUNI, Mayor's Office of Disability, Department of Real Estate, the Redevelopment Agency, and others. This will also include coordinating with the Bayview Opera House tenant organization and its board, the San Francisco Architectural Heritage Foundation and other neighborhood groups. The consultant will advise on preservation requirements, programmatic use of a cultural facility, coordinate multiple high visibility restoration projects and help to improve project efficiency and coordination.</p>	Modification	06/30/13
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4115-07/08	Public Health	<p>Increase Amount \$550,000 New Amount \$1,792,000</p>	<p>To serve as backup to provide year round 24/7 day a week access to telephone Interpreters for San Francisco General Hospital, the Public Health Centers, Laguna Honda Hospital, Health at Home other Department locations. The telephone interpreters must be skilled in phone based medical interpreting services and must be able to provide two-way, real time interpretation in a multitude of languages. This modification covers the anticipated needs of the Department through December 31, 2013. The Department has experienced an increase in the volume of telephone interpreter services due to the full implementation of Healthy San Francisco, the roll out of videoconferencing, dual handset, and Polycom phones which are used in the Health Centers and Emergency Department. The Department has hired and is in the process of hiring additional interpreters to meet the demand.</p>	Modification	12/31/13
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Speakers:

Shelly Thompson, Office of the Controller spoke on PSC #4128-11/12.

Jacque Hale, Department of Public Health spoke on PSC #4130-11/12.

Action: Adopted the report; Approved the request for proposed personal services contracts. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

0147-12-5 Proposed Amendments to Civil Service Commission Rule 112 -- Eligible Lists Adding Article VII - Redevelopment-Only Priority Eligible List and Promotive Points to Implement AB 26. (Item No. 10)

May 21, 2012: Finalize drafts of proposed Rule amendments for posting and adoption. Continued to the meeting of June 4, 2012.

Speakers: Anita Sanchez, Executive Officer
Ted Yamasaki, Department of Human Resources

Action: Post for adoption. (Vote of 4 to 0)

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

President E. Dennis Normandy announced the sad news that Jacqueline Reed, beloved wife of Paul Zarefsky, Deputy City Attorney and former General Counsel to the Commission passed away on June 2, 2012.

ADJOURNMENT

2:32 p.m.

The meeting adjourned in memory of Jacqueline Reed. The Commission directed the Executive Officer to forward expressions of condolence to the family on behalf of the Commission.