




London Breed
Acting Mayor

Micki Callahan
Human Resources Director

Date: January 5, 2018

To: The Honorable Civil Service Commission

Through: Micki Callahan
Human Resources Director 

From: Steve Kim, ASR
Joan Lubamersky, ADM
Belle La, CPC
John Tsutakawa, DSS
Rod Goree, MTA
Karen Henderson, MYR
Kimmie Wu, TTX
Jacquie Hale, DPH
Marissa Bloom, ECN

Subject: **Personal Services Contracts Approval Request**

This report contains seventeen (17) 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
\$97,935,663	\$738,357,646	\$2,243,694,235

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Table of Contents
PSC Submissions

Regular PSCs	Department	Page
47331-17/18	Assessor/Recorder	1
44352-17/18	City Admin	35
48083-17/18	City Admin	41
47312-17/18	City Planning	46
47383-17/18	Human Services	88
43327-17/18	Municipal Transportation Agency	117
42827-17/18	Mayor	125
41347-17/18	Municipal Transportation Agency	130
46598-17/18	Treasurer/Tax Collector	135
Modification PSCs		
49013-16/17	Public Health	170
4033-11/12	Municipal Transportation Agency	180
4088-11/12	Municipal Transportation Agency	202
35183-17/18	Municipal Transportation Agency	215
4027-13/14	Public Health	227
4129-11/12	Public Health	239
2000-07/08	Public Health	252
35555-16/17	Economic and Workforce Development	262

POSTING FOR

January 22, 2018

PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

Commission Hearing Date

2018-01-22

APPLY

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
47331 - 17/18	ASSESSOR / RECORDER	\$20,000,000.00	<p>The project is a multi-phase, joint endeavor between the Office of the Assessor-Recorder (ASR), the Treasurer & Tax Collector (TTX), and Office of the Controller (CON) to secure and modernize the City's property tax functions by replacing legacy systems that enable the assessment and collection of approximately \$2.5 billion in annual property tax revenues. The departments currently maintain two separate legacy IT systems to perform these functions.</p> <p>The ASR plans to procure the following professional service(s):</p> <ol style="list-style-type: none"> 1. Implementation services 2. Data conversion services 3. Independent Verification and Validation Services. <p>The replacement of the City's property assessment & tax system is one of the three major IT projects identified by the Information & Communication Technology (ICT) Plan for FY18-22.</p> <p>Anticipated Outcomes are:</p> <ol style="list-style-type: none"> 1. Increase Efficiency and Quality: Re-engineer assessment and tax business processes based on best practices and eliminate manual processes and workarounds. 2. Improve Revenue Collection: Increase turnaround time for assessments and provide timely tax billing, revenue collection and certification to reduce revenue at risk. 3. Build a Resilient IT Infrastructure: Secure \$2.5 billion in revenue through modern technology platforms that are secure and resilient. 4. Increase Access to Data: Improve information available to public and policymakers and enable better revenue forecasting and data analysis. 5. Improve Taxpayer Service and Transparency: Integrate property tax and assessment functions among the three departments for better customer service. 	January 1, 2018	December 25, 2022	REGULAR
44352 - 17/18	GENERAL SERVICES AGENCY - CITY ADMIN	\$600,000.00	<p>Vendor will provide a 21-seat shuttle bus, clean and in good condition, and an appropriately licensed driver, to shuttle City employees from 1650/1660 Mission Street to Mission street and 8th Street and Market Street (BART station). Vendor must meet insurance coverages required by the City. There will be three trips in the morning (from 6:25 AM to 8:35 PM) and four trips in the evening (4:15 PM to 6:15 PM). Provision of this shuttle bus service was required at the time the City purchased the buildings in 2007. The San Francisco Planning Commission required the shuttle bus as a traffic mitigation, as a condition of approval. It is memorialized in the escrow instructions for the purchase.</p>	January 1, 2018	December 15, 2022	REGULAR
48083 - 17/18	GENERAL SERVICES AGENCY - CITY ADMIN	\$5,000,000.00	<p>A Request for Qualifications (RFQ) will generate a list of firms qualified to perform as-needed relocation management services. These services will include assessment of old and new locations, development of a relocation plan and move strategy, inventory of furniture and equipment, identifying and mitigating potential risks to equipment and other special items, developing a move instruction guide for a department, supervising the move and decommissioning (closing down) facilities from which departments moved. Current plans include moves</p>	December 1, 2017	November 20, 2022	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			to new facilities for Animal Care and Control, 49 South Van Ness, and Fleet Management. Additionally, in early 2020, the Department of Public Works, Department of Building Inspection and Department of Health Environmental Services may move. Future moves out of the Hall of Justice are planned in the next few years. The firms will advise on how items should be moved.			
47312 - 17/18	CITY PLANNING	\$10,000,000.00	The San Francisco Planning Department has determined the need to develop a new RFQ to select a pool of pre-qualified environmental, transportation, historic resources, and archeology review consultants to use on an as-needed basis. Projects developed will include the following, but are not limited to: environmental review of transportation impact studies, historic resource & archeology review. In addition, private development proposals will be required to use this as-needed pool to conduct independent environmental analysis, maintain better quality control, and follow the model used in most other jurisdictions. Inclusion in the pre-qualified pool are as follows: 1) enter into an independent contract with a private developer for environmental or transportation impact studies, Planning Railyard Alternatives, I-280 EIR, historic resource & archeology review which must be reviewed & finalized by Department staff or 2) enter into contracts with the City.	January 2, 2017	January 3, 2021	REGULAR
47383 - 17/18	HUMAN SERVICES	\$271,343.00	The contractor will develop a cohesive brand and external communications plan for the Department of Human Service to better identify the three distinct divisions (DAAS, HSA, and OECE) and the services each offers. In order to better engage stakeholders, shape public perception, and to provide quality human services, the contractor will provide the following service: <ul style="list-style-type: none"> - Conduct research - Facilitate interviews and focus groups - Develop the brand strategy - Formulate an external communications plan - Compile response data and analyze research findings - Deliver final brand strategy and communications plan 	December 1, 2017	April 30, 2019	REGULAR
43327 - 17/18	MUNICIPAL TRANSPORTATION AGENCY	\$9,500,000.00	The contractor will provide as-needed technical assistance for Advanced Train Control System (ATCS) function, maintenance, testing, system performance, reliability, and safety certification. These as-needed consulting services are required to confirm that the ATCS is configured properly, has not been compromised or subjected to degradation, and is certified for revenue service.	January 1, 2018	December 31, 2022	REGULAR
42827 - 17/18	MAYOR	\$1,000,000.00	The qualified firm will provide strategic planning and community engagement services, including survey and other data collection tool development, communications and outreach strategy development and execution, data, policy and research analysis, and report writing and compilation.	October 1, 2017	September 30, 2022	REGULAR
41347 - 17/18	MUNICIPAL TRANSPORTATION AGENCY	\$9,900,000.00	The SFMTA (Agency) requires a knowledgeable, skilled and experienced consultant to train SFMTA employees in customer service, conflict de-escalation, and managing implicit bias. The consultant will also coach designated SFMTA staff in providing instruction and disseminating information in these subjects to future Agency employees.	July 1, 2018	June 30, 2024	REGULAR
46598 - 17/18	TREASURER/TAX COLLECTOR	\$20,000,000.00	The Offices of The Treasurer & Tax Collector (TTX) and the Controller's Office (CON) are seeking a vendor to provide design, development/configuration, installation, and implementation services to replace their legacy Property Tax Systems with a modern software solution. This is a multi-year project that that has been planned	July 1, 2018	June 30, 2022	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			<p>alongside and will be implemented in parallel with the Office of the Assessor-Recorder (ASR) project to replace their legacy property assessment system. Upon completion of implementation, training and knowledge transfer will be provided to City staff who will provide support services for the system.</p>			

TOTAL AMOUNT \$76,271,343



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

Posting For January 22, 2018

Proposed Modifications to Personal Services Contracts

Commission Hearing Date

2018-01-22

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
49013 - 16/17 - MODIFICATIONS 2018	January 22, 2018	PUBLIC HEALTH -- DPH	\$650,000	\$800,000	<p>To perform annual physical inventory counts of pharmaceuticals in all pharmacy areas (inpatient pharmacy, satellite pharmacies, outpatient pharmacy, pharmacy warehouse and storeroom) of the Zuckerberg San Francisco General Hospital (ZSFGH). This includes physical counts of pharmaceuticals and generation of detailed price reports by specific pharmaceutical item and location.</p> <p>Scope Change: To modify the current PSC to include access to a web based application which is an automated, web-based kit checking technology will allow the Pharmacy Department at Zuckerberg San Francisco General Hospital to safely and effectively manage kit/tray ("kits") inventory. Kits provided by the department currently include: adult, pediatric, and neonatal crash cart trays, anesthesia/OR trays, anesthesia/OB trays, and intubation kits. These kits allow providers to have ready access to critical, life-saving medications when a patient is in cardiac arrest, undergoing a procedure in the operating room, or needing intubation to protect their airway in a variety of circumstances. Accuracy in filling these kits is essential, as the providers are treating the most emergent patient populations at these times and a medication error would most likely be fatal.</p>	12/01/2017	12/31/2022	REGULAR
4033 - 11/12 - MODIFICATIONS 2018	January 22, 2018	MUNICIPAL TRANSPORTATION AGENCY -- MTA	\$705,000	\$3,130,000	Provide separate professional parking garage operational services for 13 parking facilities organized into three groups as follows: Group A – 6 Facilities (Civic Center, Lombard, Mission Bartlett, Performing Arts, and 16th & Hoff garages, and 7th & Harrison lot); Group B – 2 Facilities (Golden Gateway and St. Mary's Square garages); Group C – 5	02/01/2018	07/31/2019	ADMINISTRATIVE APPROVAL

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					<p>Facilities (SF General Hospital, Moscone Center, North Beach, Vallejo St., and Polk Bush garages). Services include: providing qualified and experienced parking personnel for cashiering, janitorial and security. The Operator shall provide oversight of all aspects of administrative functions including, but not limited to, collection, reconciliation and deposit of all parking and non-parking revenue; repair and maintenance of facilities and revenue control equipment; compliance with insurance and bond requirements; providing valet or valet-assist parking services during special events. The term is for six (6) years, thereafter on a month-to-month basis, not to exceed 36 months. The amount of \$1,770,000 represents the compensation paid to the parking firms for providing professional operational services at the 13 garages. The \$1,770,000 amount breaks down to approximately \$590,000 (\$72,000 per year, with a 5% increase starting in year four) for each of the three groups. Operating expenses, including parking taxes, are funded through gross parking revenue collected, but is not part of the compensation paid to the parking firm.</p> <p>Scope Change: The modified PSC amount of \$2,425,000 represents the compensation paid to the parking firms for providing professional operational services at the 13 approved facilities, plus compensation for the additional 3 facilities.</p>			
4088 - 11/12 - MODIFICATIONS	January 22, 2018	MUNICIPAL TRANSPORTATION AGENCY -- MTA	\$5,967,320	\$39,967,320	The San Francisco Municipal Transportation Agency (SFMTA) is self-insured for Workers' Compensation (Workers' Comp) and existing claims are currently adjusted by a third party administrator (TPA). The contractor will provide claims adjusting and consulting services for existing and new claims for Workers' Comp benefits filed by SFMTA employees. Services include: claims review and compensability determination; payment of statutory benefits, medical providers and ancillary claims services; vendor	09/01/2017	10/31/2022	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					management for bill review; investigative services; coordination of claims defense with the City Attorney; management of benefit delivery system; and data collection and management.			
35183 - 17/18 - MODIFICATIONS	January 22, 2018	MUNICIPAL TRANSPORTATION AGENCY -- MTA	\$152,000	\$250,000	The contractor will plan, coordinate, and conduct trainings and classes for two-week-long programs in San Francisco Unified School District (SFUSD) middle and high school grade levels. The contractor must also provide a bicycle fleet for use by the students in the classes. This service is being provided, in part, to address and accomplish goals set forth in "Chapter4: Education" of the San Francisco Bicycle Plan in offering bicycle education for children, youth, and adults.	02/01/2018	12/31/2020	REGULAR
4027-13/14 - MODIFICATIONS	January 22, 2018	PUBLIC HEALTH -- DPH	\$2,000,000	\$6,000,000	Contractor(s) will provide as-needed primary care physician services to persons living in San Francisco, including preventive, diagnostic, and related emergency care. Services will be provided at Department of Public Health sites and primary care community clinics. Scope Change: It is the intent of the Department to expand the current services to include as needed support of the Emergency Medical Services Disaster Medicine Fellowship and to support as needed services as a result of the implementation of the Electronic Health Record (EHR) system.	07/01/2018	06/30/2026	REGULAR
4129-11/12 - MODIFICATIONS	January 22, 2018	PUBLIC HEALTH -- DPH	\$50,000	\$851,600	The proposed work has three components. First, the Contractor will provide on-going 24/7/365 access for the application, and maintenance services for the comprehensive web-based database application, the Shared Youth Database, which is a customized database that creates matched records for children adolescent clients served by the Department of Public Health, San Francisco Human Services Agency, San Francisco Juvenile Probation Department and San Francisco Unified School District. This data base is used to identify opportunities for early intervention, care planning, practice improvement, and research. Second, the Contractor will complete building a data dashboard and	07/01/2017	06/30/2020	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					associated reports using data obtained from Avatar, the behavioral health electronic health record. Third, the Contractor will build Clinical Reports, specifically ANSA (Adult Mental Health Outcome measure) reports that mirror those they previously built for CANS (Child/Youth outcome measure). The Data Dashboard and Clinical Reports components will involve the development of the reports, followed by training DPH IT staff to create similar new reports or modify existing reports using Crystal Reports. The training component is critical in that these reports require more complex programming than is typically done within Avatar and we are committed to building internal capacity to produce and maintain reports with the Avatar environment.			
2000 07/08 - MODIFICATIONS 2018	January 22, 2018	PUBLIC HEALTH -- DPH	\$12,000,000	\$24,500,000	Contractor(s) will provide fiscal and programmatic services for a variety of intermittent and as-needed community health, planning, support and service projects. Areas of service will include the promotion and support of childhood immunization projects, environmental health, asthma prevention, lead exposure prevention, diabetes prevention, smoking cessation, dental health programs, primary care promotion, and specialized health related training and research projects. Contractor(s) will also assist individuals and small organizations with the needed organizational and financial management skills essential to the effective delivery of these projects. The proposed PSC amount includes the value of the community planning, support and service projects, which may be funded through grants, work orders, or (limited) general funds.	07/01/2017	continuing	CONTINUED
35555 - 16/17 - MODIFICATIONS 2018	January 22, 2018	ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN	\$140,000	\$240,000	The Office of Economic and Workforce Development (OEWD) directs the City's Nonprofit Sustainability Initiative, which includes funding to plan and evaluate long-term partnerships such as program expansions or shared administrative staff. This Contractor will design a minimum of two workshops for nonprofit leaders to foster awareness of strategic restructuring options and will guide at least 20 nonprofits in strategic	11/01/2017	12/31/2018	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					restructuring readiness assessments. The Contractor will additionally provide one-on-one consultation to nonprofits regarding strategic restructuring and will provide guidance and facilitation services to 10-15 nonprofits to begin exploration of new partnership structures.			

TOTAL AMOUNT \$21,664,320

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ASSESSOR / RECORDER -- ASR

Dept. Code: ASR

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

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

Type of Service: Property Assessment Solution Professional Services

Funding Source: General Fund

PSC Amount: \$20,000,000

PSC Est. Start Date: 01/01/2018 PSC Est. End Date 12/25/2022

1. Description of Work

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

The project is a multi-phase, joint endeavor between the Office of the Assessor-Recorder (ASR), the Treasurer & Tax Collector (TTX), and Office of the Controller (CON) to secure and modernize the City's property tax functions by replacing legacy systems that enable the assessment and collection of approximately \$2.5 billion in annual property tax revenues. The departments currently maintain two separate legacy IT systems to perform these functions.

The ASR plans to procure the following professional service(s):

1. Implementation services
2. Data conversion services
3. Independent Verification and Validation Services.

The replacement of the City's property assessment & tax system is one of the three major IT projects identified by the Information & Communication Technology (ICT) Plan for FY18-22.

Anticipated Outcomes are:

1. Increase Efficiency and Quality: Re-engineer assessment and tax business processes based on best practices and eliminate manual processes and workarounds.
2. Improve Revenue Collection: Increase turnaround time for assessments and provide timely tax billing, revenue collection and certification to reduce revenue at risk.
3. Build a Resilient IT Infrastructure: Secure \$2.5 billion in revenue through modern technology platforms that are secure and resilient.
4. Increase Access to Data: Improve information available to public and policymakers and enable better revenue forecasting and data analysis.
5. Improve Taxpayer Service and Transparency: Integrate property tax and assessment functions among the three departments for better customer service.

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

The ASR's AS400 system tracks over \$200 billion in assessed real and personal property value and manages data on approximately 212,000 parcels. The ASR technology platform is over 20 years old and is structured as COBOL based system. The system is increasingly difficult to maintain. The ASR's system is architected in a way that does not allow the department to easily adapt to business requirements to ensure data quality, data sharing, and auditability. The current COBOL-based system is expected to reach the end of its useful life within the next few years and lacks adequate programming support and system redundancy. Moreover, the system has become functionally obsolete in meeting the department's core business needs as well as changes in state and local laws. The system is incompatible with other department systems containing data for the assessment process and does not allow for agile decision criteria queries and reporting.

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

This Service has not been provided in the past.

D. Will the contract(s) be renewed?

The contract may be renewed to help with future enhancements but the system in production will be managed and maintained by City employees.

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.

B. Explain the qualifying circumstances:

This is a short-term, highly specialized service requiring expertise with property assessment solution implementations. City employees will work alongside the selected vendor's staff during implementation to act as subject-matter-experts and to learn how to support the system after go-live. Once in production, City employees will manage and maintain the system.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Providing property assessment solution implementation services and employee training/knowledge transfer, requires expert functional and technical knowledge of the property assessment solution suite of products. Functional and design specification writing, and extensive prior experience with teaching users how to work with the product is required.

B. Which, if any, civil service class(es) normally perform(s) this work? 1043, IS Engineer-Senior; 1052, IS Business Analyst; 1054, IS Business Analyst-Principal; 1062, IS Programmer Analyst; 1824, Pr Administrative Analyst; 5504, Project Manager 2;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: New facilities and/or equipment may depend on the best solution chosen.

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

The City is hiring a project team to work alongside the selected vendor(s). However, this is a highly specialized project that requires expertise with property assessment solution suite of products. During the system implementation, the City's project team will be paired with consultants to design and develop the system with the intent of City staff supporting the system upon project completion.

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 short-term, highly specialized service requiring expertise with property assessment solution implementation services. Civil service classes will manage the system once in production, and will manage the system when in production.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, the work is short-term and highly specialized in nature.

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. The training plan and number of hours will depend on the consultants and system that may be implemented. A training strategy and training plan will be deliverables on the project, in order to customize training for the City project team. There will also be a knowledge transfer component, as City employees will be working side-by-side with the consultants.
- 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 11/09/2017, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

Name: Steve Kim Phone: (415) 554-5594 Email: steve.kim@sfgov.org

Address: 1 Dr. Carlton D. Goodlet Place, City Hall, Rm 190 San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47331 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required
DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Kim, Steve (ASR)

From: dhr-psccordinator@sfgov.org on behalf of steve.kim@sfgov.org
Sent: Thursday, November 09, 2017 3:46 PM
To: Kim, Steve (ASR); kgeneral@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Kim, Steve (ASR); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 47331 - 17/18

RECEIPT for Union Notification for PSC 47331 - 17/18 more than \$100k

The ASSESSOR / RECORDER -- ASR has submitted a request for a Personal Services Contract (PSC) 47331 - 17/18 for \$20,000,000 for Initial Request services for the period 01/01/2018 – 12/31/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/9972> 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

Office of the Assessor-Recorder

REQUEST FOR PROPOSALS FOR Property Assessment Solution

RFP# ASR2017-01

CONTACT: Steve Kim, (415) 554-9954, ASRcontracts@sfgov.org

Background

San Francisco is the fourth largest city in California and serves as a center for business, commerce and culture for the West Coast. The City and County of San Francisco (the "City") established by Charter in 1850, is a legal subdivision of the State of California with the governmental powers of both a city and a county under California law. The City's powers are exercised through a Board of Supervisors serving as the legislative authority, and a Mayor and other independent elected officials serving as the executive authority.

The City's Office of the Assessor-Recorder (ASR) is responsible for administering property assessment pursuant to state law. At a high level, the areas of responsibility ASR are: recording public documents, tracking ownership and changes of ownership related to property, assessing the value of property, approving and applying exemptions, and preparing the annual assessment roll.

The City's current central property assessment system is EZ Access, which has been in place for more than 15 years. EZ Access is a COBOL, DB2 database AS400 system that is maintained by the original developer, Hamer, Inc., for ASR. EZ Access primarily functions as the system of record for the City's property and assessment information, interfacing with the property tax system of the Offices of the Controller and Treasurer & Tax Collector. Although EZ Access supports department operations, the system lacks modern day technology and ASR is looking for more robust tools to support their business needs.

The purpose of this request for proposal (RFP) is to select a Proposer to provide a Property Assessment Solution that supports the needs of the City's Office of the Assessor-Recorder's property assessment functions including all services related to the managed configuration, implementation, and ongoing support of the solution.

Intent of this RFP

The services listed below will be provided through one or more deliverable based contract(s) as negotiated between ASR and the selected Proposer. It is imperative that the proposed system be compatible and integrated with the Office of the Controller and Treasurer & Tax Collector system that is currently in procurement in RFP# TTX2017-09.

Software, Professional Services, and Maintenance and Operations Services Sought

ASR seeks qualified proposals to provide the following products and services:

1. Software (Required)
2. Professional Services (Required)
 - a. Project Initiation and Planning
 - b. System, Interface and Data Conversion Design
 - c. System Development / Configuration
 - d. System Testing
 - e. Project Training
 - f. Deployment
 - g. Implementation Closeout
3. Ongoing Maintenance and Operations (Required)
4. Hardware or Hosting (Optional)

Anticipated Contract Term

The anticipated contract term for (A) the implementation services agreement is three (3) years with five (5) options to extend for one (1) year at the City's sole and absolute discretion, and (B) the perpetual or subscription software license and maintenance agreement is five (5) years with four additional one (1) year options to extend at the City's sole and absolute discretion.

Subcontracting Requirement

The S.F. Administrative Code Chapter 14B Local Business Enterprise (LBE) sub contracting goal for this RFP is four percent (4%) of the total value of the goods and/or services procured. In order to be responsive, Proposers must meet the LBE goal.

Contractors Unable to do Business with the City

Contractors that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into a contract with the City. Some of the laws are included in this RFP, or in the sample terms and conditions attached. **Companies Headquartered in the Certain States** - This Contract is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the contract will be performed in any of those states. Proposers are hereby advised that Proposers which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the contract will be performed in a state on the Covered State List may not enter into contracts with the City. A list of states on the Covered State List is available at the website of the City Administrator. <http://sfgov.org/oca/qualify-do-business>

Schedule*

RFP issued	October, 27 2017
Deadline for Initial RFP questions	3:00 pm, Nov. 13, 2017
Answers to Initial RFP questions posted online	November 29, 2017
Deadline for Final RFP questions	3:00 pm, Dec. 8, 2017
Answers to Final RFP questions posted online	December 22, 2017
Letter of Intent to Bid	3:00 pm, Dec. 13, 2017
Deadline for Proposals	3:00 pm, Jan. 12, 2018
Stage 1 Notification	Week of Feb. 9, 2018
Proposer Software Demonstrations and Selection Interviews	Week of Mar. 12, 2018
Stage 2 Notification	Week of March 30 , 2018

*RFP Schedule subject to change.

City-Proposer Communications

Any communications and questions regarding the RFP must be directed to Steve Kim in writing to ASRcontracts@sfgov.org

Proposers are specifically directed NOT to contact any other employees or officials of the City regarding the RFP. Unauthorized contact may be cause for rejection of Proposals at the City's sole and absolute discretion.

A summary of the substantive information and all questions and answers pertaining to this RFP will be posted on the City's Office of Contract Administration (OCA) website at <http://mission.sfgov.org/OCABidPublication> and click on the "Consultants and Professional Services" category.

Office of Assessor-Recorder • City Hall, Room 190 • 1 Dr. Carlton B. Goodlett Place • San Francisco, CA 94102 • (415) 554-5596 • <http://www.sfassessor.org/>

PROPOSAL CHECKLIST

Requirements	Description	Submitted
Proposal will need to include all of the following:	Letter of Intent to Bid by December 13, 2017 , per Section 3.1. (Due prior to proposal deadline and is mandatory prerequisite to the submission of a Proposal.) Letter of Intent to Bid should e-mailed to ASRcontracts@sfgov.org	<input type="checkbox"/>
	One original copy of Submission Coversheet with signatures (Attachment M).	<input type="checkbox"/>
	One original set copy of signed CMD forms (Attachment K): (1) Form 2A-CMD Contract Participation Form (2) Form 2B- CMD "Good Faith Outreach" Requirements (3) Form 3- CMD Non-Discrimination Affidavit (4) Form 4- CMD Joint Venture Form (if applicable), and (5) Form 5- CMD Employment Form	<input type="checkbox"/>
	Ten (10) hard copy sets of the proposals (excluding Contract Monitoring Division Compliance Forms) with an electronic version of the proposal and the Contract Monitoring Division Compliance Forms on a USB stick, must be submitted by mail or in person to the Office of the Assessor-Recorder, at City Hall, Room 190.	<input type="checkbox"/>
Proposer Response Templates (Required)		
Template A	Minimum Qualifications	<input type="checkbox"/>
Template B	Proposer Experience	<input type="checkbox"/>
Template C	Staff Experience	<input type="checkbox"/>
Template D	Requirements	<input type="checkbox"/>
Template E	Functional Approach	<input type="checkbox"/>
Template F	Technical Approach	<input type="checkbox"/>
Template G	Implementation Approach	<input type="checkbox"/>
Template H	Joint System Integration Plan	<input type="checkbox"/>
Template I	Maintenance and Operations Approach	<input type="checkbox"/>
Template J	Cost Workbook	<input type="checkbox"/>
Template K	Reference Verification Form	<input type="checkbox"/>

Compliance Attachments (Complete and Submit for Processing)		
Attachment J	Standard Forms: Listing and Internet Addresses of Forms Relating to Taxpayer Identification Number and Certification, To Business Tax Declaration, and to Chapters 12B and 12C, and 14B of the S.F. Administrative Code	
Attachment K	Chapter 14B CMD Attachment 2 - Requirements for Architecture, Engineering, & Professional Services Contracts	
Attachment L	Chapter 12X – Administrative Code Memorandum	
Attachment M	Submission Coversheet w/ Certification of Headquarters in Accordance with Administrative Code Chapter 12X	

Informational Attachments (Not Scored)		
Attachment A	Glossary of Terms Used in the RFP	
Attachment B	Detailed Statement of Work	
Attachment C	Assessor Process Flows	
Attachment D	Assessor Use Cases	
Attachment E	Sample Deliverables Expectations Document	
Attachment F	Joint System Integration Plan	
Attachment G	Conceptual Data Model	
Attachment H	Professional Services Sample Template (P-600)	
Attachment I	SaaS Sample Template (P-648)	

TABLE OF CONTENT

1 INTRODUCTION 6

1.1 GLOSSARY OF TERMS USED IN THE RFP 6

1.2 CITY / OFFICE OF THE ASSESSOR-RECORDER OVERVIEW 6

1.3 CALIFORNIA PROPERTY ASSESSMENT AND TAX LANDSCAPE 7

1.4 BACKGROUND 7

1.5 ISSUES WITH CURRENT ENVIRONMENT 8

1.6 CITY BUSINESS GOALS 8

1.7 OFFICE OF THE ASSESSOR-RECORDER GOALS 8

1.8 STATEMENT OF NEED 9

1.9 SOFTWARE, PROFESSIONAL SERVICES, MAINTENANCE AND OPERATIONS SERVICES SOUGHT 9

2 SCOPE OF WORK..... 10

2.1 SCOPE 10

2.2 STATEMENT OF WORK 10

2.3 QUALITY ASSURANCE (QA) / INDEPENDENT VERIFICATION AND VALIDATION (IV&V) VENDOR SUPPORT 12

3 EVALUATION AND SELECTION CRITERIA..... 13

3.1 LETTER OF INTENT 13

3.2 MINIMUM QUALIFICATIONS AND CONTRACT MONITORING DIVISION REQUIREMENTS 13

3.3 EVALUATION 14

3.4 INTENT TO AWARD AND CONTRACT NEGOTIATIONS; OTHER TERMS AND CONDITIONS 15

4 PROPOSER RESPONSE INFORMATION..... 17

4.1 USE OF SUBCONTRACTOR 17

4.2 LETTER OF INTENT TO BID 17

4.3 TIME AND PLACE FOR SUBMISSION OF PROPOSALS 17

4.4 REFERENCES 18

5 SIGNIFICANT RFP DUE DATES AND INSTRUCTIONS..... 19

5.1 RFP SCHEDULE* 19

5.2 ISSUING AGENT 19

5.3 ADDENDA TO THE RFP 19

6 TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS..... 20

7 CONTRACT REQUIREMENTS..... 25

8 PROTEST PROCEDURES 26

1 Introduction

1.1 Glossary of Terms Used in the RFP

See *Attachment A* for the Glossary of Terms used in this RFP.

1.2 City / Office of the Assessor-Recorder Overview

San Francisco is the fourth largest city in California and serves as a center for business, commerce, and culture for the West Coast. The City and County of San Francisco (the "City") established by Charter in 1850, is a legal subdivision of the State of California with the governmental powers of both a city and a county under California law. The City's powers are exercised through a Board of Supervisors serving as the legislative authority, and a Mayor and other independent elected officials serving as the executive authority. The City consists of over 50 departments and agencies and has an annual budget of over \$10 billion.

The City's Offices of the Assessor-Recorder, Controller, and Treasury & Tax Collector are responsible for administering property assessment and taxation pursuant to state law. These offices are led by the elected Assessor-Recorder, appointed Controller, and elected Treasurer, respectively. Of the estimated \$2.5 billion in 2016 property tax revenue, 64% is allocated to City services and 36% to schools and other public services, making property tax revenue a highly visible and critical source of City funding.

The City has recognized the need to procure new software to support the property assessment and tax processes executed by the City Offices. At a high level, the area of responsibilities for each Office are:

1. The Office of the Assessor-Recorder (ASR) is responsible for carrying out property assessment related functions mandated by the State, including identifying property and ownership, assessing the value of property, approving and applying exemptions, and preparing the assessment roll. As a combined Assessor-Recorder office, is also responsible for maintaining public recorded documents and levying transfer tax.
2. The Office of the Controller applies the appropriate tax rates, which include the general tax levy, locally voted special taxes, and any City or district direct assessments. After applying the tax rates, the Controller calculates the total tax amount. The Office of the Controller also apportions and distributes the property taxes that are collected.
3. The Office of the Treasurer & Tax Collector is responsible for printing and mailing out the property tax bills, collecting property tax payments and delinquent taxes, and conducting the sale of tax defaulted properties.

This RFP represents the culmination of ASR's multi-year efforts to identify and address how ASR can replace aging legacy systems and provide more effective and efficient services to both the City's departments and the public. ASR's staff reviewed and analyzed the inner workings of the department's existing processes and policies and determined that a technological upgrade and modernization of the existing systems would significantly improve both the Assessor-Recorder's property assessment operations, as well as improve downstream tax operations for affected departments (e.g., Controller and Treasurer & Tax Collector).

The purpose of this Request for Proposals (RFP) is to solicit proposals for a system which will support the property assessment processes executed by ASR. A separate RFP will be released in parallel to procure a system to support the property tax needs of the Offices of the Controller and the Treasurer & Tax Collector. Both systems will be expected to interface with each other to support the City's property assessment and tax activities, and the selected Proposers of both RFPs will be responsible for ensuring the systems interface correctly.

1.3 California Property Assessment and Tax Landscape

Due to the distinct functionality required by California property assessment and tax activities under California's Proposition 13 and other controlling legislation, most non-California property assessment software requires significant modification to meet the needs of California counties.

Over the past two decades, the track record of California counties attempting to replace legacy assessment and tax systems has been mixed, with many counties continuing to rely on outdated legacy systems that require increasing levels of cost and effort to maintain and keep up to date. Some custom, county-developed systems have additionally highlighted the opportunity for a proven Proposer to emerge and provide the professional software development focus necessary to meet the specific needs of the California property assessment and tax market.

1.4 Background

The primary Property Assessment System used by the City is EZ Access, which has been in place for more than 15 years. EZ Access is a COBOL, DB2 database AS400 system that is maintained by the original developer, Hamer, Inc., for ASR. EZ Access primarily functions as the system of record for the City's property and assessment information. Although EZ Access provides some appraisal tools, the system generally lacks modern technology features. ASR has identified the need for more robust tools to support their business operations.

EZ Access supports batch interfaces for certain property assessment activities. Interfaces to and from EZ Access include the reception of recorded documents from the Recorder System (CRiis), building permit data and information from the Department of Building Inspections (Accela), and ASR's document management system (AIMS). EZ Access also sends files to and receives files from a number of other Proposers and sources, most notably, the Office sends the assessment rolls and associated information to the Controller and Treasurer & Tax Collector offices.

ASR's processing systems and reporting environments rely on EZ Access data to populate and update information for various appraisal and auditing functions, and end of year roll quality review and reporting. The Assessor also uses standalone systems, spreadsheets, and other tools to conduct, track, maintain, and report on various property assessment functions not available in EZ Access (e.g., Assessment Appeals activity tracking, commercial appraisals, workflow management, etc.). These systems and other tools are used to reconcile EZ Access data.

A comprehensive list of the City's inbound interfaces, outbound interfaces, and list of departmental systems is provided in *Template H – Joint System Integration Plan*

The following tables present information about the City's current EZ Access production environment:

Table 1: Number of approximate accounts by module

Real Property	Business Personal Property	Possessory Interest
210K	50K	2.6K

Note: There are approximately 6,000,000 master real property records in the system which annually cumulate and currently represent 25+ years.

Table 2: Assessable value by property type FY16/17

Secured Local Roll	State Board of Equalization (SBE) Roll	Unsecured Roll
\$202billion	\$3.1billion	\$14.6billion

More information regarding the City's property assessment activities can be found by reviewing ASR's Annual Report, available at the following website:

Note: Numbers and values are approximate to provide a general understanding of the size and complexity of ASR's operations.

1.5 Issues with Current Environment

ASR is facing issues with their current property tax technical environment which has led to the need for a new system. These issues include:

1. The gradual accrual of legacy technology and data sources over time has resulted in a complex multisystem, multi- data source environment with substantial opportunities to improve the usability, efficiency, and supportability of the operations.
2. Multiple source systems are required for staff to access, use, and maintain relevant information and data. In the current environment, employees must have multiple application windows open, access secondary electronic sources and locate paper files. This limits efficiency, particularly for those functions that are public-facing and where staff needs to quickly, properly service customers.
3. Reports and information are sometimes required to be aggregated and viewed at a lower-level of depth, or based on a different structure than what exists in the EZ Access system. Because of these needs, the staff must duplicate data entry between EZ Access and other tracking tools (requiring the maintenance and reconciliation of data between systems).
4. Interacting with external systems, requires a combination of manual and automated legacy workflow processes due to limitations of the current technical environment.
5. Limitations of the current system require workarounds and/or the intervention of administrative and technical staff to support business activities, especially the workflow and reporting needs of department management.

1.6 City Business Goals

The Property Assessment Solution selected will enable the City to meet its overall property assessment and tax business goals, including:

1. Improve efficiency and effectiveness of City Operations
2. Support and deliver high quality and consistent customer service seamlessly across all three property assessment and tax departments
3. Streamline processes, data, and information exchange between the property assessment and tax departments to meet annual property tax deadlines

1.7 Office of the Assessor-Recorder Goals

To support both the City business goals and the specific needs of the office, ASR has developed the following goals for the Property Assessment Solution:

1. Efficient Business Processes: Facilitation of the efficient and effective administration of all property assessment activities and other associated tasks
2. Fair and Transparent Property Assessment: Facilitate the fair and transparent determination of every assessed value in accordance with California property tax law, including the Revenue and Taxation Code
3. Revenue Forecasting: Ability to easily view and use historical statistics and current pending items to accurately forecast future revenue through timely access to high-quality data and comprehensive reporting capabilities

4. Quality Data Entry: The capture of data at the beginning of processes, including constituent self-service options, to automatically perform system reviews for correctness and completeness before acceptance by authorized users into the system's data records
5. Business Intelligence (BI): User-friendly, standard reporting and BI capabilities to support the decision-making needs of ASR's staff and management
6. Configurable Business Rules: A highly configurable and adaptable system that can adjust to specific and changing needs
7. Secure and Integrated Access: Provide authorized users with an integrated access to all modules, data, and services relevant to the user group. Correspondingly, it must allow system administrators to restrict data access and transaction execution based on user role
8. Scalable and Extensible: Scalable to accommodate additional users and extensible in expanding capabilities to meet future business needs and local and State mandates

1.8 Statement of Need

The purpose of this RFP is to identify and select a proposal that combines an assessment system and professional services into an overall Property Assessment Solution that supports the needs of ASR's property assessment function, including all services related to the managed configuration, implementation, and ongoing support of the System (see the specific details in *Section 2 – Scope of Work* below).

It is imperative that the proposed System be fully-compatible and integrated with the City's selected Controller and Treasurer & Tax Collector system, able to support multiple interfaces for different business application and technical environments, and compatible with the City's technical infrastructure.

ASR intends to award one or more contracts to a single prime contractor for a Property Assessment System plus any third party applications or software and/or equipment necessary for a fully functioning Solution, including all implementation and ongoing maintenance services.

1.9 Software, Professional Services, Maintenance and Operations Services Sought

ASR seeks qualified proposals to provide the following products and services:

1. Software (Required)
2. Professional Services (Required)
 - a. Project Initiation and Planning
 - b. System, Interface and Data Conversion Design
 - c. System Development / Configuration
 - d. System Testing
 - e. Project Training
 - f. Deployment
 - g. Implementation Closeout
3. Ongoing Maintenance and Operations (Required)
4. Hardware or Hosting (Optional)

These services will be provided through one or more deliverable based contract(s) as negotiated between ASR and the selected Proposer. The statement of work and associated deliverables are outlined in *Section 2.2 – Statement of Work*, and the tasks and details are documented in *Attachment B – Detailed Statement of Work*.

2 Scope of Work

2.1 Scope

This scope of work is not intended to be all inclusive of the work the City expects to be performed, and is not a complete listing of all services that may be required or desired.

The City will negotiate the specific scope of services, budget, deliverables, and timeline with the Proposer selected for contract negotiations. There is no guarantee of a minimum amount of work or compensation for any Proposer(s) selected for contract negotiations.

2.1.1 Potential System Solution Options

ASR is willing to consider a number of system Solution types in response to this request. Proposed Solutions may include but are not limited to any of the following components:

1. **Commercial Off the Shelf (COTS)** – A fully developed, packaged software that only requires configuration to meet the City's business needs.
2. **COTS + Custom Development** – A packaged system that requires both configuration and custom code development to fully meet the City's business needs.
3. **Modular Tools + Custom Development** – Multiple, packaged software tools that require both configuration and some custom code development to be combined to form a whole Property Assessment System that meets the City's business needs. (The Proposer should consider the best options available in identifying any modular tools proposed. ASR is will consider a Best-of-Breed approach.)
5. **Custom Developed System** – Custom developed software to meet the City's business needs.

2.1.2 Potential Hosting Service Delivery Model Options

ASR will consider a variety of hosting service delivery models. The proposed solution may include the following hosting types:

1. **On-premise** – The Property Assessment System is hosted at a City data center.
2. **Hosted** – The Property Assessment System is provided by the Proposer, but proposed to be hosted by the Proposer or a third-party subcontractor.

2.1.3 Other Procurement Considerations including Fixed Bid Price

1. ASR will only accept fixed bid proposals for the software, professional services, ongoing maintenance and operations, and hosting. Payment for software implementation services will be deliverable based.
2. ASR will consider perpetual licenses and a Software-as-a-Service (SaaS) model.
3. ASR prefers a phased approach to building, testing and implementation of new functionality prior to the completion of the entire System.
4. Proposers must be prepared to commence Task 1 onsite within 30 days from the Controller's Office certification of funds and go-live within a negotiated timeframe.

2.2 Statement of Work

A suggested detailed statement of work is attached as *Attachment B – Detailed Statement of Work*. This attachment outlines the tasks, subtasks, and deliverables that ASR expects the Proposer to complete for this Project.

Note: All tasks and deliverables described in this section may not apply equally to every possible variation of proposed system development (e.g. COTS, custom developed, etc.) or software delivery (e.g., hosted, SaaS, etc.).

2.2.1 Overview of Tasks

ASR has organized its detailed statement of work into seven (7) major implementation tasks. A summary of each task is provided below.

1. **Task 1 - Project Initiation and Planning:** ASR's expectations regarding the project kick-off and management.
2. **Task 2 – System, Interface and Data Conversion Design:** ASR's expectations regarding the developing and detailing of the plans for designing the System to meet the needs of ASR. This includes the design of the interfaces and data conversion.
3. **Task 3 - System Development / Configuration:** ASR's expectations regarding the development and/or configuration of the System to meet ASR's needs through execution of the designs created in Task 2. This includes the development of the interfaces and data conversion.
4. **Task 4 – System Testing:** ASR's expectations regarding the testing of the System developed/configured in Task 3 to ensure that it meets the needs of ASR.
5. **Task 5 – Project Training:** ASR's expectations regarding the training of Office of the Assessor-Recorder staff in using the new System.
6. **Task 6 – Deployment:** ASR's expectations regarding the deploying of the new System into production.
7. **Task 7 – Implementation Closeout:** ASR's expectations regarding the process of concluding implementation.

2.2.2 Sub-tasks

The preliminary sub-tasks associated with each task are as follows:

Tasks and Sub-Tasks	
Task	Sub-task
Task 1 - Project Initiation and Planning	Sub-task 1 - Project Initiation and Management Plan
	Sub-task 2 – Regular Project Status Reporting
	Sub-task 3 – System Design and Development Strategy
	Sub-task 4 – System Implementation Strategy
	Sub-task 5 – Master Testing Strategy
	Sub-task 6 – Requirements Traceability Plan
Task 2 – System, Interface and Data Conversion Design	Sub-task 7 – Functional Design Document
	Sub-task 8 – Develop Data Conversion Plan
	Sub-task 9 – Develop Interface Specifications and Design Document
	Sub-task 10 – System Architecture and Technical Design
Task 3 - System Development / Configuration	Sub-task 11 – System Implementation Plan
	Sub-task 12 – Data Conversion, Synchronization, and Reporting
	Sub-task 13 – System Maintenance, Support and Transition Plan
Task 4 – System Testing	Sub-task 14 – Detailed Test Plans
	Sub-task 15 – Test Scenarios, Test Cases, and Test Scripts
	Sub-task 16 – Documented System Test Results
Task 5 – Project Training	Sub-task 17 – Training Plan
	Sub-task 18 – Training Manuals, Guides, and Materials
	Sub-task 19 – Documented Evidence of Successful End-User Training
Task 6 - Deployment	Sub-task 20 – Release Readiness Evaluations and Reports

Tasks and Sub-Tasks	
Task	Sub-task
	Sub-task 21 – Deployment Plans
	Sub-task 22 – System Defect Resolution Reports
	Sub-task 23 – Complete Detailed Requirements, Design & Specifications
	Sub-task 24 – System Source Code and Documentation
Task 7 – Implementation Closeout	Sub-task 25 – Documented Implementation Project Closeout

2.3 Quality Assurance (QA) / Independent Verification and Validation (IV&V) Vendor Support

Quality Assurance (QA) Validation is the process of examining the complete program/Project to determine whether all stakeholders' requirements have been met. It uses iterative processes throughout the overall Project and SDLC to determine whether the plans, methods, and products delivered are internally complete, consistent, and sufficiently correct.

QA is performed by an organization that is technically, managerially, and financially independent of the Proposer organization. ASR understands the importance and strongly endorses the use of QA to ensure a successful System implementation. ASR may contract for QA services to support the success of the System implementation. By providing a response to this RFP, the Proposer acknowledges their willingness to work collaboratively with any QA service provider under contract with ASR.

3 Evaluation and Selection Criteria

This section describes the process used for analyzing and evaluating the Proposals. It is the City's intent to select Proposer(s) for contract negotiations that will provide the best overall solution to the City, inclusive of fee considerations. Any Proposer selected for contract negotiations is not guaranteed a contract. This RFP does not in any way limit the City's right to solicit Proposals for similar or identical services if, in the City's sole and absolute discretion, it determines the Proposals are inadequate to satisfy its requirements.

3.1 Letter of Intent to Bid

A formal Letter of Intent to Bid is due **BEFORE** the Proposal due date. The timely submission of a letter of intent to bid is a mandatory prerequisite to the submission of a Proposal. The letter of intent must state the Proposers intent to submit a bid, and must identify the Proposer's name and all subcontractors, if known. LBE subcontractors need not be identified.

3.2 Minimum Qualifications and Contract Monitoring Division Requirements

Proposers must meet the following Minimum Qualifications in order to be evaluated in the staged evaluation process in *Section 3.3*. ASR staff will evaluate the Minimum Qualifications. Any Proposal that does not demonstrate the Proposer meets the Minimum Qualifications listed in this section at the time of Proposal submission will be considered non-responsive, and will not proceed to Stage 1 or be evaluated or eligible for award of any subsequent contract(s) for the requested System or services. The Proposer should provide their response according to *Template A – Minimum Qualifications*.

NOTE: For all Proposers that meet the Minimum Qualifications, the Contract Monitoring Division will verify the requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code. See Section 6.14 Local Business Enterprise Goals and Outreach.

ASR has established the following Minimum Qualifications for any Proposer:

Organization and Stability

1. The Proposer has been in business continuously for at least five (5) years, and during this period provided software products and services similar to those requested in this RFP.
2. The Proposer has audited financials that indicate annual revenues of at least \$20 Million and at least twenty (20) permanent and full-time employees

Professional Services and Software Experience

3. The Proposer shall submit three (3) U.S. based references similar in size, complexity, and scope (minimum of 100,000 property and/or account records). All references must include and highlight experience in system design, development, data migration and conversion, or implementation services within the past 5 years.
 - a. At least one (1) reference must be from a government organization
 - b. At least one (1) reference must verify the Proposer implemented data migration and conversion services
 - c. At least one (1) reference must verify the Proposer has significant support and/or implementation experience with a property assessment and/or tax system, with at least one functional module in a production environment

- d. At least one (1) reference must verify the Proposer has implemented any of the Proposer's software products into a production environment, and the software has been in use for two (2) full fiscal year cycles.

3.3 Evaluation

Proposers that pass Section 3.2 Minimum Qualifications and Contract Monitoring Division Requirements, with signed forms for the Contract Monitoring Division Requirements (see Attachment K), will proceed to Section 3.3 Evaluation.

3.3.1 Staged Evaluation; Scoring

The evaluation will be conducted in two stages. The four (4) highest scoring Proposers in Stage 1 will be invited to Stage 2. Stage 1 will be scored on a basis of 1,000 points; Stage 2 will be scored on a basis of 500 points. For Proposers who are invited to Stage 2, Stage 1 scores will be added to the Stage 2 score to produce the final score (for a maximum of 1,500 points). In the event of a tie of highest scores, the Selection Committee shall request additional interviews and/or demonstrations of the highest scoring Proposers.

The highest scoring Proposer will be invited to enter contract negotiations with the City. If mutually agreed upon contract terms cannot be negotiated with the selected Proposer, then ASR, in their sole and absolute discretion, may terminate negotiations and begin contract negotiations with the next highest scoring Proposer.

3.3.2 Selection Committee

City representatives will serve as the Selection Committee. Specifically, the Selection Committee will be responsible for the evaluation and scoring of the Proposals and Proposer Demonstrations, and for conducting any interviews.

3.3.3 Stage 1 – Proposer Experience and Written Proposal Evaluation Criteria (1,000 Points)

The completed *Templates B - J* from the Proposers will be evaluated and scored in accordance with the criteria below:

1. **Proposer Company and Staff Experience (100 Points)**

The Proposer is required to provide information regarding the company, including basic background and employee resumes, as well as information regarding the key staff and the Project organization being proposed. Sub-criteria include:

 - a. **Template B - Proposer Experience (25 Points)**
 - b. **Template C - Staff Experience (75 Points)**
2. **Business Functionality (300 Points)**

The Proposer is required to respond to each set of Functional Requirements, and to describe its overall approach. Sub-criteria include:

 - a. **Template D – Requirements: Functional Requirements Tab (90 Points)**
 - b. **Template E - Functional Approach (210 Points)**
3. **Technical Functionality (150 Points)**

The Proposer is required to respond to each set of Technical Requirements, and to describe its overall approach. Sub-criteria include:

 - a. **Template D – Requirements: Technical Requirements Tab (45 Points)**

b. Template F – Technical Approach (105 Points)

4. Implementation (250 Points)

The Proposer is required to respond to describe their overall implementation approach. Sub-criteria includes:

a. Template G – Implementation Approach (125 Points)

b. Template H – Joint System Integration Plan (125 Points)

5. Maintenance and Operations (50 Points)

Proposers are required to respond to each set of Maintenance and Operations requirements, and to describe their overall approach. Sub-criteria includes:

a. Template D - Requirements: M&O Requirements (15 Points)

b. Template I – Maintenance and Operation Approach (35 Points)

6. Cost (150 Points)

Complete *Template J - Cost Workbook* by listing the fixed price bid for the System and implementation services being proposed. It is the responsibility of the Proposer to ensure spreadsheet calculations are correct. Sub-criteria includes:

a. Template J – Cost Workbook

3.3.4 Stage 2 – Demonstrations and Interviews Selection Process (500 Points)

The four (4) Proposers receiving the highest scores in Stage 1 will be invited to participate in the Proposer Demonstration and Interviews Selection Process (Stage 2). The Selection Committee will evaluate each Proposer based on their demonstration and interview responses.

1. **Proposer Software Demonstrations (300 points)** – Demonstrations of the software that is proposed by the Proposer to assess the extent the software meets the business needs of the organization. The Proposer will be provided demonstration scripts of unique business requirements for the City and County of San Francisco and Office of the Assessor-Recorder data approximately three (3) weeks prior to the scheduled demonstration. The demonstration for each Proposer will take place over one (1) or two (2) days as requested by ASR, and will be held on-site at City facilities. Software demonstrations are an integral part of the selection process in understanding the System and may require use of data provided by ASR. Proposers that cannot demonstrate their software during the dates prescribed by ASR will be eliminated from further consideration.
2. **Proposer Interviews (200 points)** – The Selection Committee will ask questions regarding the team and their ability to deliver the proposed solution. The Selection Committee will ask standard questions of each Proposer and may ask clarifying questions of specific Proposers.
3. **City Contract Templates and Statement of Work Redline (Not Scored)** – Each Proposer that proceeds to Stage 2 will also be asked to provide a comprehensive redline of the City's Contract Template(s). If the proposed Solution is non-hosted, the Proposer should redline the P-600 (see Attachment H). If the proposed Solution is hosted, the Proposer should redline the P-648 (see Attachment I). The Contract redline is not scored and is submitted for informational purposes, only. **Each Proposer's Contract Template redline will be due 30 days after the commencement of Stage 2.**

3.4 Intent to Award and Contract Negotiations; Other Terms and Conditions

The Selection Committee will select a Proposer with whom Office of the Assessor-Recorder staff shall commence contract negotiations. The selection of any proposal shall not imply acceptance by the City of

all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time ASR, in its sole discretion, may terminate negotiations with the highest ranked Proposer and begin contract negotiations with the next highest ranked Proposer.

The successful Proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached hereto as *Attachment H - Professional Services Sample Template (Form P-600)*, or *Attachment I – SaaS Sample Template (Form P-648)*.

4 Proposer Response Information

This section provides Proposers with the information that must be included in the proposal, as well as additional information to inform the Proposers submission of bids.

4.1 Use of Subcontractor

ASR will not consider joint or collaborative proposals that require it to contract with more than one Proposer. Any proposal involving more than one organization must have a single Prime Contractor/Proposer who is fully accountable to ASR for the delivery of all products and services, is responsible for adhering to all contractual terms, and will receive all payments by ASR for said services. If the Proposal includes the use of Subcontractor(s), the Proposer shall provide information regarding the profile of each Subcontractor.

4.2 Letter of Intent to Bid

A formal Letter of Intent to Bid is due **BEFORE** the Proposal due date. The timely submission of a letter of intent to bid is a mandatory prerequisite to the submission of a Proposal. The letter of intent must state the Proposers intent to submit a bid, and must identify the Proposer's name and all subcontractors, if known. LBE subcontractors need not be identified.

4.3 Time and Place for Submission of Proposals

Proposals and all related materials must be received by **3:00 pm PT on Monday, January 12, 2018.**

Ten (10) hard copy sets of the proposals (excluding Contract Monitoring Division Compliance Forms) with an electronic version of the proposal and the Contract Monitoring Division Compliance Forms on a USB stick, must be submitted by mail or in person at:

Attn: Steve Kim
Office of Assessor-Recorder
City Hall, Room 190
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

*** Proposals will be timestamped as proof of receipt by the desk clerk.**

Place proposals in three-ring binders for the review panel. Please use three-hole recycled paper, print double-sided to the maximum extent practical, use recycled paper that is comprised of a minimum of 30% post-consumer materials, and bind the proposal with a binder clip, rubber band, or single staple, or submit it in a three-ring binder. Please do not bind your proposal with a spiral binding, glued binding, or anything similar. Proposals must be tabbed for ease of review by the Selection Committee.

Contract Monitoring Division Compliance Forms must be bound separately. Proposers must submit only one (1) original, signed copy of the following forms:

- (1) Form 2A-CMD Contract Participation Form
- (2) Form 2B- CMD "Good Faith Outreach" Requirements Form
- (3) Form 3- CMD Non-Discrimination Affidavit
- (4) Form 4- CMD Joint Venture Form (if applicable), and
- (5) Form 5- CMD Employment Form

Note: *Late submissions will not be considered.*

4.4 References

ASR may conduct reference checks of the information submitted in *Template A - Minimum Qualifications* and/or *Template B - Proposer Experience* in order to confirm the information submitted in a Proposer's Proposal.

5 Significant RFP Due Dates and Instructions

5.1 RFP Schedule*

RFP Schedule	
RFP issued	October, 27 2017
Deadline for Initial RFP questions	3:00 pm, Nov. 13, 2017
Answers to Initial RFP questions posted online	November 29, 2017
Deadline for Final RFP questions	3:00 pm, Dec. 8, 2017
Answers to Final RFP questions posted online	December 22, 2017
Letter of Intent to Bid	3:00 pm, Dec. 13, 2017
Deadline for Proposals	3:00 pm, Jan. 12, 2018
Stage 1 Notification	Week of Feb. 9, 2018
Proposer Software Demonstrations and Selection Interviews	Week of Mar. 12, 2018
Stage 2 Notification	Week of Mar. 30, 2018

* RFP Schedule subject to change. For the latest information pertaining to this RFP and the schedule, please refer to the City's Office of Contract Administration (OCA) website bidding system website at <http://mission.sfgov.org/OCABidPublication>

5.2 Issuing Agent

ASR is issuing this RFP on behalf of the City and County of San Francisco.

5.3 Addenda to the RFP

ASR may make modifications to the RFP by issuing an addendum or addenda on the City's Office of Contract Administration (OCA) website bidding system website at <http://mission.sfgov.org/OCABidPublication>

6 Terms and Conditions for Receipt of Proposals

6.1 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 5 working days prior to the date that proposals are due. Modifications and clarifications will be made by addenda as provided below.

6.2 Inquiries Regarding RFP

Proposers shall submit all questions concerning this RFP, scope of services or requirements in writing by email only during the Question and Answer Period, ending **December 8, 2017** no later than **3pm PT** and directed to: ASRcontracts@sfgov.org. All Proposer questions concerning the bid process shall be submitted no later than 72 hours prior to the bid deadline **January 9, 2017** no later than **3pm PT**. Proposers who fail to do so will waive all further rights to protest, based on these specifications and conditions.

6.3 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 less than 5 working days prior to the RFP deadline, 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.

6.4 Change Notices

The Department may modify the RFP, prior to the proposal due date, by issuing an Addendum to the RFP, 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). It is the responsibility of the Proposer to check for any Addendum, Questions and Answers, and updates, which will be posted on the City's Office of Contract Administration (OCA) website bidding system at <http://mission.sfgov.org/OCABidPublication>

6.5 Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 360 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. At Proposer's election, the proposal may remain valid beyond the 360 day period in the circumstance of extended negotiations.

6.6 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, but no later than the proposal due date and time.

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.

6.7 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 Proposer from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

6.8 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.

6.9 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:

1. The officer's re-election campaign
2. A candidate for that officer's office
3. 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 Proposer 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.

6.10 Sunshine Ordinance (Public Records)

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.

6.11 Public Access to Meetings and Records (Non-Profits)

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.

6.12 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.

6.13 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.

6.14 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.

Each solicitation process requires a **new submittal of CMD Attachment 2 forms** at the following link, located under the heading "Attachment 2: Requirements for Architecture, Engineering, & Professional Services Contracts":

<http://www.sfgsa.org/index.aspx?page=6135>

- (1) Form 2A-CMD Contract Participation Form
- (2) Form 2B- CMD "Good Faith Outreach" Requirements Form
- (3) Form 3- CMD Non-Discrimination Affidavit
- (4) Form 4- CMD Joint Venture Form (if applicable), and
- (5) Form 5- CMD Employment Form

Please submit Forms 2A, 2B, 3 and 5 (and Form 4 if Joint Venture response) with your Response Package. The forms should be part of the "Original" of your response. The forms should have original signatures.

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

1. Local Business Enterprise Goals and Outreach

The requirements of the Local Business Enterprise (LBE) and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the S.F. Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance") shall apply to this solicitation. More information regarding these requirements can be found at:

<http://www.sfgov.org/cmd>

2. LBE Sub-consultant Participation Requirement

Please refer to San Francisco Administrative Code Chapter 14B and *CMD Attachment 2* for information concerning the City's LBE program.

The LBE sub-consulting goal is **4%** of the total value of the goods and/or services to be procured. Sub-consulting goals can only be met with CMD-certified Small or Micro-LBEs located in San Francisco.

3. Link to LBE Sub-consultant Directory

This link takes you to a directory of current Local Business Enterprises.

http://mission.sfgov.org/hrc_certification

4. Good Faith Outreach to Select LBE Sub-consultants

Each firm responding to this solicitation shall demonstrate in its response that it has used good-faith outreach to select LBE sub-consultants as set forth in S.F. Administrative Code §§14B.8 and 14B.9, and shall identify the particular LBE sub-consultants solicited and selected to be used in performing the contract. For each LBE identified as a subcontractor, the response must specify the value of the participation as a percentage of the total value of the goods and/or services to be procured, the type of work to be performed, and such information as may reasonably be required to determine the responsiveness of the response. LBEs identified as sub-consultants must be certified with the Contract Monitoring Division at the time the response is due, and must have been contacted by the (prime contractor) prior to listing them as subcontractors in the response. Any response that does not meet the requirements of this paragraph will be non-responsive.

5. Documentation of Good Faith Outreach Efforts

In addition to demonstrating that it will achieve the level of sub-consulting participation required by the contract, a Respondent shall also undertake and document in its submittal the good faith efforts required by Chapter 14B.8(C) & (D) and CMD Attachment 2, Requirements for Architecture, Engineering and Professional Services Contracts.

Responses which fail to comply with the material requirements of S.F. Administrative Code §§14B.8 and 14B.9, CMD Attachment 2 and this solicitation will be deemed non-responsive and will be rejected. During the term of the contract, any failure to comply with the level of LBE sub-consultant participation specified in the contract shall be deemed a material breach of contract.

Note: *If Respondent meets/exceeds LBE participation by 35% (i.e. 5.4% LBE participation for this contract), Good Faith Outreach documentation is not required.*

6. LBE Participation and Rating Bonuses

The City strongly encourages responses from qualified LBEs. Pursuant to Chapter 14B, the following rating bonuses will be in effect for the award of this project for any Respondents who are certified as a Small or Micro-LBE, or joint ventures 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 (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% bonus to a Small or Micro LBE—including Non-Profit; or a joint venture between or among LBEs; or
- b) A 5% bonus to a joint venture with LBE participation that equals or exceeds 35%, but is under 40%;
- c) A 7.5% bonus to a joint venture with LBE participation that equals or exceeds 40%;

Joint Venture Rating Bonus If applying for a rating bonus as a joint venture, the LBE must be an active partner in the joint venture and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the response, 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 joint venture. The portion of the LBE joint venture's work shall be set forth in detail separately from the work to be performed by the non-LBE joint venture partner. The LBE joint venture's portion of the contract must be assigned a commercially useful function.

7. Application of the Rating bonus:

The following rating bonus shall apply at each stage of the selection process, i.e., qualifications, proposals, and interviews:

- a) Contracts with an Estimated Cost in Excess of \$10,000 and Less Than or Equal To \$400,000. A 10% rating bonus will apply to any proposal submitted by a CMD certified Small or Micro LBE. Proposals submitted by SBA-LBEs are not eligible for a rating bonus.
- b) Contracts with an Estimated Cost in Excess of \$400,000 and Less Than or Equal To \$10,000,000. A 10% rating bonus will apply to any proposal submitted by a CMD certified Small or Micro-LBE. Pursuant to Section 14B.7(E), a 5% rating bonus will be applied to any proposal from an SBA-LBE, except that the 5% rating bonus shall not be applied at any stage if it would adversely affect a Small or Micro-LBE Proposer or a JV with LBE participation.
- c) Contracts with an Estimated Cost In Excess of \$10,000,000 and Less Than or Equal To \$20,000,000. A 2% rating bonus will apply to any proposal submitted by a Small LBE, Micro LBE and SBA-LBE.
- d) The rating bonus for a Joint Venture ("JV") with LBE participation that meets the requirements of Section 2.02 below is as follows for contracts with an estimated cost of in excess of \$10,000 and Less Than or Equal to \$10,000,000:
 - i. 10% for each JV among Small and/or Micro LBE prime Proposers.
 - ii. 5% for each JV which includes at least 35% (but less than 40%) participation by Small and/or Micro-LBE prime Proposers.
 - iii. 7.5% for each JV that includes 40% or more in participation by Small and/or Micro-LBE prime Proposers.
 - iv. The rating bonus will be applied by adding 5%, 7.5%, or 10% (as applicable) to the score of each firm eligible for a bonus for purposes of determining the highest ranked firm. Pursuant to Chapter 14B.7(F), SBA-LBEs are not eligible for the rating bonus when joint venturing with a non LBE firm. However, if the SBA-LBE joint ventures with a Micro-LBE or a Small-LBE, the joint venture will be entitled to the joint venture rating bonus only to the extent of the Micro-LBE or Small-LBE participation described in Section 2.01B.4b. and c. above.
- e) The rating bonus does not apply for contracts estimated by the Contract Awarding Authority to exceed \$20 million.

The rating bonus/bid discount does not apply for contracts estimated by the Contract Awarding Authority to exceed \$20 million.

8. CMD Contact

If you have any questions concerning the CMD Forms and to ensure that your response is not rejected for failing to comply with S.F. Administrative Code Chapter 14B requirements, please call **Ryan Young, the CMD Contract Compliance Officer for this solicitation at 415-581-2301 or ryan.b.young@sfgov.org**. Please see Attachment K for additional details. The CMD forms will be reviewed prior to the evaluation process.

7 Contract Requirements

7.1 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 Attachment H - Professional Services Sample Template (Form P-600), or Attachment I – SaaS Sample Template (Form P-648). 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.

7.2 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 <http://sfgov.org/cmd>

7.3 Minimum Compensation Ordinance (MCO)

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

7.4 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

7.5 First Source Hiring Program (FSHP)

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

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://oewd.org/first-source> and from the First Source Hiring Administrator, (415) 701-4848.

7.6 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.

8 Protest Procedures

8.1 Protest of Minimum Qualifications and Contract Monitoring Division Requirements 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.

8.2 Protest of Non-Responsible Determination

Within five working days of the City's issuance of a notice of a determination of non-responsibility, a Proposer that would otherwise be the lowest responsive Proposer may submit a written notice of protest. The Proposer will be notified of any evidence reflecting upon their responsibility received from others or adduced as a result of independent investigation. The Proposer will be afforded an opportunity to rebut such adverse evidence, and will be permitted to present evidence that they are qualified to perform the contract. 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-responsibility. 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.

8.3 Protest of Notice of Intent to 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.

8.4 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:

Rachel Cukierman
Deputy Director of Administration and Finance
Office of the Assessor-Recorder
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, City Hall, Room 190
San Francisco, CA 94102-4698

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: 1650/1660 Mission Shuttle Bus

Funding Source: General fund

PSC Amount: \$600,000

PSC Est. Start Date: 01/01/2018 PSC Est. End Date 12/15/2022

1. Description of Work

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

Vendor will provide a 21-seat shuttle bus, clean and in good condition, and an appropriately licensed driver, to shuttle City employees from 1650/1660 Mission Street to Mission street and 8th Street and Market Street (BART station). Vendor must meet insurance coverages required by the City. There will be three trips in the morning (from 6:25 AM to 8:35 PM) and four trips in the evening (4:15 PM to 6:15 PM). Provision of this shuttle bus service was required at the time the City purchased the buildings in 2007. The San Francisco Planning Commission required the shuttle bus as a traffic mitigation, as a condition of approval. It is memorialized in the escrow instructions for the purchase.

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

Consequences of denial would be that the City would not be in compliance with the requirements of the Planning Commission. This could call into question the City's occupancy of the building. Additionally, traffic and parking needs would increase in the area as building occupants may drive rather than using public transit and taking the shuttle.

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.

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.
not applicable

2. Reason(s) for the Request

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

- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

Shuttle bus services are not fill time, and the vendor will provide shuttle buses.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Driver must have a valid California Driver's License with a passenger vehicle endorsement. The license must be with a Class A or Class B status.
- B. Which, if any, civil service class(es) normally perform(s) this work? 9163, Transit Operator;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
Yes. The contractor will provide a shuttle bus and a back up shuttle bus.

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

We are not aware of other departments that have shuttle bus services performed by City employees. The San Francisco Unified School District contracts with First Student to drive their school buses.

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

- A. Explain why civil service classes are not applicable.
There are no civil service classes that provide shuttle bus services.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. This work is performed during limited hours of the day. The City would also be required to purchase shuttle buses.

6. Additional Information

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

**7. Union Notification: On 11/06/2017, the Department notified the following employee organizations of this PSC/RFP request:
TWU - Miscellaneous**

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

Name: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44352 - 17/18

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 01/22/2018

Civil Service Commission Action:

Receipt of Union Notification(s)

Lubamersky, Joan (ADM)

From: Lubamersky, Joan (ADM)
Sent: Monday, November 06, 2017 4:34 PM
To: 'ewilliams@twusf.org'
Subject: Personal Services Contract for shuttle bus, PSC 44352 17.18
Attachments: 1660 1650 Mission Shuttle PSC Posted 11.6.17.htm

November 6, 2017

MEMORANDUM

TO: Eric Williams, President, TWU Local 250-A

FROM: Joan Lubamersky, Contract Coordinator
Office of the City Administrator

SUBJ: Proposed City contract for part time shuttle service
PSC Number 44352 17.18
\$600,000 over five years

The Real Estate Department of the City and County of San Francisco proposes to a Personal Services Contract (PSC) to contract with a shuttle bus company to run a shuttle bus service in the morning and afternoon from 1650/1660 Mission Street to BART. This shuttle service was required by the Planning Commission when approval of those buildings was granted.

We are required by the Department of Human Resources and the Civil Service Commission to notify employee organizations when contracting out is requested to do work that City employees could conceivably perform. The City does not have a classification for shuttle driver. The closest classification I could identify is Transit Operator, Classification 9163, which is represented by your union.

Please see the PSC Form 1 attached that is posted on the City website. Because your union is not listed to be notified via the online system, I am reaching out to you directly to advise you of this PSC request.

If you should have any questions, please let me know at Joan.Lubamersky@sfgov.org or contact the Department of Human Resources, DHR-PSC Coordinator, DHR (HRD), dhr-psccoordinator@sfgov.org

Thank you for your consideration.

Attachment, PSC Form 1

Lubamersky, Joan (ADM)

From: dhr-psccordinator@sfgov.org on behalf of joan.lubamersky@sfgov.org
Sent: Monday, November 06, 2017 4:43 PM
To: Lubamersky, Joan (ADM); rmitchell@twusf.org; Lubamersky, Joan (ADM); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 44352 - 17/18

RECEIPT for Union Notification for PSC 44352 - 17/18 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 44352 - 17/18 for \$600,000 for Initial Request services for the period 01/01/2018 -- 12/15/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/10294> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: Relocation planning, logistics, management and moving

Funding Source: General Fund

PSC Duration: 4 years 50 weeks

PSC Amount: \$5,000,000

1. Description of Work

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

A Request for Qualifications (RFQ) will generate a list of firms qualified to perform as-needed relocation management services. These services will include assessment of old and new locations, development of a relocation plan and move strategy, inventory of furniture and equipment, identifying and mitigating potential risks to equipment and other special items, developing a move instruction guide for a department, supervising the move and decommissioning (closing down) facilities from which departments moved. Current plans include moves to new facilities for Animal Care and Control, 49 South Van Ness, and Fleet Management. Additionally, in early 2020, the Department of Public Works, Department of Building Inspection and Department of Health Environmental Services may move. Future moves out of the Hall of Justice are planned in the next few years. The firms will advise on how items should be moved.

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

In the case of Animal Care & Control and Fleet Management, they have expensive items such as hospital equipment for the animals and auto repair/maintenance equipment for the City fleet. Consequences of denial would be the City performing tasks it doesn't know how to do, resulting in inefficiency, cost and potential damage City property and equipment.

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 not been performed by the General Services Agency. However, a move consultant was hired when City Hall was relocated to multiple locations during seismic retrofit. Additionally, it is our understanding that the San Francisco Public Utilities Commission employed the services of a move consultant for their relocation from Market Street to Golden Gate Avenue and the San Francisco Police Department used a move consultant for the Public Safety Building in Mission Bay.

D. Will the contract(s) be renewed?

Unknown

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

These services are only necessary when a department is moving. It is not known if multiple departments will be moving at the same time.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractors must have experience in relocation coordination and management services, with development and logistics execution of large organization and staff moves. Contractors must have experience in procedural designs and relocation of large entities comparable volume to City departments.

B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1825, Prnpl Admin Analyst II; 0922, Manager I;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Specialized software to manage moves.

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

These resources are not available within the City.

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

A. Explain why civil service classes are not applicable.

City employees do not have the knowledge and expertise to plan and execute the relocation of a department. Additionally, City employees do not have experience with moving methods on the wide variety of items to be moved.

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. These services are as needed. It is possible that some firms may have expertise in moving medical equipment, such as for Animal Care and Control, and others may be expert in moving the equipment used by Fleet Management.

6. Additional Information

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No. No training will be provided.

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

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

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

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

7. **Union Notification:** On 11/13/2017, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21; Laborers, Local 261; 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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48083 - 17/18

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 01/22/2018

Civil Service Commission Action:

Receipt of Union Notification(s)

Lubamersky, Joan (ADM)

From: dhr-psccordinator@sfgov.org on behalf of joan.lubamersky@sfgov.org
Sent: Monday, November 13, 2017 4:03 PM
To: Lubamersky, Joan (ADM); camaguey@sfmea.com (contact); staff@sfmea.com; LiUNA.local261@gmail.com; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Lubamersky, Joan (ADM); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 48083 - 17/18

RECEIPT for Union Notification for PSC 48083 - 17/18 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 48083 - 17/18 for \$5,000,000 for Initial Request services for the period 12/01/2017 – 11/20/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/10284> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING -- CPC

Dept. Code: CPC

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

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

Type of Service: As-Needed Pre-qualified Pool for Environmental, Transportation, Historic Resources & Archeolog

Funding Source: Various

PSC Amount: \$10,000,000

PSC Est. Start Date: 01/02/2017 PSC Est. End Date 01/03/2021

1. Description of Work

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

The San Francisco Planning Department has determined the need to develop a new RFQ to select a pool of pre-qualified environmental, transportation, historic resources, and archeology review consultants to use on an as-needed basis. Projects developed will include the following, but are not limited to: environmental review of transportation impact studies, historic resource & archeology review. In addition, private development proposals will be required to use this as-needed pool to conduct independent environmental analysis, maintain better quality control, and follow the model used in most other jurisdictions. Inclusion in the pre-qualified pool are as follows: 1) enter into an independent contract with a private developer for environmental or transportation impact studies, Planning Railyard Alternatives, I-280 EIR, historic resource & archeology review which must be reviewed & finalized by Department staff or 2) enter into contracts with the City.

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

The servicers are required to comply with the California Environmental Quality Act ("CEQA") in the provision of mandatory environmental and transportation impact studies, historic resources evaluation, and archeological research by consultants with expertise in the various project areas. Denial would result in legal risk to the City, and the inability to adopt area plans and programs that advance better built environment in the City.

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

Services have been provided in the past through approval of PSC #4023 12/13 (attached)

D. Will the contract(s) be renewed?

A Supplier may be awarded more than one contract within the RFQ term

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. Reason(s) for the Request

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

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

B. Explain the qualifying circumstances:

The Pre-qualified pool will be used for as-needed projects.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The Suppliers that would perform these services must have technical expertise in the areas of environmental science/air quality, meteorology (including knowledge and experience with Urbemis software), graphic information systems, 3-D modeling, shadow, transportation and traffic engineering analysis, Secretary of Interior's Professional Qualification Standards and related environmental impacts. The Suppliers would also need to provide archeological/historic field work and analysis.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1314, Public Relations Officer; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 5275, Planner Technician; 5277, Planner 1; 5278, Planner 2; 5283, Planner 5; 5288, Transportation Planner II; 5289, Transportation Planner III; 5290, Transportation Planner IV; 5291, Planner 3; 5293, Planner 4; 5298, Planner 3-Environmental Review; 5299, Planner 4-Environmental Review; 5502, Project Manager 1;
- 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.
Due to the unique nature of California Environmental Quality Act (CEQA) requirements, no planning departments in California counties routinely prepare environmental or transportation-related impact studies with historic resource and archeology review because these studies require expertise in many topics, including archeology, greenhouse gas emissions, historic resource evaluations, shadow and wind analysis, and transportation analysis. See attached original PSC approved at August 7, 2015.
- 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. Due to various combinations of environmental & transportation impact knowledge & expertise required for each project or plan, it is not practical to create various classifications to provide services for only a fraction of any project for a limited duration.

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.
- 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 09/13/2017, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21

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

Name: Belle La Phone: 415-575-6833 Email: belle.la@sfgov.org

Address: 1650 Mission Street Suite 400 San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47312 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of belle.la@sfgov.org
Sent: Wednesday, September 13, 2017 4:23 PM
To: La, Belle (CPC); kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; La, Belle (CPC); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 47312 - 17/18

RECEIPT for Union Notification for PSC 47312 - 17/18 more than \$100k

The CITY PLANNING -- CPC has submitted a request for a Personal Services Contract (PSC) 47312 - 17/18 for \$10,000,000 for Initial Request services for the period 01/02/2017 – 01/03/2021. 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/10071> 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
Planning Department**

EP17-01

**Request for Qualifications for
As-Needed Consultant Services for
Environmental, Transportation, Historic Resources, and
Archeological Review**



**SAN FRANCISCO
PLANNING
DEPARTMENT**

Date issued:	October 18, 2017
Pre-Qualifications conference:	October 30, 2017, 9:00 a.m.
Qualifications due:	November 20, 2:00 p.m.

Table of Contents

- I. Introduction and Schedule.....4
 - A. General.....4
 - B. Schedule.....4
- II. Scope of Work.....5
 - A. Department-sponsored projects.....6
 - B. Other public projects6
 - C. Privately-sponsored projects6
 - D. Preliminary Consultant List (“PCL”).....6
 - E. Federal- and State-Funded Projects7
- III. Submission Requirements8
 - A. Time and place for submission of Qualifications8
 - B. Format.....8
 - C. Content9
- IV. Evaluation and Selection Criteria.....10
 - A. Minimum qualifications10
 - B. Selection Criteria15
 - C. Written Selection Criteria:.....15
- V. Pre-Qualification Conference and Contract Awards.....16
 - A. Pre-Qualification Conference.....16
 - B. Contract Awards from the Pool16
 - C. Other Terms and Conditions.....16
- VI. Terms and Conditions for Receipt of Qualifications17
 - A. Errors and Omissions in RFQ.....17
 - B. Inquiries Regarding RFQ.....17
 - C. Objections to RFQ Terms17
 - D. Change Notices17
 - E. Term of Qualifications.....17
 - F. Revision of Qualifications.....17
 - G. Errors and Omissions in Qualifications18
 - H. Financial Responsibility.....18
 - I. Respondent’s Obligations under the Campaign Reform Ordinance.....18

J. Sunshine Ordinance	19
K. Public Access to Meetings and Records.....	19
L. Reservations of Rights by the City	19
M. No Waiver	20
N. Local Business Enterprise Goals and Outreach.....	20
O. Communications Prior to Contract Award / Establishment of Pool	24
VII. Contract Requirements.....	24
A. Standard Contract Provisions [for Public Projects].....	24
Contract Requirements for Private Projects.....	26
Planning Department Minimum Performance Standards	27
VIII. Protest Procedures	28
A. Protest of Non-Responsiveness Determination.....	28
B. Protest of Established Pool	28
C. Delivery of Protests.....	28
New Bidders and Suppliers	29
Existing Bidder and Supplier Registration.....	29

Attached Appendices:

- A. Standard Local Forms: Listing and Internet addresses of Forms related to New Bidder and Suppliers Registration, Tax payer Identification Number and Certification, Business Tax Declaration, and to Chapters 12B and 12C, and 14B of the San Francisco Administrative Code.

**Request for Qualifications for
As-Needed Consultant Services for
Environmental, Transportation, Historic Resources, and Archeological Review**

I. Introduction and Schedule

A. General

The San Francisco Planning Department (Department) is seeking to create four pools of qualified consultants ("Pool[s]"). Each Pool of consultants will have expertise in one of the following areas: 1) Environmental Impact Reports ("EIR[s]") and other California Environmental Quality Act ("CEQA") documents; 2) transportation impact analyses; 3) historic resource evaluations; and 4) archeological documents for environmental evaluation and mitigation phases.

The San Francisco Administrative Code Chapter 31 designates the Planning Department's Office of Environmental Review ("EP") as the lead agency for public and private projects within San Francisco and/or under the jurisdiction of San Francisco departments. Based on responses to this Request for Qualifications ("RFQ"), it is the intent of the Planning Department to create pre-qualified pools of consultants from which the Planning Department will choose prospective consultants for publicly-sponsored and privately-sponsored projects requiring complex analyses in the applicable topic area(s) on an as-needed basis as indicated below in Section 2, Scope of Work. Other City departments may also elect to select consultants from one of the Pools to undertake environmental or other relevant review of a City department-sponsored project or proposal. These consultant pools may be utilized by the City, at its sole and absolute discretion, for consultant selection and negotiations during the term the pool is in effect. No pre-qualified or selected Respondent is guaranteed work, either through a City contract for City-sponsored projects or work with an applicant for privately-sponsored project.

"Respondent" refers to any entity that submits a response to this RFQ.

"Consultant" refers to any Respondent(s) that is selected subsequently to provide services pursuant to a contract in connection with a City department sponsored project or proposal.

"City" refers to the City and County of San Francisco.

The Department has determined that an RFQ solicitation is the most useful and efficient means of establishing a list of appropriate and qualified individuals, firms, and/or teams for consultant services. Applications will be evaluated based on qualifications, including experience of the firm and staff, as described in Section IV of this RFQ.

The pool of qualified consultants established as a result of this solicitation shall have an original term of two years. In addition, the City shall have the option to extend the term for a period of up to two additional years, which the City may exercise in its sole, absolute discretion.

B. Schedule

The anticipated schedule for establishing the Pool is:

Qualifications Phase	Date
City issues RFQ	October 18, 2017
Pre-qualification conference	October 30, 2017, 9:00a.m.
Deadline for submission of written questions or requests for clarification	November 6, 2017, 2:00 p.m.
Qualifications due	November 20, 2017, 2:00p.m

C. Consultants Unable to do Business with the City

1. Generally

This Pool will be the exclusive basis by which environmental, transportation, historic resources, and archeology consultant services will be performed for both Planning Department-sponsored projects and private projects for which the Planning Department is the lead agency. Recipients of this RFQ that have working relationships with other consultants in particular specialty-skill areas are encouraged to share this RFQ with other consultants. All selected Consultants will be required to comply with all applicable City, state and federal laws.

2. Companies Headquartered in Certain States

This RFQ is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the contract will be performed in any of those states. Respondents are hereby advised that Respondents which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the contract will be performed in a state on the Covered State List may not enter into contracts with the City. A list of states on the Covered State List is available at the website of the City Administrator.

II. Scope of Work

As indicated in Section I, EP is designated as San Francisco's lead agency for conducting environmental impact analyses. For the preparation of EIRs, Environmental Impact Statements ("EIS[s]"), and other complex environmental documents, EP executes its responsibilities with the assistance of consultants. Only those consultants selected for inclusion in the applicable Pool through this RFQ shall be eligible to provide environmental impact analyses, transportation

analyses, Historical Resource Evaluations (“HRE”), and archeological documents for environmental evaluation and mitigation phases (collectively referred to as “environmental analyses” in this RFQ) for the Planning Department as specified in this RFQ. The amount and types of work to be performed by consultants in the Pool are expected to vary from month to month, depending upon the extent and complexity of projects needing analysis.

The Pool will be used by the Planning Department in the following ways:

A. Department-sponsored projects

The Planning Department will select Consultants from the Pools for various Planning Department-sponsored public projects as they emerge over the two-year term of the Pools, on a contract-by-contract basis. Some of these may be master contracts with Consultants, from which task orders can be issued for specific work during the life of those contracts. Projects funded with state or federal grant funds may not utilize the Pools if the grant procurement requirements conflict with this RFQ process.

B. Other public projects

The Pools will be made available to other City departments. Other departments may choose to select and contract with consultants from the Pools, but are not required to do so.

C. Privately-sponsored projects

The Pools will be used as the exclusive basis for the selection of Consultants on an as-needed basis for all proposed private development projects requiring the applicable analyses with one exception. The only exception is the preparation of historic resource evaluations for projects involving fewer than 6 residential units or 10,000 square feet of nonresidential uses.

D. Preliminary Consultant List (“PCL”)

After establishment of these Pools, representatives for proposed private development projects will be required to contract directly with selected Consultants in the pool. The Planning Department will, in its sole discretion, select from the Pool a Preliminary Consultant List (“PCL”) of qualified consultants from which a private developer may select a consultant for any particular project.

The PCL selection will be based upon factors including the following:

1. Character and scope of project, including complexity of the required analysis and any specific technical expertise or resource needs;
2. Consultant level of performance on other projects;
3. Fair allocation of work among consultants to promote a robust and diverse Pool (*i.e.*, rotational component to selection);
4. Any other consultant- or project-specific information bearing on the quality and integrity of the review process.

The Planning Department has a right to amend the PCL selection process to ensure quality work and prevent the abuse of the PCL selection process. Upon being selected from the Pool for certain PCLs, the selected consultants may voluntarily remove themselves from such PCLs up to one time. Subsequently, after removal from the PCLs, the consultants will be skipped in the Consultant Pool rotation and a different consultant will instead be included for the next PCL.

Consultants selected to perform work from a Pool will be required to work under the supervision of EP and/or Preservation staff, except as mentioned above for HREs for projects under the stated contract amounts. Prior to final submission, documents prepared by a Consultant shall be reviewed and modified, as necessary, to reflect the independent judgment of Planning Department staff. Consultants selected from a Pool are expected to provide high quality initial submittals that will require minimal revisions by staff and be fully consistent with San Francisco's review process. Consultants selected from a Pool are also expected to be fully and promptly responsive to requests for revisions to initial submittals from staff in order to facilitate finalization of documents without needing more than two draft submittals.

The Planning Department has established expectations for the content of submittals and for communications between environmental consultants and private project sponsors, which are detailed in Section VIII of this RFQ and in the *Department's Environmental Review Guidelines*. These Guidelines may be updated or supplemented over the 2-year term of the Pool and consultants shall adhere to any new guidelines and procedures. As a condition of acceptance into the Pool(s), consultants shall be required to adhere to similar performance standards concerning cooperation with the Planning Department, as described in Section VIII of this RFQ. In addition, consultants shall perform their work in accordance with the timelines established by the Planning Department in accordance with the Mayor's Executive Directive 17-02, as applicable. Consultants must expressly include these performance standards in their contracts with project sponsors. Failure to adhere to Planning Department performance standards may be cause for removal from the applicable Pool(s) and/or rejection of noncompliant documents.

For more information, please review the Department's *Consultant & Sponsor Resources* at <http://www.sf-planning.org/index.aspx?page=1886>.

E. Federal- and State-Funded Projects

The Planning Department may receive projects with Federal and State Funding. In order to qualify for projects with Federal or State funding, consultants must pre-qualify for the consultant pool. Thereafter, any consultant[s] selected from the Pool will be required to provide all additional forms or information specified by the funding agency in order to be selected as the successful Consultant for the specific contract. For projects that receive state or federal grants, additional contract requirements may apply. Instructions for complying with such additional requirements will be given to the consultant(s) that qualify in this pool at the time those requirements are known.

III. Submission Requirements

A. Time and place for submission of Qualifications

Qualifications must be received by the date and time listed on the schedule. Postmarks will not be considered in judging the timeliness of submissions. Submission may be delivered in person and left with Belle La or mailed to:

Belle La
San Francisco Planning Department
1650 Mission Street, Suite 400
San Francisco, CA 94103
Hand delivery is recommended.

Respondents shall submit six (6) hard copies of the qualifications in packaging clearly marked "~~EP17-01CP15-021~~ **Environmental Consultant Services RFQ**" and also clearly indicating the type of work applied for: **"(1) General Environmental Impact Document Preparation"**, **"(2) Transportation Impact Analysis"**, **"(3) Historical Resource Evaluation"**, or **"(4) Archeological Resource Evaluation and Mitigation"** to the above location.

If a consultant is applying for more than one subject Pool, a separate set of materials shall be submitted to the above location for each Pool under consideration.

Respondents must also submit an electronic version of the qualifications. Please submit a complete electronic version on either a CD/DVD or USB flash drive.

If Respondent will seek the Local Business Enterprise (LBE) bid discount/rating bonus for public-sponsored projects, Respondents shall submit two (2) hard copies and one of the required Contract Monitoring Division (CMD) Forms, and also an electronic copy. If a Respondent will submit for the bid discount/rating bonus, the LBE listed in the Respondent's packet must receive a percentage of the work for all fully executed contracts.

Proposals that are submitted by fax or e-mail will not be accepted. **Late submissions will not be considered.**

B. Format

Respondents should use recycled paper, print double-sided to the maximum extent practical, and bind the qualifications with a binder clip, rubber band, or single staple, or submit it in a three-ring binder. Respondents should not bind qualifications with a spiral binding, glued binding, or anything similar. Respondents may use tabs or other separators within the document. For electronic versions of documents, the Department prefers that text be unjustified (*i.e.*, with a ragged-right margin), use a serif font (*e.g.*, Times Roman), and that pages have margins of at least 1" on all sides (excluding headers and footers).

If a response exceeds ten (10) pages, Respondents should include a Table of Contents.

The proposal must clearly indicate its City Vendor/Supplier Number, the type of work applied for: whether applying for **"Privately Sponsored Projects"**, **"Publicly Sponsored Projects"**, or **"Both"**; indicate the area of work applied for: **"(1) General Environmental Impact Document Preparation"**, **"(2) Transportation Impact Analysis"**, **"(3) Historical Resource**

Evaluation”, or “(4) Archeological Resource Evaluation and Mitigation”, and, if desired, indicate the Areas of Specialization if beyond general.

Respondents must also submit an electronic version of qualifications. Respondents must submit a complete electronic version on either a CD/DVD or USB flash drive, preferably in PDF format.

C. Content

Firms interested in responding to this RFQ must submit the following information, in the order specified below:

1. Introduction and Executive Summary (up to 2 pages)

Respondents shall submit a letter of introduction and executive summary of the firm’s skills and experience as related to this RFQ. The letter must be signed by a person with authority to commit the firm to adhere to the performance standards in this RFQ. Submission of the letter will constitute a representation by the firm that the firm will in good faith fulfill the Planning Department's preconditions for inclusion in the Pools.

This section shall also include acknowledgement of the Department’s Contract Requirements for Private Projects, described in Section VIII of this RFQ.

2. Firm / Team Qualifications (up to 15 pages)

Respondents shall provide information on the firm’s background and qualifications, which addresses the following:

- a. Name, address, and telephone number of a contact person
- b. A brief description of the firm;
- c. A description of the experience and qualifications of relevant team members, including brief resumes if necessary, demonstrating clearly that they meet the minimum professional qualifications outlined in Section IV;
- d. A description of not more than six projects prepared by the firm that demonstrate experience and ability in the required skills outlined in Section II of this RFQ, including a project summary, client references and telephone numbers, staff members who worked on each project, as well as information regarding adherence to project budget and project schedule. Descriptions should be limited to one page for each project.

3. References (up to 2 pages)

Provide references including the name, address, telephone number, and e-mail address of at least three recent clients (preferably from representatives of lead agencies). Where references reflect that the consultant has a conflict of interest, such submittals will be excluded from consideration for a particular project. Conflicts of interest will be determined by the Contract Monitoring Division. If a conflict of interest is determined, the reference will be excluded as part of the evaluation process.

4. Fee Qualification (up to 5 pages)

Respondents shall submit a fee schedule that includes hourly rates for all team members and key positions. Hourly rates and itemized costs may be used to negotiate

contracts that result from this RFQ, and rates assigned to specific staff and for key positions will be considered stable for the term of this RFQ and generally for the term of resulting contracts.

The City intends to select consultants for the Pools that the Department determines will provide the best overall program services for a particular project. The City reserves the right to accept consultants for inclusion in the Pools on bases other than the lowest priced services, and to reject any qualifications that are not responsive to this request to disclose fees.

IV. Evaluation and Selection Criteria

A. Minimum qualifications

Consultants responding to this RFQ should clearly indicate the areas of expertise for which the firm desires to be pre-qualified for the Pool hereby established, *i.e.*, Environmental, Transportation, Historic, or Archeology, and may be considered for more than one area if so indicated. For example, an environmental consultant with in-house capabilities to provide transportation expertise should indicate each skill area in which the firm can demonstrate experience that could form the basis to be included in a Pool that will be established by this RFQ.

Any qualification that does not demonstrate that the Respondent meets these minimum requirements by the deadline for submittal of qualifications will be considered non-responsive and will not be eligible for inclusion in the Pool.

1. Environmental Consultants

Consultant responses to this RFQ should document specific experience in San Francisco and/or other comparable jurisdictions in the preparation of complex environmental and related documents. Consultant responses to this RFQ should also demonstrate the availability of experienced and appropriate staff resources to timely address the Department's needs for environmental consultant services. In addition, responses to this RFQ should demonstrate relevant experience in project management for complex environmental documents. Environmental consultant respondents should document an ability to assemble and manage expertise for a range of environmental topics either in-house or through listed subconsultants as well as successful coordination and oversight regarding all aspects of a team's work throughout preparation of complex environmental documents.

Consultants prepare almost all EIRs and many complex Mitigated Negative Declarations in San Francisco. Environmental review documents must address all topics contained in San Francisco's Initial Study/environmental evaluation checklist, available at http://sfmea.sfplanning.org/CGL_Apx_B.docx; the checklist generally mirrors Appendix G of the CEQA Guidelines, but contains some additional topics specific to San Francisco such as analysis of wind and shadow impacts. Environmental documents are prepared in accordance with the Department's *Consultant Guidelines for the Preparation of Environmental Review Documents* (<http://www.sf-planning.org/Modules/ShowDocument.aspx?documentid=3771>). Consultants will generally be expected to complete document production, conduct appropriate notification according to City and State requirements, attend hearings, track and record oral and written comments, and respond to comments submitted on environmental review documents and appeals. Environmental consultant Respondents will generally be expected to ensure all

subconsultant prepared materials are reviewed prior to submittal to Environmental Planning. Consultant resources must reflect a proven ability to conduct environmental review in an accurate, adequate, objective, and legally defensible manner.

2. Transportation Consultants

This RFQ is also intended to establish a Pool for transportation consultant services which are needed to perform transportation impact analyses in support of the overall environmental and development review process. The Department may request that consultants prepare transportation studies, transportation management plans, and transportation sections within environmental impact review documents. Requisite skills for transportation consultants include familiarity with and ability to use the full range of tools, methodologies, and criteria used to analyze effects on transportation conditions, including, but not limited to, impacts to: people walking, bicycling, riding transit, driving, loading, emergency vehicles, and construction. The consultant will apply these technical skills to a broad range of private and public development projects under the direction of the Department. Consultants must also possess strong writing, visual display (*e.g.*, figures), database management, communications, and quality assurance/quality control skills, as well as a strong background in transportation planning in an urban environment. Consultants must also demonstrate an ability to work with multiple parties (*e.g.*, sponsor, Department, other agencies) to propose project-specific solutions for transportation impacts. Responses should demonstrate understanding of transportation analysis requirements and processes in San Francisco, including the Department's Transportation Impact Analysis Guidelines for Environmental Review (October 2002) and subsequent updates.

3. Historical Resources Consultants

Historical Resources consultants responding to this RFQ are required to demonstrate thorough knowledge, skills, and experience, as well as the ability to evaluate eligibility for the California Register of Historical Resources, to apply the Secretary of the Interior's Standards for the Treatment of Historic Properties ("Standards"), to assess potential impacts to historic resources, and – where impacts have been identified – to provide mitigation measures to reduce impacts where applicable. The Department may request that consultants prepare HREs and Cultural Resource Surveys, develop preservation-specific project alternatives and mitigation measures, create and implement mitigation monitoring and reporting programs, and develop and prepare sections and recommendations for the historic resource component of environmental impact review documents.

Consultants should have a strong understanding of the Standards and common interpretations and guidelines based on the Standards as well as other relevant historic preservation practices. Consultants should also indicate any specialized area of expertise, such as knowledge of cultural landscapes, cultural heritage, or other particular skill areas.

Consultants must provide information to demonstrate a strong expertise in the development of complex documentation, including environmental mitigation measures when impacts have been identified and preservation-specific project alternatives. The Consultant should provide examples of such documentation as well as examples of design review and analysis of projects for conformance with the Standards.

Consultants, in addition, are required to satisfy the Secretary of the Interior's Professional Qualification Standards for Architectural History and/or Historic

Architecture. Special consideration may be given to consultants with a strong background in Historic Preservation Planning.

Responding consultants must demonstrate adequate staff with graduate degrees in Historic Preservation, Planning, Cultural Resources Management, or a closely related field and demonstrated experience in the respective fields.

Historical Resources Areas of Specialization:

Historical resource consultants having expertise in cultural landscapes and/or cultural heritage should clearly indicate this additional expertise along with supporting documentation in the submittal. Please demonstrate satisfaction of the following respective minimal professional qualifications:

Cultural Landscapes

- Professional degree in Landscape Architecture, Architectural History, Historic Preservation, Urban Planning or related field –and at least three years of professional experience in evaluating cultural landscapes according to the National Park Service guidelines: *A Guide to Cultural Landscape Reports: Contents, Process, and Techniques* and the *Cultural Landscape Inventory Professional Procedures Guide*;
- In-depth knowledge of the historic landscape history of the San Francisco Bay Area including parks, open spaces, natural systems, vegetation, etc.;
- Expertise in plant identification through academic course work or related professional experience;
- A strong understanding of the *Secretary of the Interior's Standards for the Treatment of Historic Properties with Guidelines for the Treatment of Cultural Landscapes* and experience applying the standards in the development of treatment recommendations for cultural landscapes;
- Previous fieldwork and documentation in Northern California to ensure adequate knowledge of regional climate, landscape design trends & research themes; and
- Demonstrated expertise through authorship of technical and/or scholarly reports on cultural landscapes.

Cultural Heritage

- Professional degree in Public History, social history, ethnic history, anthropology, sociology, or related field – and professional experience in evaluating cultural heritage;
- Demonstrated familiarity with evaluation of cultural heritage according to the National Park Service's National Register Bulletins: *Guidelines for Evaluating and Documenting Traditional Cultural Properties* and *Guidelines for Evaluating and Nominating Properties Associated with Significant Persons*;
- In-depth knowledge of the cultural and social history of the San Francisco Bay Area; and
- Demonstrated expertise through authorship of technical and/or scholarly reports on cultural heritage.

4. Archeology Consultants

Archeological consultants responding to this RFQ are required to demonstrate a well-established experience and ability to prepare complex archeological documents in support of environmental project analyses and/or to undertake required complex archeological field investigations and documentation in compliance with environmental mitigation programs. The response of an archeological consultant to this RFQ must clearly demonstrate the respondent meets or exceeds each and all of the following qualifications for archeological consultant and for any area of archeological specialization for which the consultant seeks qualification:

1. Minimally satisfy the Secretary of the Interior ("SOI") Professional Qualification Standards for Archaeology (48 FR 44716, as amended);
2. At least one full-time team member minimally satisfies each or both of the SOI Professional Qualification Standards for prehistoric archeology and historical archeology;
3. RPA-certified (Register of Professional Archaeologist-certified);
4. Prehistoric archeologist team member has a demonstrated high level of knowledge and five-years supervisory field expertise in San Francisco Bay area prehistoric archeology;
5. Historical archeologist team member has a demonstrated high level of knowledge and five-years supervisory field expertise in San Francisco Bay area historic-period archeology, including familiarity with local archives;
6. Demonstrate the competency and experience to prepare an archeological research design and treatment plan addressing prehistoric and historical archeological resources in San Francisco or in a comparable highly developed urban setting;
7. Demonstrate sufficient staffing/personnel, equipment, artifact storage and laboratory facilities to competently mobilize and undertake large-scale archeological field projects in a highly developed urban setting;
8. In-house GIS-capability;
9. Demonstrate a good record of performance in the recording of archeological sites and depositing copies of archeological reports at the relevant California Historic Resources Information Center, such as inclusion in the submittal of an inventory of archeological site records and archeological reports submitted to the Information Center with submittal dates; and
10. Demonstrated ability to consult in good faith and respect with site-associated descendant groups and the willingness to reflect serious consideration of expressed concerns, views, and recommendations of such descendant groups in the treatment of associated archeological sites including final technical or interpretive products related prepared for such sites.

Archeological Areas of Specialization:

Archeological consultants having expertise in an archeological sub-discipline should clearly indicate this additional expertise along with supporting documentation in the submittal.

Archeological consultants having expertise in geoarcheology, Spanish-Mexican/California Colonial, Overseas Chinese, and Maritime archeology need to demonstrate satisfaction of the following respective minimal professional qualifications:

Geoarcheologist/geomorphologist:

- Geoarcheologist/geomorphologist should have or be near completion of a post - graduate degree in earth-science field (geology, physical geography, pedology/soil science, Quaternary studies or have demonstrated professional expertise through both field experience and technical publications;
- Minimally satisfy the SOI Professional Qualification Standards for Archaeology (48 FR 44716, as amended);
- Previous fieldwork in the San Francisco Bay Area to ensure adequate knowledge of regional stratigraphy, soils, & research issues; and Membership in Geoarchaeological Interest Group (GIG) of the Geological Society of America (GSA) is strongly desirable.

Maritime archeologist

- Minimally satisfies the SOI Professional Qualification Standards for Archaeology (48 FR 44716, as amended);
- A graduate degree in maritime archeology or maritime history;
- Five years extensive field experience in underwater or marine archeology, including conducting and supervising remote-sensing surveys; and
- In-depth knowledge of the maritime and Gold Rush period history of San Francisco.

Spanish-Mexican/Colonial Period Archeologist

- Minimally satisfies the SOI Professional Qualification Standards for Archaeology (48 FR 44716, as amended);
- Minimally satisfies the SOI's Professional Qualification Standards for prehistoric archeology and historical archeology;
- At least three-years of professional experience in the study of Alta/Baja California/Southwest/ Gulf Coast Spanish-Mexican/Colonial archeological resources; and
- Demonstrated expertise through authorship of technical and/or scholarly reports on Spanish-Mexican/Colonial archeology.

Overseas Chinese Archeologist

- Minimally satisfies the SOI Professional Qualification Standards for Archaeology (48 FR 44716, as amended);
- Minimally satisfies the SOI's Professional Qualification Standards for historical archeology;
- At least three years of professional experience in the study of Overseas Chinese archeological resources; and
- Demonstrated expertise through authorship of technical and/or scholarly reports on Overseas Chinese archeology.

The work of archeological consultants under this RFQ is expected to conform to the Society for California Archaeology *Code of Ethical Guidelines* and the EP *Consultant Instructions for Archeology* (once completed) under the direction of the EP staff archeologist.

B. Selection Criteria

The qualifications will be evaluated by a selection committee comprised of parties with expertise in the relevant topic areas. The City intends to evaluate the qualifications generally in accordance with the criteria itemized below. Qualifications that meet the minimum qualifications will be considered for the Pool. Up to twenty of the firms with the highest scoring qualifications may be included in the pool.

Note: Respondents that meet the selection criteria and are ultimately included within the Pool will not be ranked within their respective Pool. The Planning Department reserves the right to enter into contract negotiations with any firm from within a Pool on a project-by-project or as-needed basis.

Each RFQ response will be evaluated in accordance with the criteria below. A Respondent must receive a score of 71 points or above out of the 100 total possible points to be pre-qualified.

C. Written Selection Criteria:

1. Firm / Team Qualifications (40 points)

- a. Expertise of the firm in relevant consulting services, including topical review in complex urban settings;
- b. Quality of recently completed projects including but not limited to prior work with the City, adherence to schedules, deadlines and budgets;
- c. Experience with recent similar types of work;
- d. Established quality assurance/quality control plan for project deliverables to ensure a high level of professional quality and technical accuracy prior to document submittal; and
- e. Results of reference checks.

2. Assigned Staff (40 points)

- a. Recent experience of staff assigned to the projects that would result from this RFQ, and a description of the tasks to be performed by each staff person;
- b. Professional qualifications and education, including number of years of relevant professional experience;
- c. Reasonableness of billing rates;
- d. Workload, staff availability and accessibility.

3. Responsiveness (20 points)

- a. Overall organization and clarity of the qualifications;
- b. Responsiveness to all items requested
- c. Information provided is complete, accurate and applicable; and

- c. Proper spelling and grammar used throughout the proposal.

V. **Pre-Qualification Conference and Contract Awards**

A. **Pre-Qualification Conference**

Respondents are encouraged, but not required, to attend a pre-qualification conference on the date and time listed in the schedule. The pre-qualification conference will be held at the **Planning Department at 1650 Mission Street, Conference Room 431, San Francisco, CA 94103**. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFQ, please contact the individual designated in Section VI.B.

B. **Contract Awards from the Pool**

When the City is in need of consulting service for public-sponsored projects or as-needed tasks, the City may select respondents from the qualified pool with whom City staff shall commence contract negotiations. The selection of any qualification shall not imply acceptance by the City of all terms of the submitted qualification, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time, the City, in its sole discretion, may terminate negotiations and begin contract negotiations with another respondent from the Pool.

The City retains full discretion to select the best qualified Respondents from the Pool for projects or tasks – public or private. Alternatively, the City may exercise its discretion to further solicit from within the Pool. In addition, in the context of privately-sponsored projects, the City may develop an alternative means of providing project sponsors with choice among a subset of qualified environmental consultants from the Pool.

No pre-qualified or selected Respondent is guaranteed a contract as a result of participation in this RFQ.

C. **Other Terms and Conditions**

The City may issue Request(s) for Proposals or Request(s) for Quotes to the pre-qualified consultant list to better assess qualifications for a specific scope of service, which may include staffing, scheduling, deliverable, and cost considerations.

The selection of any pre-qualified Respondent for contract negotiation shall not imply acceptance by the City of all terms of the response, which may be subject to further negotiation and approvals before the City may be legally bound thereby.

If a satisfactory contract cannot be negotiated in a reasonable time with any pre-qualified Respondent, then the City, in its sole discretion, may terminate negotiations and begin contract negotiations with any other remaining pre-qualified Respondents.

The City, in its sole discretion, has the right to approve or disapprove any staff person assigned to a firm's projects before and throughout the contract term. The City reserves the right at any time to approve, disapprove, or modify proposed project plans, timelines, and deliverables.

VI. Terms and Conditions for Receipt of Qualifications

A. Errors and Omissions in RFQ

Respondents are responsible for reviewing all portions of this RFQ. Respondents are to promptly notify the Department, in writing, if the respondent discovers any ambiguity, discrepancy, omission, or other error in the RFQ. 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 Qualifications. Modifications and clarifications will be made by addenda as provided below.

B. Inquiries Regarding RFQ

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

Belle La via email at Belle.La@sfgov.org

Substantive questions received by the deadline for submission of written questions or requests for clarification will be posted on the website in a Questions and Answers document.

C. Objections to RFQ Terms

Should a respondent object on any ground to any provision or legal requirement set forth in this RFQ, the respondent must, not more than ten calendar days after the RFQ is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a respondent 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 RFQ, prior to the Qualifications due date, by issuing Bid Addendum/Addenda, which will be posted on the website. The respondent shall be responsible for ensuring that its Qualifications reflects any and all RFQ Addenda issued by the Department prior to the Qualifications due date regardless of when the Qualifications is submitted. Therefore, the City recommends that the respondent consult the website frequently, including shortly before the Qualifications due date, to determine if the respondent has downloaded all RFQ Addenda.

E. Term of Qualifications

Submission of Qualifications guarantees that the proposed services and prices are valid for 730 calendar days from the Qualifications due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

F. Revision of Qualifications

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

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

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

G. Errors and Omissions in Qualifications

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

H. Financial Responsibility

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

I. Respondent's Obligations under the Campaign Reform Ordinance

Respondents 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 Respondent 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 Respondent 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 consultant approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential Consultant about a contract. The negotiation period ends when a contract is awarded or not awarded to the consultant. 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 consultant to propose that the consultant apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Qualifications, 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, respondents 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), consultants' bids, responses to RFQs 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 respondent 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 respondent must comply with Chapter 12L. The respondent must include in its Qualifications (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to respondent's meetings and records, and (2) a summary of all complaints concerning the respondent'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 respondent shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in respondent's Chapter 12L submissions shall be grounds for rejection of the Qualifications and/or termination of any subsequent Agreement reached on the basis of the Qualifications.

L. Reservations of Rights by the City

The issuance of this RFQ 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:

Waive or correct any defect or informality in any response, Qualifications, or Qualifications procedure;

Reject any or all Qualifications;

Reissue a Request for Qualifications;

Prior to submission deadline for Qualifications, 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 RFQ, or the requirements for contents or format of the Qualifications;

Procure any materials, equipment or services specified in this RFQ by any other means; or determine that no project will be pursued.

M. No Waiver

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

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") may apply to city-sponsored contracts awarded from this RFQ. More information regarding these requirements can be found at:

<http://www.sfgov.org/cmd>

Privately sponsored projects are not subject to 14B requirements, but are strongly encouraged to incorporate a high level of participation by Local Business Enterprises (LBEs) certified by the San Francisco Contract Monitoring Division (CMD). Prime Consultants are also encouraged to submit proposals with LBEs as sub consultants.

The CMD Attachment 2 forms will be reviewed during the Initial Screening, which is prior to the Evaluation of Firms (that met Minimum Qualifications). **Each solicitation process under this RFQ and any resulting solicitation process requires a new submittal of CMD Attachment 2 forms** that can be downloaded at the following link:

<http://sfgov.org/cmd/sites/default/files/Documents/CMD%20Attachment%20%20-%2008.01.16.pdf>

1. LBE Subconsultant Participation Goals for Public-sponsored Project Specific Proposals

The LBE subconsulting goal for public-sponsored projects is defined on a project-by-project basis, as a percentage of the total value of the goods and/or services to be procured.

Each firm responding to each city-sponsored project may be required to demonstrate in a project-specific response that it has used good-faith outreach to select LBE sub consultants as set forth in S.F. Administrative Code §§14B.8 and 14B.9, and shall identify the particular LBE sub consultants solicited and selected to be used in performing the contract. For each LBE identified as a sub consultant, the response must specify the value of the participation as a percentage of the total value of the goods and/or services to be procured, the type of work to be performed, and such information as may reasonably be required to determine the responsiveness of the Qualifications. LBEs identified as sub consultants must be certified with the San Francisco Contract Monitoring Division at the time the project-specific response is submitted, and must be contacted by the respondent (prime consultant) prior to listing them as sub consultants in the project-specific response. Any project-specific response that does not meet the requirements of this paragraph will be non-responsive.

In addition to demonstrating that it will achieve the level of subconsulting participation required by the contract, a respondent shall also undertake and document in its submittal the

good faith efforts required by Chapter 14B.8(C) & (D) and CMD Attachment 2, Requirements for Architecture, Engineering and Professional Services Contracts. Sub-consulting goals can only be met with CMD-certified Small or Micro-LBEs located in San Francisco.

Project-specific responses which fail to comply with the material requirements of S.F. Administrative Code §§14B.8 and 14B.9, CMD Attachment 2 and this RFQ will be deemed non-responsive and will be rejected. During the term of the contract, any failure to comply with the level of LBE sub consultant participation specified in the contract shall be deemed a material breach of contract. Subconsulting goals can only be met with CMD-certified LBEs located in San Francisco.

2. LBE Participation for Public-sponsored Project Specific Proposals

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 Respondents who are certified by CMD as a LBE, or joint ventures 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 discount applies at each phase of the selection process. The application of the rating discount is as follows:

A 10% bid discount shall be applied to Small LBEs and Micro-LBEs bidding as primes;
or

A 2% bid discount will be applied to a Small Business Administration (SBA)-LBE, except that the 2% discount shall not be applied at any stage if it would adversely affect a Small LBE or Micro-LBE bidder.

If applying for a rating discount as a joint venture: the LBE must be an active partner in the joint venture 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 joint venture. The portion of the LBE joint venture's work shall be set forth in detail separately from the work to be performed by the non-LBE joint venture partner. The LBE joint venture's portion of the contract must be assigned a commercially useful function.

3. CMD Forms to be Submitted with Public-sponsored Project Specific Proposals

At the RFQ stage, firms shall submit the following documents:

1. Form 2A – CMD Contract Participation Form
2. Form 3 – CMD “Good Faith Outreach” Requirements Form
3. Form 4 – CMD Joint Venture Form (if applicable)
4. Form 5 – CMD Employment Form

Further solicitations and/or task orders resulting from this RFQ shall require submittal of the following documents at the time of proposal:

1. Form 2A – CMD Contract Participation Form
2. Form 2B - CMD “Good Faith Outreach” Requirements Form
3. Form 3 – CMD Non-Discrimination Affidavit
4. Form 4 – CMD Joint Venture Form (if applicable)
5. Form 5 – CMD Employment Form

If your firm fails to submit the correct CMD documentation by Deadline for RFQ Responses, the response may be determined to be non-responsive, rejected, not evaluated, and Respondents will not be eligible to be on the Prequalified Consultant List for this RFQ.

The forms should be part of the "Original" proposal. The forms should have original signatures. Please submit only two paper copies and one electronic PDF copy of the above forms with your Qualifications if you are seeking the LBE bid discount/rating bonus for public-sponsored projects.

4. LBE Subconsultant Participation Requirement

LBE sub-consulting requirements will be set on a project by project basis and will be a percentage of the total value of the goods and/or services to be procured. Subconsulting requirements can only be met with CMD-certified Small or Micro-LBEs located in San Francisco.

Please refer to San Francisco Administrative Code Chapter 14B and *CMD Attachment 2* for information concerning the City's LBE program.

5. Link to LBE Subconsultant Directory

This link takes you to a directory of current Local Business Enterprises.

http://mission.sfgov.org/hrc_certification/

6. Good Faith Outreach to Select LBE Subconsultants

Each firm responding to solicitations resulting from this prequalified list shall demonstrate in its response that it has used good-faith outreach to select LBE subconsultants as set forth in S.F. Administrative Code §14B.8 and §14B.9, and shall identify the particular LBE subconsultants solicited and selected to be used in performing the contract. For each LBE identified as a subcontractor, the response must specify the value of the participation as a percentage of the total value of the goods and/or services to be procured, the type of work to be performed, and such information as may reasonably be required to determine the responsiveness of the response. LBEs identified as subconsultants must be certified with the Contract Monitoring Division at the time the response is due, and must have been contacted by the (prime contractor) prior to listing them as subcontractors in the response. Any response that does not meet the requirements of this paragraph will be non-responsive. ***If the Respondent meets/exceeds LBE participation by 35%, Good Faith Outreach documentation is not required.***

7. Documentation of Good Faith Outreach Efforts

In addition to demonstrating that it will achieve the level of subconsulting participation required by the resulting projects, a Respondent shall also undertake and document in its submittal the good faith efforts required by Chapter 14B.8(C) & (D) and CMD Attachment 2, Requirements for Architecture, Engineering and Professional Services Contracts.

Proposals which fail to comply with the material requirements of San Francisco Administrative Code §14B.8 and §14B.9, CMD Attachment 2, this RFQ, and resulting solicitations will be deemed non-responsive and will be rejected.

Note: During the term of the contract, any failure to comply with the level of LBE subconsultant participation specified in the contract shall be deemed a material breach of contract.

1. **LBE Participation and Rating Bonuses**

The City strongly encourages responses from qualified LBEs. Pursuant to Chapter 14B, the following rating bonuses will be in effect for the award of this project for any Respondents who are certified as a Small or Micro-LBE, or joint ventures 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 (415) 581-2310. The rating bonus applies at each phase of the selection process. The application of the rating bonus is as follows:

- 1) A 10% bonus to a Small or Micro LBE—including Non-Profit; or a joint venture between or among LBEs; or
- 2) A 5% bid discount will be applied to an SBA-LBE, except that the 5% discount shall not be applied at any stage if it would adversely affect a Small LBE or Micro-LBE bidder
- 3) A 5% bonus to a joint venture with LBE participation that equals or exceeds 35%, but is under 40%;
- 4) A 7.5% bonus to a joint venture with LBE participation that equals or exceeds 40%;

Joint Venture Rating Bonus If applying for a rating bonus as a joint venture, the LBE must be an active partner in the joint venture and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the response, 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 joint venture. The portion of the LBE joint venture's work shall be set forth in detail separately from the work to be performed by the non-LBE joint venture partner. The LBE joint venture's portion of the contract must be assigned a commercially useful function.

2. **Local Business Enterprise Utilization Tracking System (LBEUTS)**

Contractors must submit all required payment information using the City's new online Financial and Procurement System as required by CMD to enable the City to monitor Contractor's compliance with the LBE subcontracting commitments. Contractor shall pay its LBE subcontractors within three working days after receiving payment from the City, except as otherwise authorized by the LBE Ordinance. Failure to submit all required payment information in the Financial and Procurement System with each payment request may result in the Controller withholding 20% of the payment due pursuant to that invoice until the required payment information is provided. Following the City's payment of an invoice, Contractor has ten calendar days to acknowledge all subcontractors have been paid in the online Financial and Procurement System.

If you have any questions regarding the CMD LBE requirements, please contact Ryan Young, the CMD Contract Compliance Officer for the Office at 415-581-2301 or Ryan.B.Young@sfgov.org.

5. CMD Forms to be Submitted with Public-sponsored Project Specific Proposals

All Qualifications submitted who are requesting a LBE bid discount/rating bonus to be considered as a part of their qualifications score, must include the following Contract Monitoring Division (CMD) Forms contained in the CMD Attachment 2: 1) CMD Contract Participation Form, 2) CMD "Good Faith Outreach" Requirements Form, 3) CMD Non-Discrimination Affidavit, 4) CMD Joint Venture Form (if applicable), and 5) CMD Employment Form. If these forms are not returned with the Qualifications, the LBE bid discount/rating bonus may not be factored when establishing the Pool.

Please submit only two paper copies and one electronic PDF copy of the above forms with your Qualifications if you are seeking the LBE bid discount/rating bonus for public-sponsored projects.

If you have any questions concerning the CMD Forms, you may call Lupe Arreola, the Contract Monitoring Division Contract Compliance Officer for the Planning Department at 415-581-2306.

O. Communications Prior to Contract Award / Establishment of Pool

Only the employee(s) identified in the RFQ as the contact(s) for this competitive solicitation are authorized to respond to comments or inquiries from respondents or potential respondents seeking to influence the consultant selection process or the award of the contract. This prohibition extends from the date the RFQ is issued until the date when the notice informing respondents of their inclusion or non-inclusion in the Pool is issued.

All firms and sub consultant(s) responding to this RFQ are prohibited from contacting any Commissioner, elected official, City staff member, other than the contact person listed in this solicitation or as otherwise expressly authorized herein, from the date the RFQ is issued to the date when the notice of tentative award is issued. This prohibition does not apply to communications with a Commissioner, elected official, City staff member regarding normal business not regarding or related to this RFQ.

Additionally, the firms and sub consultant(s) will not provide any gifts, meals, transportations, materials or supplies or any items of value or donations to or on behalf of any Commissioner, elected official, City staff member from the date the RFQ is issued to the date when the notice of tentative award is issued.

All lobbyists or any agents representing the interests of proposing prime consultants and sub consultant(s) shall also be subject to the same prohibitions.

Any respondent that violates this section, directly or through an agent, lobbyist or sub consultant will be disqualified from the selection process.

VII. Contract Requirements

A. Standard Contract Provisions [for Public Projects]

The successful respondent will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached separately. 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.

Respondents are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Contracts and Benefits, 34 in the Agreement); the Minimum Compensation Ordinance (§43 in the Agreement); the Health Care Accountability Ordinance (§44 in the Agreement); the First Source Hiring Program (§45 in the Agreement); and applicable conflict of interest laws (§23 in the Agreement), as set forth in paragraphs B, C, D, E and F below.

B. Nondiscrimination in Contracts and Benefits [for Public Projects]

The successful respondent 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. Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at <http://sfgov.org/CMD>.

C. Minimum Compensation Ordinance (MCO) [for Public Projects]

The successful respondent 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 consultants 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 §43.

For the amount of hourly gross compensation currently required under the MCO, see <http://sfgov.org/olse/mco>. Note that this hourly rate may increase on January 1 of each year and that consultants 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.

D. Health Care Accountability Ordinance (HCAO) [for Public Projects]

The successful respondent 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. Consultants 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.

E. First Source Hiring Program (FSHP) [for Public Projects]

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 consultants 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.

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

F. Conflicts of Interest

The successful respondent 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 respondent 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 respondent 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 respondent that the City has selected the respondent.

G. San Francisco Business Tax Certificate

San Francisco Ordinance No. 345-88 requires that, in order to receive an award, a firm located in San Francisco or doing business in San Francisco must have a current Business Tax Certificate. Since the work contemplated under the proposed Agreement will be performed in San Francisco, a San Francisco Business Tax Certificate will be required.

H. Statement of Economic Interest

Depending on the final scope of the contract, the consultant to whom a contract is awarded, as well as all of its subconsultants, may be required to file a Statement of Economic Interest, California Fair Political Practices Commission Form 700, under the requirements of California Government Code Sections 7300 et seq. and San Francisco Campaign and Governmental Code Section 3.1-102. A copy of the Form 700 can be downloaded from the following website: <http://www.fppc.ca.gov>

Contract Requirements for Private Projects

I. As described above, eligibility for work on privately-sponsored projects or on projects sponsored by a public agency or City department other than the Department shall be conditioned on agreement by the qualified Consultant to include specific performance criteria in its performance contracts with private sponsors. The Planning Department requires that consultant contracts for private projects include the following provisions. Violation of this section on any project shall be grounds for removal from the applicable Pool and/or reassignment of a new Consultant to the project at issue, or could affect the inclusion of the Consultant in one or more future PCLs up to the end of the term of the Pool, at the discretion of the Planning Department.

Planning Department Minimum Performance Standards

Performance of any contract shall be subject to the following performance standards:

1. Preliminary drafts of deliverables, with the exception of preliminary project descriptions, sponsors' objectives, and descriptions of approvals needed, may not be distributed to project sponsors in advance of submittals to the Planning Department; drafts may be provided to project sponsor simultaneously with submittal to the Department.
2. Along with submission of any document or deliverable, Consultants shall provide a signed Consultant's Checklist with draft submittals, attesting to completeness of review, required content, and verification that requested changes have been incorporated.
3. Consultant must obtain Planning Department approval of the scope of work for consultant services, in writing, prior to signing of the contract by the Consultant and project sponsor.
4. Initial preliminary draft documents shall be submitted within six months after work scopes are finalized and subsequent revisions shall be submitted within six months after receipt of Department review comments, subject to exceptions by (1) prior mutual agreement between Department and consultant for unusually complex projects, or (2) delays caused due to project redesign or other factors beyond the control of consultants, for which advance written notification by Consultants is provided.
5. Subject to exceptions in unusual circumstances and by prior written mutual agreement by the Department and Consultant, Consultant will require no more than two complete submittals of preliminary draft documents prior to finalization (not including screen check version). Any circumstance requiring more than two complete preliminary drafts shall be described in writing by the Consultant and/or Planning Department staff and included in the Planning Department's project case file.

VIII. Protest Procedures

A. Protest of Non-Responsiveness Determination

Within five working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted Qualifications and believes that the City has incorrectly determined that its submittal 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 respondent, and must cite the law, rule, local ordinance, procedure or RFQ 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 Established Pool

Within five working days of the City's issuance of a notice of intent to establish the pre-qualified Pool of consultants, any firm that has submitted a responsive Qualification and believes that the City has incorrectly selected another respondent for award or inclusion within the Pool 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 or inclusion within the Pool.

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 respondent, and must cite the law, rule, local ordinance, procedure or RFQ 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:

Belle La
San Francisco Planning Department
1650 Mission Street, Suite 400
San Francisco, CA 94103

Appendix A

Standard Business Registration Requirements

New Bidders and Suppliers

Those seeking to do business with the City can follow the link below to register for a new account. Once registered, you will become a Bidder and can initiate the process to become a Supplier. Please visit this page for an explanation of what it means to be a Bidder versus a Supplier.

[Click here](#) to register as a Bidder.

If you have already registered and have an account you can [login here](#).

Existing Bidder and Supplier Registration

If you are already doing business with the City, but are not yet registered in the new system, please check your email for an activation link. This spring we asked that existing partners provide a point of contact to serve as your Supplier Administrator. On July 3rd, Supplier Administrators received an email with the subject line "SFCityPartner Supplier Portal" from the City that contained the link to activate your account. Please carefully follow the email instructions.

For training on how to navigate to the Supplier Portal, please go to the [Training Page](#).

If you didn't receive an email on July 3rd, please follow these troubleshooting tips:

1. Check with your colleagues in your company to see if someone else received the email.
2. Check your spam mail folder to see if the email is there.
3. Are you already an Approved Vendor with the City of San Francisco? If not, you wouldn't have received an email, even if you updated your point of contact.

If you've tried these tips but the issue hasn't been resolved, please contact our User Support desk at sfcitypartnersupport@sfgov.org, or call 415-944-2442.

Did you receive an activation email but couldn't log in?

Please contact the City and County of San Francisco Department of Technology at 415-581-7100

RFQ EP17-01 Environmental, Transportation, Historic Resources, and Archeological Review

Before the City can award any contract to a consultant, that consultant must file three standard City forms (items 1-3 on the below chart). **(For inclusion in the pool of pre-qualified consultants, Consultants must complete items 1-2 on the chart and obtain a city vendor/supplier number.)** Because many Consultants have already completed these forms, and because some informational forms are rarely revised, the City has not included them in the RFQ 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 Consultant cannot get the documents off the internet, the consultant should call (415) 554-6248 or e-mail Purchasing (purchasing@sfgov.org) and Purchasing will fax, mail or e-mail them to the Consultant.

If a Consultant has already filled out items 1-3 (see note under item 3) on the chart, **the Consultant should not do so again unless the Consultant's answers have changed.** To find out whether these forms have been submitted, the consultant should contact Supplier Management Team at (415) 554-6702.

If a consultant would like to apply to be certified as an LBE, respondent must submit item 4 to the Contract Monitoring Division Office. To find out about item 4 and certification, the consultant should call Contract Monitoring Division at (415) 581-2310.

Item	Form name and Internet location	Form	Description	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 consultant's taxpayer ID number on this form. If a consultant has already done business with the City, this form is not necessary because the City already has the number.	Supplier Management Team https://sfcitypartner.sfgov.org/ (415) 554-6702
2.	Business Tax Declaration http://sfgsa.org/index.aspx?page=4762	P-25	All consultants 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	Supplier Management Team https://sfcitypartner.sfgov.org/ (415) 554-6702
3.	S.F. Administrative Code Chapters 12B & 12C Declaration:	CMD-12B-101	Consultants tell the City if their personnel policies meet the City's requirements for nondiscrimination against	Contract Monitoring Division 30 Van Ness, Suite 200 San Francisco,

RFQ EP17-01 Environmental, Transportation, Historic Resources, and Archeological Review

Item	Form name and Internet location	Form	Description	For more info:
	<p>Nondiscrimination in Contracts and Benefits</p> <p>http://sfgsa.org/index.aspx?page=6127</p> <p>In Vendor Profile Application</p>		<p>protected classes of people, and in the provision of benefits between employees with 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.</p>	<p>CA 94102-6020 (415) 581-2310</p>
4.	<p>CMD LBE Certification Application</p> <p>http://sfgsa.org/index.aspx?page=5364</p> <p>In Vendor Profile Application</p>		<p>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, Respondents must be certified by CMD by the Qualifications due date.</p>	<p>Contract Monitoring Unit 30 Van Ness, #200 San Francisco, CA 94102-6059 (415) 581-2310</p>

Where the forms are on the internet

Office of Contract Administration

Homepage: <http://sfgov.org/OCA>

Purchasing forms: Click on "Required Vendor Forms" under the "Information for Vendors and Consultants" banner.

Contract Monitoring Division

CMD's homepage: <http://sfgov.org/CMD>

Equal Benefits forms: <http://sfgsa.org/index.aspx?page=6127>

LBE certification form: <http://sfgsa.org/index.aspx?page=5364>

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING Dept. Code: CPC

Type of Request: [] Initial [x] Modification of an existing PSC (PSC # 4023 12/13)

Type of Approval: [] Expedited [x] Regular [] Omit Posting

Type of Service: As-Needed Pool of Qualified Environmental, Transportation, Historic Resources, and Archeology

Funding Source: Various
PSC Original Approved Amount: \$1,500,000
PSC Mod#1 Amount: \$700,000
PSC Mod#2 Amount: \$3,000,000
PSC Mod#3 Amount: \$2,000,000
PSC Mod#4 Amount:
PSC Cumulative Amount Proposed: \$7,200,000
PSC Original Approved Duration: 09/18/12 - 09/30/15 (3 years 1 week)
PSC Mod#1 Duration: 01/28/15-03/31/17 (1 year 26 weeks)
PSC Mod#2 Duration: no duration added
PSC Mod#3 Duration: 04/01/17-04/01/19 (2 years 1 day)
PSC Mod#4 Duration:
PSC Cumulative Duration Proposed: 6 years 28 weeks

1. Description of Work

A. Scope of Work:

In 2008, the San Francisco Planning Department determined the need to select a pool of pre-qualified environmental, transportation, historic resources, and archeology review consultants through a request-for-qualifications ("RFQ") process to use on an as-needed basis. Such projects include, but are not limited to: environmental review of the Transportation Sustainability Program, SoMa Streetscape Plan, Health Care Services Master Plan, and Urban Forest Master Plan. Private development proposals will be required to use this as-needed pool to conduct independent environmental analysis, maintain better quality control, and follow the model used in most other jurisdictions. Inclusion in the pre-qualified are as follows: 1) enter into an independent contract with a private developer for environmental or transportation impact studies, historic resource & archeology review which must be reviewed & finalized by Department staff. or 2) enter into contracts with City and County of San Francisco. B. Explain why this service is necessary and the consequence of denial:

The services are required to comply with the California Environmental Quality Act ("CEQA") in the provision of mandatory environmental and transportation impact studies, historic resources evaluation, and archeological research by consultants with expertise in the various project areas. Denial would result in legal risk to the City, and the inability to adopt area plans and programs that advance a better built environment in the City.

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

Services have been provided in the past through earlier PSC request. See 4023 12/13

D. Will the contract(s) be renewed? A firm may be awarded more than one contract within the RFQ term.

2. Union Notification: On 01/05/17, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Management & Superv Local 21; Architect & Engineer

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4023 12/13

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 01/17/2017

Civil Service Commission Action:

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

The firms that would perform these services must have technical experts in the areas of environmental science/air quality, meteorology (including knowledge and experience with Urbemis software), graphic information systems, 3-D modeling, shadow, transportation and traffic engineering analysis, and related fields, and the ability to compile data and make projections pertaining to greenhouse gasses and related environmental impacts. These firms would also need to provide archeological/historic field work and analysis.

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

5277,5278,5291,5298,5293,5299,5283,5288,5289,5290,5275,1052,1053,1314,5502,1823,1824,

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

Contractor's staff would perform the requested services at their company offices, with some on-site review of the development or plan area.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Due to the unique nature of California Environmental Quality Act (CEQA) requirements, no planning departments in California counties routinely prepare environmental or transportation-related impact studies with historic resource and archeology review because these studies require expertise in many topics, including archeology, greenhouse gas emissions, historic resource evaluations, shadow and wind analysis, and transportation analysis. See attached original PSC approved at the September 17, 2012 Civil Service Commission.

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

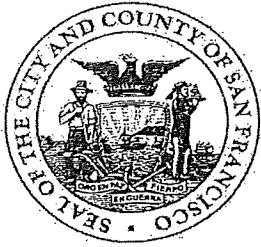
Due to various combinations of environmental & transportation impact knowledge & expertise required for each project or plan, it would is not practical to create various classifications, that may be called on to provide services for only a fraction of any project for a limited duration.

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

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? none	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 01/05/17 BY:

Name: Belle La Phone: 415-575-6833 Email: belle.la@sfgov.org
 Address: 1650 Mission St, Suite 400 San Francisco, CA 94103



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent Via Electronic Mail.

August 7, 2015

DOUGLAS S. CHAN
PRESIDENT

GINA M. ROCCANOVA
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS NUMBERS 45288-14/15; 44397-14/15; 41540-14/15; 42834-14/15; 4023-12/13 AND 41209-13/14.

At its meeting of August 3, 2015 the Civil Service Commission had for its consideration the above matter.

The Commission adopted the report and approved all the Personal Service Contracts. This shall serve to notify the Office of the Controller and the Office of Contract Administration.

MICHAEL L. BROWN
EXECUTIVE OFFICER

PLEASE NOTE:

It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.

CIVIL SERVICE COMMISSION

MICHAEL L. BROWN
Executive Officer

Attachment

Cc: Jacquie Hale, Department of Public Health
Belle La, City Planning Department
Stacey Lo, Public Utilities Commission
Shamica Jackson, Public Utilities Commission
Sung Kim, Department of Public Works
Bree Mawhorter, Sheriff Department
Ben Rosenfield, Controller's Office
Jaci Fong, Contract Administration
Commission File
Chron

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING Dept. Code: CPC

Type of Request: [] Initial [x] Modification of an existing PSC (PSC # 4023 12/13)

Type of Approval: [] Expedited [x] Regular [] Omit Posting

Type of Service: As-Needed Pool of Qualified Environmental, Transportation, Historic Resources, and Archeology

Funding Source: Various
PSC Original Approved Amount: \$1,500,000 PSC Original Approved Duration: 09/18/12 - 09/30/15 (3 years 1 we
PSC Mod#1 Amount: \$700,000 PSC Mod#1 Duration: 01/28/15-03/31/17 (1 year 26 weeks)
PSC Mod#2 Amount: \$3,000,000 PSC Mod#2 Duration: no duration added
PSC Cumulative Amount Proposed: \$5,200,000 PSC Cumulative Duration Proposed: 4 years 27 weeks

1. Description of Work

A. Scope of Work:

In 2008, the San Francisco Planning Department determined the need to select a pool of pre-qualified environmental, transportation, historic resources, and archeology review consultants through a request-for-qualifications ("RFQ") process to use on an as-needed basis. Such projects include, but are not limited to: environmental review of the Transportation Sustainability Program, SoMa Streetscape Plan, Health Care Services Master Plan, and Urban Forest Master Plan. Private development proposals will be required to use this as-needed pool to conduct independent environmental analysis, maintain better quality control, and follow the model used in most other jurisdictions. Inclusion in the pre-qualified are as follows: 1) enter into an independent contract with a private developer for environmental or transportation impact studies, historic resource & archeology review which must be reviewed & finalized by Department staff, or 2) enter into contracts with City and County of San Francisco on an as-needed basis for the provision of specialized studies.

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

The services are required to comply with the California Environmental Quality Act ("CEQA") in the provision of mandatory environmental and transportation impact studies, historic resources evaluation, and archeological research by consultants with expertise in the various project areas. Denial would result in legal risk to the City, and the inability to adopt area plans and programs that advance a better built environment in the City.

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

Services have been provided in the past through earlier PSC request. See 4023 12/13

D. Will the contract(s) be renewed? A firm may be awarded more than one contract within the RFQ term.

2. Union Notification: On 06/11/15, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Management & Superv Local 21; Architect & Enginee

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4023 12/13

DHR Analysis/Recommendation:

08/03/2015

Commission Approval Required

Approved by Civil Service Commission

DHR Approved for 08/03/2015

-86 08/03/2015

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

The firms that would perform these services must have technical experts in the areas of environmental science/air quality, meteorology (including knowledge and experience with Urbemis software), graphic information systems, 3-D modeling, shadow, transportation and traffic engineering analysis, and related fields, and the ability to compile data and make projections pertaining to greenhouse gasses and related environmental impacts. These firms would also need to provide archeological/historic field work and analysis.

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

5277,5278,5291,5298,5293,5299,5283,5288,5289,5290,5275,1052,1053,1314,5502,1823,1824,

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

Contractor's staff would perform the requested services at their company offices, with some on-site review of the development or plan area.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Due to the unique nature of California Environmental Quality Act (CEQA) requirements, no planning departments in California counties routinely prepare environmental or transportation-related impact studies with historic resource and archeology review because these studies require expertise in many topics, including archeology, greenhouse gas emissions, historic resource evaluations, shadow and wind analysis, and transportation analysis. See attached original PSC approved at the September 17, 2012 Civil Service Commission.

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

Due to various combinations of environmental & transportation impact knowledge & expertise required for each project or plan, it would is not practical to create various classifications, that may be called on to provide services for only a fraction of any project for a limited duration.

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?

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 06/11/15 BY:

Name: Belle La Phone: 415-575-6833 Email: belle.la@sfgov.org

Address: 1650 Mission St, Suite 400 San Francisco, CA 94103

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN SERVICES -- DSS

Dept. Code: DSS

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

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

Type of Service: Development of Brand Identity and External Communications Plan

Funding Source: 13% Federal; 12% State; 75% Local

PSC Amount: \$271,343

PSC Est. Start Date: 12/01/2017

PSC Est. End Date 04/30/2019

1. Description of Work

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

The contractor will develop a cohesive brand and external communications plan for the Department of Human Service to better identify the three distinct divisions (DAAS, HSA, and OECE) and the services each offers. In order to better engage stakeholders, shape public perception, and to provide quality human services, the contractor will provide the following service:

- Conduct research
- Facilitate interviews and focus groups
- Develop the brand strategy
- Formulate an external communications plan
- Compile response data and analyze research findings
- Deliver final brand strategy and communications plan

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

This specialized service will help build a cohesive HSA brand and effectively communicate to the public health and human welfare services in order to promote well-being, self-sufficiency, and positive outcome. Denial of this service will prevent health and human services to the public whom are eligible but are unaware of where or how to apply.

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

This is a new service and was not previously provided in the past.

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):

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

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

B. Explain the qualifying circumstances:

This particular service is a short term project and requires specialized experts knowledgeable in both public engagement and development and implementation of brand identity and external communications plan.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: The Contractor must have demonstrated expertise in developing and implementing plans and strategies that result in a greater level of general public participation and information dissemination in a similar metropolitan area. Must possess specialized expertise in facilitating meetings, public participation planning, collateral development, digital media, public engagement and communications related to public services.

B. Which, if any, civil service class(es) normally perform(s) this work? 1310, Public Relations Assistant; 1312, Public Information Officer; 1314, Public Relations Officer;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No, this service is information-based.

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

There are no civil service classes in the City that has the capacity to perform this specialized service in developing brand identity and an external communications plan.

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 temporary short term project that is high risk and immediately needed. This work is time sensitive and requires subject matter experts in both public participation and brand development currently not available through Civil Service positions.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. This service is a short-term project so it is not feasible to adopt a new civil service class.

6. Additional Information

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not. No. This is a short term project and is information-based only.

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 11/16/2017, the Department notified the following employee organizations of this
PSC/RFP request:
Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

Name: John Tsutakawa Phone: 415-557-6299 Email: john.tsutakawa@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47383 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Ng, Judy (HSA)

From: Tsutakawa, John (HSA)
Sent: Thursday, November 16, 2017 2:19 PM
To: Ng, Judy (HSA)
Subject: FW: Receipt of Notice for new PCS over \$100K PSC # 47383 - 17/18

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

From: dhr-psccordinator@sfgov.org [mailto:dhr-psccordinator@sfgov.org] On Behalf Of john.tsutakawa@sfgov.org
Sent: Thursday, November 16, 2017 2:16 PM
To: Tsutakawa, John (HSA); kgeneral@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Ng, Judy (HSA); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 47383 - 17/18

RECEIPT for Union Notification for PSC 47383 - 17/18 more than \$100k

The HUMAN SERVICES -- DSS has submitted a request for a Personal Services Contract (PSC) 47383 - 17/18 for \$271,343 for Initial Request services for the period 12/01/2017 – 04/30/2019. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrDrupal/node/10262> 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 (RFP # 730)

**Strategic Communications Services for
Human Services Agency**

SERVICES INCLUDE:

Brand Identity Development

Development of External Communications Plan

Development of Internal Communications Plan



Date issued:	December 14, 2016
Pre-proposal conference:	January 6, 2017, 10:00 AM
Proposal due:	January 31, 2017, 5:00 PM

**Request for Proposals (RFP #730) for
Strategic Communications Services for Human Services Agency
Table of Contents**

	Page
I. Introduction and Tentative Schedule.....	1
II. Scope of Services	2
III. Submission Requirements	6
IV. Evaluation and Selection Criteria.....	10
V. Pre-Proposal Conference, Contract Award, and Written Questions	13
VI. Terms and Conditions for Receipt of Proposals	13
VII. Contract Requirements.....	16
VIII. Protest Procedures	17
IX. Standard Forms.....	18
X. RFP Cover Page	20
XI. Page Number Form.....	21

I. Introduction and Tentative Schedule

A. Introduction

The City and County of San Francisco Human Services Agency (HSA) seeks proposals from qualified consultants/agencies to provide strategic communications services for the Agency to include: 1) brand identity development, 2) development of an external communications plan, and 3) development of an internal communications plan.

HSA promotes well-being and self-sufficiency among individuals, families and communities in San Francisco. With a budget of around \$850 million and staff of 2,200, HSA serves approximately 200,000 San Franciscans – nearly one in four residents.

The Agency is comprised of three distinct departments operating under one administrative umbrella: the Department of Human Services (DHS), the Department of Aging and Adult Service (DAAS) and the Office of Early Care and Education (OECE). HSA was formed in 2004 with the merger of the Department of Human Services and the Department of Aging and Adult Services and OECE was newly created by the Mayor in 2012 as a department under HSA. DHS administers the City's safety net programs and child welfare. DAAS coordinates services to seniors, adults with disabilities, and their families so that they can remain living in the community for as long as possible and maintain the highest quality of life. OECE is charged with aligning and coordinating federal, state and local funding streams to improve access to high quality early care and education for children 0-5, to address the needs of the early care and education workforce, and to build early care and education system capacity.

DHS, DAAS and OECE are each headed by mayoral appointees and each has their own governing commissions and/or advisory boards. Central HSA provides administrative support for all three departments; core program operations fall within each of the three departments and include: income and employment support, food assistance, public health insurance, child and adult protection, in home support services, quality child care, and the promotion of health aging and community engagement, among other services. The three departments have distinct brand identities among their community partners. The relationship between HSA and its departments can be confusing among other city agencies, the Mayor's Office, contracted community based organizations and clients.

In July of 2016, homeless services and supportive housing - the program area that HSA was perhaps best known for - was removed to form a new department focused exclusively on homelessness. This change provides an opportunity to reposition HSA in the public space.

While HSA provides vital supports and services to nearly 1 and 4 San Franciscans, it is largely unknown among City residents and even within some City departments. While there have been significant efforts to cross-enroll eligible populations for more than one benefit, nothing in our collateral materials reflects an integrated set of supports and services. Program collateral materials have been developed independently by program staff.

To address all of these concerns, the Agency recently hired a Communications Director and is in the process of building a communications team, as well as our communications foundational building blocks and infrastructure. Toward that effort, the purpose of this engagement is to:

- Develop a cohesive brand reputation strategy to better engage stakeholders and shape public perception of HSA as a provider of high- quality human services.

- Develop a unified look and feel and language that signal we are part of the same umbrella organization and develop messages to clarify the relationship between HSA and its departments.
- Formulate communications and marketing strategies that build upon the HSA brand to support HSA’s overall mission to promote well-being, self-sufficiency, and positive outcomes among individuals, families and communities in San Francisco.

The estimated funding for each of the aforementioned service components is as follows:

1. Brand Identity Development	\$125,000-\$150,000
2. Development of an External Communications Plan	\$75,000-\$100,000
3. Development of an Internal Communications Plan	\$50,000-\$75,000

These amounts are subject to vary slightly depending on the final contract negotiations. HSA expects to make one award for service areas #1 and 2, and one award for service area #3 through this procurement process. However, it is possible to make a single award for all three areas should one Respondent possess the necessary skills and experience to provide all three services offered under the RFP. The contract for Service Areas 1 and 2 shall have an original term of one (1) year, effective from March 1, 2017 through February 28, 2018. The contract for Service Area 3 shall have an original term of one (1) year, effective from September 1, 2017 through August 31, 2018. In addition, HSA shall have the option to extend the term for either contract for a period up to two (2) additional years, which the Department may exercise in its sole, absolute discretion.

B. Tentative Schedule

The anticipated schedule for selecting a Grantee is:

<u>Proposal Phase</u>	<u>Date</u>
RFP issued by the City	December 14, 2016
Pre-Proposal Conference	January 6, 2017, 10:00 AM 1650 Mission St., Ste. 300, San Francisco, CA 94103
Deadline for Questions	January 11, 2017, 5:00 PM
Proposals due	January 31, 2017, 5:00 PM

II. Scope of Services

As was previously indicated, the scope of services for strategic communications services for the Agency includes three service areas:

1. Brand Identity Development
2. Development of an External Communications Plan
3. Development of an Internal communications Plan

The methodologies described below are meant to serve as a general guide; Respondents should feel free to refine the methodological approach based on their expertise and experience in comparable settings. Similarly, opportunities for feedback from executive staff and other Agency representatives were identified; however, the Agency defers to Respondents to indicate the most effective engagement points and/or strategy sessions with HSA staff.

Description of Services

Service Area #1 - Brand Identity Development

Services will include, but not necessarily be limited to, the following:

1. Identify the goals of the brand development with HSA executive directors, deputy directors and communications director. An early issue we will need consultant expertise on is how we develop a unified brand identity for HSA that respects the autonomy, existing reputations and unique missions of HSA's three departments.
2. Identify internal and external target audiences for HSA and its three departments, building upon our website redesign efforts. Methods for identification could include interviews, surveys and/or leadership meetings.
3. Conduct secondary research which could include, but not be limited to:
 - a. Review of all existing HSA collateral materials, reports, surveys, media and social media, and interview notes from website design research and other prior efforts;
 - b. Scan of human services, aging and adults with disabilities programs and early care and education content in other counties.
4. Conduct primary research, which could include, but not be limited to:
 - a. Interviews, focus groups and/or surveys with a wide variety of both internal and external stakeholder from each of HSA's three departments.
5. Questions will address the following types of topics:
 - What are HSA and its three departments' current brands?
 - i. Does HSA's brand currently include DAAS and OECE?
 - ii. Is there value in creating one unified brand? What are the advantages and disadvantages?
 - iii. Is DHS still a known brand? If so, does HSA have a brand separate from DHS?
 - Where is the brand strong and where is it weak within HSA and its three departments?
 - Who are our most important audiences within HSA and its three departments, and how do they currently perceive us?
 - How do these audiences need to perceive our brand(s) in order to support it?
 - What barriers, if any, exist to being seen as we'd like?
 - How can HSA's brand be conveyed succinctly?
 - What words, phrases, and key messages must we use to bring our brand(s) to life?
 - How should we act, look, and sound to bring our brand(s) into focus?
 - What marketing tools must we create to disseminate these messages and our look and feel so the brand(s) can be brought to life?
6. Based on this research, draft a report on the brand strategy approach and present to:
 - a. HSA executive team
 - b. Program management team

7. Draft, test, and iterate with key audiences the HSA brand strategy and story, mission, tagline and messaging for integration online, printed collateral material, reports and related communications.

After tested with key audiences and refined accordingly, deliverables to include:

- a. Brand architecture: Define the brand relationships between HSA, DHS, DAAS, and OECE
- b. Brand(s) vision – how we want people to think of us, to experience us, to talk about us
- c. Mission statement
- d. Tagline development
- e. Positioning: Articulating our key ideas and values
- f. Messaging: Crafting key messages by audience and department
- g. Differentiators: Identifying what sets HSA and its three departments apart from others?
- h. Story: HSA (and/or its three departments) in 100 words
- i. Core services: How do we describe and position our core services such as income and employment support, food assistance, medical assistance, child and adult protection, in home support services, quality child care, and promotion of health aging and community engagement?

8. Create visual and verbal guidelines and templates for the expression of the brand identity in print, in person/HSA client service centers and through digital and phone interactions.

After tested with key audiences and refined accordingly, deliverables to include:

- a. A logo redesign that reflects the comprehensive brand strategy and is suitable for use by all HSA Departments.
- b. Development of a style manual, or style guide for the design of documents, signage, web/social media and related forms of brand identifiers to ensure uniformity in style and formatting.

Consistent design elements should include:

1. Logo usage guidelines.
2. Swatches of logo colors and complementary brand color palettes referenced.
3. Acceptable logo versions. For example, standard formats with and without a tagline, or different layouts, depending on where it will be used.
4. Typography and fonts that can be used on the website, printed materials, etc.
5. Imagery and icon sets for standard use in print and digital communications.
6. Variables for sub-branding of our three departments separate from HSA as an umbrella organization.
7. A simple reference sheet or user manual that catalogues the specific colors, type, logos, imagery, patterns, taglines, etc. of the HSA brand:
 - Graphic templates for key publications and communications materials including program brochures, fact sheets, power point presentations, HSA letterhead - including sub-branded variations for use by our three Departments - strategic and annual reports, social media, and business cards.
 - Guidelines to integrate the new brand identity into HSA's redesigned website (completion date for fully redesigned website is estimated to be the end of 2017)
 - Foster adoption and integration of the brand strategy among HSA executives by conducting a series of trainings for HSA's leadership.

HSA is anticipating completion of Service Area 1 within approximately six (6) to eight (8) months of execution of contract.

Service Area #2 – Development of an External Communications Plan

Services will include, but not necessarily be limited to, the following:

1. Identify target audiences and objectives for each target audience. Note, we will likely narrow the target audiences to the following programs which have specific near term goals: public benefit programs (Medi-Cal, CalFresh, CalWORKS and CAAP); child welfare program (potential foster care parents), and a sub-set of DAAS programs (e.g. new resource hub for seniors and people with disabilities, Dignity Fund/Office on Aging). We are also interested in identifying target audiences that cross program areas, e.g. immigrant families, low-income adults without children, young adults, etc.
2. Conduct primary and secondary research on the target audiences and analyze the landscape. The research will uncover topics such as:
 - a. Characteristics and values of target audiences that is reflective of San Francisco's diverse population;
 - b. Message and communications channels of target audiences, including online and social media.
3. Based on the research, develop customized messages and strategies/mechanism to reach identified target audiences.
4. Present recommendations to HSA's leadership in the identified programs. This will likely include meetings with staff (and perhaps community) representatives of the different programs identified.
5. Test messages and communications strategies, analyze results, and refine.
6. Develop a communications plan for identified target audiences which include a detailed budget and evaluation metrics for each major strategy. The plan should have guidelines for future target audience engagement including,
 - a. Voice, tone, and call to action;
 - b. Community partnership;
 - c. Social media;
 - d. Paid and earned media; and possibly
 - e. Recommendations on look and feel, e.g. photography, illustration or other graphic treatments.

HSA is anticipating completion of this work within six (6) to twelve (12) months of execution of contract.

A contract extension with the selected vendor for the implementation of the brand identity and recommended external communications plan will be considered solely at HSA's discretion.

Service Area #3 – Development of an Internal Communications Plan

As the front line of communication to our clients and stakeholders, engaged and well informed employees are vital to ensuring quality service delivery. An all staff survey of HSA employees was conducted in 2015 to better understand the experience of our employees and opportunities for improvement. A lack of clarity and inclusion in HSA's communications to internal staff was a clear outcome of the survey. Improved internal communications is an ongoing need as local, state and federal social welfare policies and programs are subject to frequent changes in regulation, restructuring, compliance mandates and reporting requirements.

Services provided in this area will identify best practices and application of internal communication tools and methods with the objective of staff engagement, cross-program knowledge among DHS, DAAS, and OECE, improved employee morale, and consistency in quality service delivery to our clients.

Services will include, but not necessarily be limited to, the following:

1. Review all prior all staff survey results.

2. Identify the goals of the internal plan with HSA executive directors, deputy directors and communications director.
3. Identify key internal audiences, communications ambassadors, and potential change agents across the three departments.
4. Conduct primary research, including but not limited to: interviews, focus groups and/or surveys with a wide variety of both internal stakeholders from each of HSA's three departments. Building off prior all staff surveys and follow-up work, this research will assess bright spots and challenges in current communication practices across and within HSA. *The research process should engage staff at different levels of the Agency in co-creating new and effective communication tools.*
5. Develop an inventory of current internal communication strategies and practices across and within DHS, DAAS and OECE.
6. Draft an internal communications plan with recommended strategies/mechanisms to improve communications, both horizontally and vertically, across and within HSA. Apply best practices in communication tools and techniques in large (1,000+) public and/or private sector entities to HSA's context. Included should be recommendations on how to redesign our intranet to maximize internal communications capacities. Also consider other tools such as Twitter, Yammer, Slack, etc. Ensure the strategies reflect current as well as potential future staffing resources and capacities.
7. Present plan to HSA's leadership as well as representatives from varying levels of the Agency.
8. Test internal communications strategies by rolling out HSA's new brand, analyze results, and refine.
9. Finalize internal communications plan, which includes a toolkit, a detailed budget, and evaluation metrics.

HSA is anticipating completion of this work within four (4) to six (6) months of execution of contract.

A contract extension with the selected vendor for the implementation of the recommended internal communications plan will be considered solely at HSA's discretion.

III. Submission Requirements

A. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal to HSARFP@sfgov.org and david.flores@sfgov.org. Electronic file title should include the RFP number, agency name, number of files submitted (i.e. 1 of 4). Proposals must be received by **5:00 p.m., on January 31, 2017**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

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

Please note: Respondents must submit a separate proposal package with all of the information listed in Sections III.C below for Service Areas #1 and #2 (combined) and a separate package for Service Area #3 (stand-alone). Respondents can apply for just Service Areas #1 and #2 (combined) and/or Service Area #3 (stand-alone). The proposals for Service Areas #1 and #2 (combined) and Service Area #3 (stand-alone) will be evaluated separately.

B. Format

For word processing documents, it is preferred that text is unjustified (i.e., with a ragged-right margin) and a serif font (e.g., Times Roman, and not Arial) of no smaller than 12 pt. is used, and that pages have margins of at least 1" on all sides (excluding headers and footers).

C. Content for Service Areas 1 and 2 (if you are applying for this Service Area)

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

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

Submit the cover page indicating the service areas for which the Respondent is applying, signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

2. Table of Contents

Respondents are to use the Page Number Form provided (Section XI) as the proposal table of contents. This form will also be used to assist the review panel in finding the information in the response that corresponds to the evaluation criteria.

3. Minimum Qualifications –up to 3 pages (excluding examples of prior work)

All consultants/agencies submitting proposals for funding must provide a *Minimum Qualifications Narrative* describing in detail how the proposing agency meets each of the Minimum Qualifications. A statement that the Respondent is currently a certified vendor with the City and County of San Francisco or is willing and able to become a certified vendor within ten (10) days after notice of intent to award a contract must be included. Any proposals failing to demonstrate these qualifications or provide the required examples of prior work will be considered non-responsive and will not be eligible for proposal review or award of grant. (Refer to section IV, Item A)

4. Experience and Capacity– no more than 6 pages (not including résumés and job descriptions)

Provide information about you or your organization and any proposed subcontractors related to the following:

- Describe in detail your (if individual consultant) or your organization's experience, professional qualifications, certificates, skill sets, and capacity in performing Service Areas 1 and 2.
- For organizations only, describe the key individuals and their roles on your team who will perform the services as outlined in the Scope of Services. Provide résumés for key team members; explain their relevant experience and expertise; describe each member's general roles and responsibilities to achieve the Scope of Services. Include any specific certifications the members of your team possess that uniquely position you to provide the services.

5. Methodology/Technical Approach –no more than 6 pages

Individual consultants or agencies should provide a specific, detailed Work Plan that describes how they intend to provide the requested services set forth in the Scope of Services for Service Areas 1 and 2. Provide a detailed explanation how the services will meet the needs of HSA. In the description, please address the following:

- Describe your (if individual consultant) or your organization's general project management approach in addressing planning, development, coordination and delivery of each of the services described in Service Areas 1 and 2.
- Describe in detail how you will provide each of the services described in Service Areas 1 and 2

6. Prior Contract History (both public and private) –up to 2 pages

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

7. Fee Proposal

The City intends to award contract(s) to the individual(s) or agenc(ies) that an impartial review panel determines will provide the best overall project services. Project cost will be a consideration, but not the sole factor in the recommendation of proposal(s) for award of contract.

Respondents should provide a fee proposal including the following:

- Hourly rate (if an individual) and any other itemized costs separate from the hourly rate. Provide a cost estimate for each deliverable. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of services for Service Areas 1 and 2.
- Breakdown of hourly rates for all team members (if an agency) and any other itemized costs separate from the hourly rates of the individuals participating on the project. Provide a cost estimate by deliverable with the estimated number of hours for each deliverable broken down by each team member involved in completing the deliverable. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of services for Service Areas 1 and 2.

D. Content for Service Area 3 (if you are applying for this Service Area)

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

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

Submit the cover page indicating the service areas for which the Respondent is applying, signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

2. Table of Contents

Respondents are to use the Page Number Form provided (Section XI) as the proposal table of contents. This form will also be used to assist the review panel in finding the information in the response that corresponds to the evaluation criteria.

3. Minimum Qualifications –up to 3 pages (excluding examples of prior work)

All consultants/agencies submitting proposals for funding must provide a *Minimum Qualifications Narrative* describing in detail how the proposing agency meets each of the Minimum Qualifications. A statement that the Respondent is currently a certified vendor with the City and County of San Francisco or is willing and able to become a certified vendor within ten (10) days after notice of intent to award a contract must be included. Any proposals failing to demonstrate these qualifications or provide the required examples of prior work will be considered non-responsive and will not be eligible for proposal review or award of grant. (Refer to section IV, Item A)

4. Experience and Capacity– no more than 4 pages (not including résumés and job descriptions)

Provide information about you or your organization and any proposed subcontractors related to the following:

- Describe in detail your (if individual consultant) or your organization's experience, professional qualifications, certificates, skill sets, and capacity in each of the service area(s) identified in the RFP for which you have applied.
- For organizations only, describe the key individuals and their roles on your team who will perform the services as outlined in the Scope of Services. Provide résumés for key team members; explain their relevant experience and expertise; describe each member's general roles and responsibilities to achieve the Scope of Services. Include any specific certifications the members of your team possess that uniquely position you to provide the services.

5. Methodology/Technical Approach –no more than 5 pages

Individual consultants or agencies should provide a specific, detailed Work Plan that describes how they intend to provide the requested services set forth in the Scope of Services. Provide a detailed explanation how the services will meet the needs of HSA. In the description, please address the following:

- Describe your (if individual consultant) or your organization's general project management approach in addressing planning, development, coordination and delivery of each of the services.
- Describe in detail how you will provide each of the services described in the Scope of Services.

6. Prior Contract History (both public and private) –up to 2 pages

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

7. Fee Proposal

The City intends to award contract(s) to the individual(s) or agency(ies) that an impartial review panel determines will provide the best overall project services. Project cost will be a consideration, but not the sole factor in the recommendation of proposal(s) for award of contract.

Respondents should provide a fee proposal including the following:

- Hourly rate (if an individual) and any other itemized costs separate from the hourly rate. Provide a cost estimate for each deliverable. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of services.
- Breakdown of hourly rates for all team members (if an agency) and any other itemized costs separate from the hourly rates of the individuals participating on the project. Provide a cost estimate for by deliverable which includes the estimated number of hours for each deliverable broken down

by each team member involved in completing the deliverable. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of services.

IV. Evaluation and Selection Criteria

A. Minimum Qualifications

Service Area #1 - Brand Identity Development

- Five (5) years demonstrated experience developing brand identity and strategy, including brand presentation. Summarize a minimum of three (3) related projects and provide examples of prior work that demonstrates this qualification (e.g. brand strategy plans, style guides, etc.).

Service Area #2 – Development of an External Communications Plan

- Five (5) years demonstrated experience in developing external communications plans, including experience supporting the implementation of the plans. Summarize a minimum of three (3) related projects and provide a minimum of three (3) examples of prior communications plans, and any proof of implementation available.

Service Area #3 – Development of an Internal Communications Plan

- Three (3) years experiencing developing internal communications plans and strategies in the context of large 1,000+ public and/or private organizations, including experience supporting the implementation of the plans. Knowledge of best practices in the nexus between organizational development and communication. Summarize a minimum of two (2) related projects and provide a minimum of two (2) prior internal communications plans and any proof of implementation available.

All Service Areas

- Must have all necessary licenses, permits, approvals and authorizations necessary in order to perform the Work and conduct the Respondent's business.
- Must be willing and able to comply with the City contracting requirements set forth in Section VII of this RFP.
- Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten days of notice of award.

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

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

B. Selection Criteria for Service Areas 1 and 2

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

Total Possible Points: 100

Respondents must receive a minimum of 70% of the available points on the written component noted 1-5 below to be considered for award. The maximum available points for the written component are 80 points. An interview component (weighted at 20 points) may be conducted should the scoring of the written component not yield a conclusive result.

1. **Experience and Capacity** **30 Points**
 - Satisfactory description of professional qualifications, certificates, skill sets, and capacity for Service Areas 1 and 2 (30 points)

2. **Methodology/Technical Approach** **35 Points**
 - Proposed general project management approach is sound and is likely to meet the needs of HSA (10 points)
 - Proposal thoroughly discusses how Respondent would provide each of the services listed in Service Areas 1 and 2 (25 points)

3. **Prior Contract History (both public and private)** **5 Points**
 - Demonstrated successful performance under contract of work similar nature and scope to Service Areas 1 and 2 (5 points)

4. **Fee Schedule** **10 points**

Respondent provided a fee proposal including the following:

 - Hourly rate (if an individual) and any other itemized costs separate from the hourly rate. Provide a cost estimate for each deliverable for Service Areas 1 and 2. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of services. (10 points)
 - Breakdown of hourly rates for all team members (if an agency) and any other itemized costs separate from the hourly rates of the individuals participating on the project. Provide a cost estimate for deliverable for Service Areas 1 and 2. Include the estimated number of hours for each deliverable broken down by each team member involved in completing the deliverable. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of services. (10 points)

5. **Oral Interview (if needed, date TDB)** **20 points**
 - Application of relevant prior projects and experiences, including presenter's specific involvement in past projects. (5)
 - Quality of presentation of project plan and approach (10)
 - Ability to respond to questions and think critically (5)

C. Selection Criteria for Service Area 3

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

Total Possible Points: 100

Respondents must receive a minimum of 70% of the available points on the written component noted 1-5 below to be considered for award. The maximum available points for the written component are 80 points. An interview component (weighted at 20 points) may be conducted should the scoring of the written component not yield a conclusive result.

6. **Experience and Capacity** **30 Points**
 - Satisfactory description of professional qualifications, certificates, skill sets, and capacity in Service Area 3 identified in the RFP for which Respondent has applied (30 points)

7. **Methodology/Technical Approach** **35 Points**
 - Proposed general project management approach is sound and is likely to meet the needs of HSA (10 points)
 - Proposal thoroughly discusses how Respondent would provide each of the services listed in Service Area 3 (25 points)

8. **Prior Contract History (both public and private)** **5 Points**
 - Demonstrated successful performance under contract of work similar nature and scope to Service Area 3 (5 points)

9. **Fee Schedule** **10 points**

Respondent provided a fee proposal including the following:

 - Hourly rate (if an individual) and any other itemized costs separate from the hourly rate. Provide a cost estimate for each deliverable for Service Area 3. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of Service Area 3. (10 points)
 - Breakdown of hourly rates for all team members (if an agency) and any other itemized costs separate from the hourly rates of the individuals participating on the project. Provide a cost estimate for each deliverable in Service Area 3. Include the estimated number of hours for each deliverable broken down by each team member involved in completing the deliverable. Summarize the total fee request, including the total number of hours deemed necessary to complete all project tasks outlined in the scope of services. (10 points)

10. **Oral Interview (if needed, date TDB)** **20 points**
 - Application of relevant prior projects and experiences, including presenter's specific involvement in past projects. (5)
 - Quality of presentation of project plan and approach (10)
 - Ability to respond to questions and think critically (5)

V. Pre-Proposal Conference, Contract Award and Written Questions

A. Pre-Proposal Conference

Proposers are encouraged to attend a pre-proposal conference on **January 6, 2017 at 10:00 AM** to be held at **Human Services Agency, 1650 Mission St, Room 300, San Francisco, CA 94103**. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI.B.

B. Contract Award

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

C. Written Questions

Proposers are encouraged to submit written questions before the due date stated in Section I.B. to the individual designated in Section III.A. All questions will be addressed and any available new information will be provided in writing via email to proposers. **All written questions must be submitted on or prior to January 11, 2017 @5:00pm.**

VI. Terms and Conditions for Receipt of Proposals

A. Errors and Omissions in RFP

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

B. Inquiries Regarding RFP

Inquiries regarding the RFP and all oral notifications of intent to request written modification or clarification of the RFP must be directed to david.flores@sfgov.org. **All written questions must be submitted on or prior to January 11, 2017 @5:00pm.**

C. Objections to RFP Terms

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

D. Change Notices

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

E. Term of Proposal

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

F. Revision of Proposal

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

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

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

G. Errors and Omissions in Proposal

Failure by the Human Services Agency 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. Respondent's Obligations under the Campaign Reform Ordinance

Respondents 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 respondent 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 respondent is prohibited from making contributions to: the officer's re-election campaign, a candidate for that officer's office, and 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, respondents 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 respondent 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 respondent must comply with Chapter 12L. The respondent must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to respondent's meetings and records, and (2) a summary of all complaints concerning the respondent'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 respondent shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in respondent'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;
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 respondent to observe any provision of this RFP.

N. Local Business Enterprise Goals and Outreach

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

VII. Contract Requirements

For more detailed information of the contract or grant requirements, see the Office of Contract Administration website at http://www.sfgov.org/site/oca_index.asp?id=26507

A. Standard Contract Provisions

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

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

B. Nondiscrimination in Contracts and Benefits

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

C. Minimum Compensation Ordinance (MCO)

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

For the amount of hourly gross compensation currently required under the MCO, see www.sfgov.org/olse/mco. 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.

D. Health Care Accountability Ordinance (HCAO)

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at www.sfgov.org/olse/hcao.

E. First Source Hiring Program (FSHP)

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

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

F. Conflicts of Interest

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

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

VIII. Protest Procedures

A. Protest of Non-Responsiveness Determination

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

B. Protest of Contract Award

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

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

C. Delivery of Protests

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

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

IX. Standard Forms

Before the City can award any contract to a contractor, that contractor must file three standard City forms (items 1-3 on the chart below). 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, it describes the forms, where to find them on the Internet, 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 4. To find out about item 4 and certification, the contractor should call Contract Monitoring Division at (415) 581-2310.

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: www.sfgov.org/cmd/
Equal Benefits forms: Click on "Forms" under the "12B Equal Benefits" banner.
LBE certification form: Click on "Forms" under the "14B Local Business Enterprise Ordinance" banner.

Item	Form name and Internet location	Form	Description	Return the form to; For more info
1.	Request for Taxpayer Identification Number and Certification www.sfgov.org/oca/purchasing/forms.htm 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

Item	Form name and Internet location	Form	Description	Return the form to; For more info
2.	Business Tax Declaration www.sfgov.org/oca/purchasing/forms.htm	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 www.sfgov.org/oca/purchasing/forms.htm – In Vendor Profile Application	CMD-12B-101	Contractors tell the City if their personnel policies meet the City’s requirements for nondiscrimination against protected classes of people, and in the provision of benefits between employees with spouses and employees with domestic partners. Form 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.	Contract Monitoring Division 30 Van Ness, #200 San Francisco, CA 94102-6033 (415) 581-2310
4.	CMD LBE Certification Application www.sfgov.org/oca/purchasing/forms.htm – In Vendor Profile Application		Local businesses complete this form to be certified by CMD as LBEs. Certified LBEs receive a bid discount 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 Division 30 Van Ness, #200 San Francisco, CA 94102-6033 (415) 581-2310

X. San Francisco Human Services Agency RFP Cover Page

NAME OF ORGANIZATION(S): _____

ADDRESS: _____

DIRECTOR: _____

PHONE/FAX#: _____

EMAIL: _____

FEDERAL EMPLOYER #: _____

CITY VENDOR # _____

SERVICE AREA(S) APPLIED FOR: _____

AMOUNT REQUESTED: \$ _____

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

Signature of authorized representative(s):

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Submit an electronic copy to HSARFP@sfgov.org and David.Flores@sfgov.org.

XI. San Francisco Human Services Agency Page Number Form

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

Evaluation and Selection Criteria	
Minimum Qualifications	Page Number(s)
<i>A Minimum Qualifications Narrative</i> describing in detail how the proposing agency meets each of the Minimum Qualifications has been submitted. A statement that the Respondent is currently a certified vendor with the City and County of San Francisco or is willing and able to become a certified vendor within ten (10) days after notice of intent to award a contract must also be included.	
Experience and Capacity (30 points) Description of professional qualifications, certificates, skill sets, and capacity in each of the service areas identified in the RFP for which Respondent has applied (30 points)	
Methodology/Technical Approach (35 points)	
1. Proposed general project management approach is sound and is likely to meet the needs of HSA (10 points)	
2. Proposal thoroughly discusses how Respondent would provide each of the services for which they have applied (25 points)	
Prior Contract History (public and private) (5 points)	
Demonstrated successful performance under contract of work similar nature and scope to each of the services for which Respondent has applied under this RFP (5 points)	
Fee Proposal (10 points)	
Respondent provided a fee proposal including the following: Hourly rate (if an individual) and any other itemized costs separate from the hourly rate. The total fee request is summarized, including the hours deemed necessary to complete all project tasks outlined in the scope of services. The hourly rate and affiliated costs are reasonable, justified and competitive. (10 points, if individual) Breakdown of hourly rates for all team members (if an agency) and any other itemized costs separate from the hourly rates of the individuals participating on the project. The total fee request is summarized, including the hours deemed necessary to complete all project tasks outlined in the scope of services. The hourly rates and affiliated costs are reasonable, justified and competitive. (10 points, if agency)	

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA

Dept. Code: MTA

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

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

Type of Service: Advanced Train Control System as-needed consulting services

Funding Source: federal funding

PSC Duration: 5 years

PSC Amount: \$9,500,000

1. Description of Work

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

The contractor will provide as-needed technical assistance for Advanced Train Control System (ATCS) function, maintenance, testing, system performance, reliability, and safety certification. These as-needed consulting services are required to confirm that the ATCS is configured properly, has not been compromised or subjected to degradation, and is certified for revenue service.

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

The ATCS is an integrated system comprised of proprietary on-board, wayside, central control signaling and communications equipment (including onboard computers, axle counters, signaling cable, relays, and servers) and software. Over the past decade, the SFMTA (Agency) has upgraded and expanded the ATCS to meet current and future needs, and those upgrades are ongoing. The ATCS is a safety-critical system that performs automated train control, switching, and signaling of light rail vehicles operating in the Muni Metro tunnels. It has improved safety and increased speed and frequency of subway service. Vital to efficient Muni rail service operations, if this service is denied, any disruption to the ATCS would severely impede the Agency's ability to operate safe and efficient trains.

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.

Since 1998, these services and upgrades have been provided by the proprietary owner of the ATCS equipment and software. As recent as August 7, 2017, the Civil Service Commission approved PSC No. 48979-16/17 for ATCS upgrades related to the Twin Peaks Rail Replacement Project.

D. Will the contract(s) be renewed?

No.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. Reason(s) for the Request

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

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

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

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

B. Explain the qualifying circumstances:

The ATCS is a specialized, proprietary system that is critical to the functioning of the Agency's train operations. It can only operate with vendor-provided equipment and their as-needed and periodic maintenance, support, and upgrades.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Performance of this work requires knowledge and skills in using vendor's trade-secret (proprietary) technology, software code, and hardware circuits. In addition, the service provider has technical specialization in electrical, signal, and systems engineering; computer programming; safety validation and verification in a rail environment; and knowledge and experience in relevant regulations, performance simulation, and testing and commissioning.

B. Which, if any, civil service class(es) normally perform(s) this work? 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1053, IS Business Analyst-Senior; 5207, Assoc Engineer; 5212, Engineer/Architect Principal; 5241, Engineer; 7287, Sprv Electronic Main Tech; 7318, Electronic Maintenance Tech; 7329, Electr Maint Tech Asst Sprv;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, in addition to providing professional consulting services, the contractor will provide some hardware inventory.

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

None.

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

A. Explain why civil service classes are not applicable.

Due to the proprietary nature of the ATCS system, personnel in civil services classes do not have access to the proprietary software source code or design of specialized electronic circuits. Replacement software applications, installation, specialized training and support must be contracted from the service provider.

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, adopting new civil service classes to perform this work would not be practical because of the proprietary nature of the ATCS system.

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. The contractor will provide standard training sessions to Agency personnel on specific ATCS maintenance and operations subjects. The number of sessions and hours will be sufficient to meet needs of Agency personnel. The Agency will decide which staff will be best served by the training, but employees in 9160-Transit Operation Specialist and 9140-Transit Manager can be trained in central control software upgrades; and 7318-Electronic Maintenance Technician and 7329-Assistant Supervising Electronic Maintenance Technician can be trained on wayside and vehicle software and hardware upgrades.

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.
Yes. SFMTA Board of Directors

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
Yes. Services and upgrades to the ATCS require that the work be performed by the current vendor.

7. **Union Notification:** On 10/09/2017, the Department notified the following employee organizations of this PSC/RFP request:
Electrical Workers, Local 6; Prof & Tech Eng, Local 21; Transport Workers Union, L 200

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

Name: Rod Goree Phone: 415-646-2553 Email: rod.goree@sfmta.com

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43327 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Goree, Rod

From: dhr-psccordinator@sfgov.org on behalf of rod.goree@sfmta.com
Sent: Monday, October 09, 2017 1:07 PM
To: Goree, Rod; local200twu@sbcglobal.net; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; oashworth@ibew6.org; khughes@ibew6.org; Goree, Rod; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 43327 - 17/18

RECEIPT for Union Notification for PSC 43327 - 17/18 more than \$100k

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a request for a Personal Services Contract (PSC) 43327 - 17/18 for \$9,500,000 for Initial Request services for the period 01/01/2018 – 12/31/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/10177> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA Dept. Code: MTA

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

Type of Approval: [] Expedited [x] Regular [] Omit Posting

Type of Service: Automatic Train Control System Twin Peaks computerware updates

Funding Source: FTA funds and local funds PSC Duration: 3 years
PSC Amount: \$10,500,000 PSC Est. Start Date: 08/14/2017 PSC Est. End Date: 08/13/2020

1. Description of Work

A. Scope of Work:

The project scope requirements shall ensure that Automatic Train Control System (ATCS) track layout configuration and train control software will support the new and extended crossovers in the Twin Peaks tunnel, construction of which is planned for Q2 2018. The services under this proposed contract involve updating the ATCS's sole-source (proprietary) delivered, maintained, and supported subsystem hardware and software and performing factory and field testing sufficient to ensure that all safety and functional requirements are met.

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

This service is necessary so that trains entering and existing the new Twin Peaks crossover tracks can be under automatic controls. This requires new installation of wayside ATCS hardware and update of system software. Because the SFMTA's ATCS is a proprietary technology, all equipment hardware, system and subsystem software, and specialized technical service can be procured only from the proprietor. If this service is denied, trains will not operate safely or efficiently when entering and exiting new and extended Twin Peaks tunnel crossovers.

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.

Similar service has been provided in the past by personal services contract approved by the Civil Service Commission. On May 4, 2009, the CSC approved PSC # 4136-08/09 and its modification on June 16, 2014.

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

2. Union Notification: On 06/21/2017, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21; Electrical Workers, Local 6; Prof & Tech Eng, Local 21

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48979 - 16/17

DHR Analysis/Recommendation:

08/07/2017

Commission Approval Required

DHR Approved for 08/07/2017

Approved by Civil Service Commission with -123 conditions

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Performance of this work requires skills and expertise in solid state design and development background in proprietor's integrated systems; expertise in command and control application software and operations systems; and experience in IO driver software, all in complex, regulated rail environments.

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

1043,1044,1053,7318,7329,7287,

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

Yes, the contractor will provide its proprietary equipment and services used to control and monitor ATCS switches and signals.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Due to the proprietary nature of the ATCS, no employee in a civil service class possesses knowledge of the hardware design or software source coding. Updates to ATCS and any installations and support must be provided by the contractor.

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

No, adopting new civil service classes to perform this work would not be practical because of the proprietary nature of the ATCS.

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

YES NO

- A. Will the contractor directly supervise City and County employee? YES NO
- B. Will the contractor train City and County employee?
Not applicable YES NO
- C. Are there legal mandates requiring the use of contractual services? YES NO
- D. Are there federal or state grant requirements regarding the use of contractual services? YES NO
- E. Has a board or commission determined that contracting is the most effective way to provide this service? YES NO
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? YES NO

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 07/11/2017 BY:

Name: Rod Goree Phone: 415-646-2553 Email: rod.goree@sfmta.com

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MAYOR -- MYR

Dept. Code: MYR

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

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

Type of Service: Strategic Planning and Community Engagement

Funding Source: City General Fund and Federal Funds

PSC Amount: \$1,000,000 PSC Est. Start Date: 10/01/2017 PSC Est. End Date 09/30/2022

1. Description of Work

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

The qualified firm will provide strategic planning and community engagement services, including survey and other data collection tool development, communications and outreach strategy development and execution, data, policy and research analysis, and report writing and compilation.

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

It is imperative that the department provide strategic planning and community engagement services to ensure its investments and service delivery strategies are meeting the needs of city residents. Specific expertise on survey and other data collection tool development and communications and outreach strategy development and execution is not held by current staff, and so denial of service for this project would mean that the Mayor's Office of Housing and Community Development(MOHCD)strategic planning processes are not properly informed by a representative and inclusive set of community stakeholders.

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.

Specific expertise on survey and other data collection tool development and communications and outreach strategy development and execution is not held by current staff and has not been provided in the past.

D. Will the contract(s) be renewed?

Yes

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

B. Explain the qualifying circumstances:

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload). Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. These services will be engaged on an as-needed, project basis, and will require expertise in specific, federally-mandated planning processes.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: A qualified consultant must have several years of experience providing strategic planning and community engagement services, including experience working with government staff, community-based organizations and the general public. This will include expertise in survey and other data collection tool development, communications and outreach strategy development and execution, data, policy and research analysis, and report writing and compilation.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1033, IS Trainer-Senior; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1070, IS Project Director;
- 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?

These services are largely to fulfill federally-mandated planning processes, for which consultants should have specific expertise. For new planning requirements, such as the Assessment of Fair Housing (AFH), this expertise does not exist within the City.

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

- A. Explain why civil service classes are not applicable.
This is a very specialized set of skills and expertise not currently available through Civil Service positions.
- 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 contractor will help the department with its strategic planning and community engagement needs, but over time, the demand for this level of technical assistance will fluctuate. As such, this skill set is not needed on a consistent or long-term basis as a Civil Service position.

6. Additional Information

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

**7. Union Notification: On 10/23/2017, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21**

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

Name: Karen Henderson Phone: 701-5557 Email: karen.henderson@sfgov.org

Address: 1 South Van Ness Avenue, 5th Floor San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42827 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Henderson, Karen (MYR)

From: dhr-psccordinator@sfgov.org on behalf of karen.henderson@sfgov.org
Sent: Monday, October 23, 2017 1:47 PM
To: Henderson, Karen (MYR); kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Henderson, Karen (MYR); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 42827 - 17/18

RECEIPT for Union Notification for PSC 42827 - 17/18 more than \$100k

The MAYOR -- MYR has submitted a request for a Personal Services Contract (PSC) 42827 - 17/18 for \$1,000,000 for Initial Request services for the period 10/01/2017 - 09/30/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/10194> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA

Dept. Code: MTA

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

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

Type of Service: Professional Services for Customized Training Services related to Customer Service, De-Escala

Funding Source: SFMTA general revenues

PSC Duration: 6 years 1 day

PSC Amount: \$9,900,000

1. Description of Work

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

The SFMTA (Agency) requires a knowledgeable, skilled and experienced consultant to train SFMTA employees in customer service, conflict de-escalation, and managing implicit bias. The consultant will also coach designated SFMTA staff in providing instruction and disseminating information in these subjects to future Agency employees.

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

In the past 24 months alone, the SFMTA has paid out more than \$350,000 to 24 employees in the 9163-Transit Operator class who have been physically assaulted. Some of these employees have remained away from their jobs for periods of up to one year. Moreover, there are numerous verbal and physical assaults of employees in 8214-Parking Control Officer, 9132-Transit Fare Inspector, 9131-Station Agent, and other customer-facing job classifications. The effects of these assaults for these employees and their divisions include but are not limited to: low morale, health decline, depression, increased workers' compensation claims, and employee turnover. Customer engagement training is essential to appropriately prepare employees who interact with the public. By creating a well-designed, professionally developed program, the Agency seeks to prepare its public-facing employees and their supervisors with the best possible customer engagement education to ensure they can serve the public and feel safe and secure while performing their jobs. Some union memoranda of understanding require a customer service training module. For example, the MOU between the SFMTA and Transport Workers Union (Local 250-A) requires that the Agency provide a minimum of eight hours annually of professional customer service training to all Transit Operators. This contract will ensure that the training can be delivered with a high degree of quality and consistency across the Agency. Without this contract, the Agency will be severely limited in its ability to develop a high quality training program that serves current and future public-facing employees.

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.

No formal training has been provided for customer service and de-escalation. Senior SFMTA management and employees in selected Agency divisions have taken DHR's introductory training in implicit bias.

D. Will the contract(s) be renewed?

The proposed contract will be for six years, with an option to renew for an additional two.

- 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 initial request is for six years because program development, training of over 3,000 employees, and transferring service capacities internal will likely extend beyond five years. Thus, the option to renew.

2. Reason(s) for the Request

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

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

- Service is for limited period requiring diverse skills/expertise/knowledge in training in coaching in customer service, de-escalation, and implicit bias
- Service provider must have training documentation, media, etc., in customer service, de-escalation, and managing implicit biases

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The service provider must have: • a minimum of five years' experience producing and facilitating employee training workshops and seminars in human performance development within organizations, including customer service, de-escalation, and managing implicit bias. • knowledge, skills, and abilities in employee behavior modification, self-analysis and self-awareness concept and techniques. • a demonstrated ability to engage workshop attendees and facilitate training and communication • staffing capacity to develop and carry out training for current and future 3,000+ public-facing Agency employees It will be highly beneficial that the service provider have training experience in the transportation sector.
- B. Which, if any, civil service class(es) normally perform(s) this work? 9172, Manager II, MTA; 9174, Manager IV, MTA; 9177, Manager III, MTA;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The contractor will provide equipment and produce documents, media, etc., to facilitate coaching and employee training. Training will be provided at Agency facilities.

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

Agency senior management and selected departments have taken an implicit bias training class offered by DHR. Currently, there is no known training or coaching in customer service or de-escalation for transportation professionals offered within the City.

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

- A. Explain why civil service classes are not applicable.
While there are civil service classes that could perform some of the services required under the contract, currently no employees possess the expertise and specialization in customer service or de-escalation for customer-facing public sector transportation professionals.

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. While there are civil service classes that could perform some of the services required under the contract, currently no employees possess the expertise and specialization in customer service or de-escalation for customer-facing public sector transportation professionals.

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, the selected service provider will be required to provide classes and seminars to disseminate the information to public-facing employees (e.g., Transit Operators, Transit Fare Inspectors, and Parking Enforcement Officers) as well as to transfer the knowledge, skills, and documentation to specialized staff who will train future employees. Employees in 2132-Training Officer and in Manager (9172 and above) classifications will be trained and receive coaching over the duration of the contract.

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 11/13/2017, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21; Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; TWU - Automotive Service Worker; TWU - Miscellaneous; Transport Workers Union, L 200

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

Name: Rod Goree Phone: 415-646-2553 Email: rod.goree@sfmta.com

Address: 1 S. Van Ness Avenue - 6th Floor San Francisco, CA 94119

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41347 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of rod.goree@sfmta.com
Sent: Monday, November 13, 2017 1:19 PM
To: Goree, Rod (MTA); local200twu@sbcglobal.net; rmitchell@twusf.org; 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; Goree, Rod (MTA); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 41347 - 17/18

RECEIPT for Union Notification for PSC 41347 - 17/18 more than \$100k

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a request for a Personal Services Contract (PSC) 41347 - 17/18 for \$9,900,000 for Initial Request services for the period 07/01/2018 – 06/30/2024. 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/10329> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: 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: Property Tax System Replacement Professional Services

Funding Source: General Fund

PSC Duration: 4 years

PSC Amount: \$20,000,000

1. Description of Work

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

The Offices of The Treasurer & Tax Collector (TTX) and the Controller's Office (CON) are seeking a vendor to provide design, development/configuration, installation, and implementation services to replace their legacy Property Tax Systems with a modern software solution. This is a multi-year project that has been planned alongside and will be implemented in parallel with the Office of the Assessor-Recorder (ASR) project to replace their legacy property assessment system. Upon completion of implementation, training and knowledge transfer will be provided to City staff who will provide support services for the system.

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

The current system used by the Office of the Treasurer and Tax Collector (TTX) and the Controller (CON) is responsible for managing billing, collections and apportionment of \$2.5B in property taxes annually. The City is facing issues with its current property tax technical environment which has led to the need for a new system. The Mainframe is a legacy system that the City is attempting to phase out through various departmental replacement activities. As departments leave the shared Mainframe environment, the burden of funding will continue to increase on the remaining departments. Although the City is currently able to support its custom coded COBOL application, full, knowledgeable support will likely not continue past the near term. Technical skills to support the existing mainframe technology and develop programs in the COBOL programming language are becoming increasingly rare and there is a risk that the City will lose the ability to support its' current systems in a cost effective and quality manner. As state and local laws continue to evolve, it is becoming increasingly difficult for the current systems to adapt. New systems have been designed to operate around current laws and regulations and allow for the flexibility for future adaptations which would require significant work arounds using our current systems. A replacement system would ensure the continued ability for the City to collect nearly 30% of the general fund in an efficient manner and solidify the ability to support the system for years to come. Anticipated Outcomes: 1. Efficient Taxation: Facilitate the efficient and effective determination, collection, appropriation and distribution of property taxes 2. Revenue Forecasting: Facilitate view and use of historical statistics and current pending items to accurately forecast future revenue through timely access to high quality data and comprehensive reporting capabilities 3. Quality and Transparent Data: Facilitate data capture and review in an easy and logical manner, including efficient interfacing and automatic system checking for correctness and completeness before acceptance by authorized users into the system's data records; provide visibility into the underlying business calculations 4. Secure and Integrated Access: Provide authorized users with an integrated access to all modules, data, and services relevant to the user group; Allow system administrators to restrict data access and transaction execution based on user role 5. Configurable Business Rules: Provide a highly configurable and adaptable system that can adjust to specific and changing needs and is easy for business users to use and change 6. Scalable and Extensible: Provide a scalable system able to accommodate additional users and expanding capabilities to meet future business needs and local and State mandates

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
This service has not been provided in the past.

D. Will the contract(s) be renewed?

Maintenance and operational support may be renewed for parts of ongoing support, to compliment the City's IT support infrastructure

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 short-term, highly specialized service requiring expertise with property tax software development and implementations. Civil service classes will obtain knowledge transfer prior to implementation which will allow them to manage the system once in production, and be able to perform all on-going future upgrades.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Providing Property Tax System design, implementation and configuration services and employee training/knowledge transfer requires expert functional and technical knowledge of the Property Tax System and its components, the ability to provide functional and design specification writing, and extensive prior experience with teaching users how to work with the product.

B. Which, if any, civil service class(es) normally perform(s) this work? 1043, IS Engineer-Senior; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1825, Prnpl Admin Analyst II;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
New facilities and/or equipment not currently owned by the City will depend on the solution chosen. These items may include equipment and servers to support a hosted solution or may only include software and licensing.

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

This is a highly specialized project and requires expertise with Property Tax software development. During the system implementation, the City's project team will be paired with consultants to design and develop the system with the intent of City staff supporting the system upon project completion.

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 short-term, highly specialized service requiring expertise with implementing a new property tax system not yet in widespread use. Civil service classes will manage the system once in production, and will perform all on-going future upgrades.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, due to the term of the work and the very specialized nature of property tax systems, it is not practical to do so.

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. The training plan and number of hours will depend on the vendor and system that is selected. A Training Strategy and Training Plan will both be deliverables on the project to customize training for the City's project team. There will also be a knowledge transfer component as City employees will take over management of the system following implementation. The following employees will be receiving training: 0942 Manager VII, 0933 Manager V, 1070 IS Project Director, 106x series IS Programmer Analysts, 105x series IS Business Analysts, 182x series Administrative Analysts. Training to configure and maintain the system going forward. The number of staff to be trained will be dependent on the size of the City's project team. The contractor will develop manuals based on specific property tax scenarios and train existing City employees on the use of the new 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 11/02/2017, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21

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

Name: Kimmie Wu Phone: 415-554-4513 Email: Kimmie.wu@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46598 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Wu, Kimmie (TTX)

From: dhr-psccordinator@sfgov.org on behalf of Kimmie.wu@sfgov.org
Sent: Thursday, November 02, 2017 4:02 PM
To: Wu, Kimmie (TTX); kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Wu, Kimmie (TTX); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 46598 - 17/18

RECEIPT for Union Notification for PSC 46598 - 17/18 more than \$100k

The TREASURER/TAX COLLECTOR -- TTX has submitted a request for a Personal Services Contract (PSC) 46598 - 17/18 for \$20,000,000 for Initial Request services for the period 07/01/2018 – 06/30/2022. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/10127> 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

Offices of the Controller and Treasurer and Tax Collector

REQUEST FOR PROPOSALS FOR Property Tax Solution RFP #TTX2017-09

CONTACT: Nikhila Pai, nikhila.pai@sfgov.org, (415) 554-7359

Background

San Francisco is the fourth largest city in California and serves as a center for business, commerce and culture for the West Coast. The City and County of San Francisco (the "City") established by Charter in 1850, is a legal subdivision of the State of California with the governmental powers of both a city and a county under California law. The City's powers are exercised through a Board of Supervisors serving as the legislative authority, and a Mayor and other independent elected officials serving as the executive authority.

The City's Offices of the Controller and the Treasurer and Tax Collector are responsible for administering property tax pursuant to state law. The City has recognized the need to procure new software to support the property tax processes executed by these Offices. At a high level, the area of responsibilities for these Offices are: applying the appropriate tax rates, calculating the total tax amount, printing and mailing out the property tax bills, collecting property tax payments and delinquent taxes, conducting the sale of tax defaulted properties, and apportioning and distributing the property taxes that are collected.

The City's current central Property Tax System is CICSP and is the basis for all official property taxation and billing. CICSP is a COBOL, file based mainframe system that has been custom developed over 20+ years to meet the City's legal needs for property tax. The City is looking for more robust tools to support its property tax business needs.

The purpose of this request for proposal (RFP) is to select a new system and Proposer to provide a property Tax Solution that supports the needs of the City's property tax functions—including all services related to the managed configuration, implementation, and ongoing support of the Solution.

Intent of this RFP

The City intends to award one or more contracts for the products and services outlined below.

Software, Professional Services, Maintenance and Hosting Services Sought

The Offices of the Treasurer and Tax Collector seek qualified proposals to provide the following products and services:

1. Software
2. Professional Services
 - a. Project Initiation and Planning
 - b. System, Interface and Data Conversion Design
 - c. System Development / Configuration
 - d. System Testing
 - e. Project Training
 - f. Deployment
 - g. Implementation Closeout
3. Ongoing Maintenance and Operations
4. Hosting Relationship/On Premises Set-Up

It is imperative that the proposed system be compatible and integrated with the City's Assessor's system that is currently in procurement RFP# ASR 2017-01.

Willingness to Work with a Designated Quality Assurance (QA) / Independent Verification and Validation (IV&V) Vendor

Quality Assurance (QA) Validation is the process of examining the complete program/Project to determine whether all stakeholders' requirements have been met. It uses iterative processes throughout the overall Project and SDLC to determine whether the plans, methods, and products delivered are internally complete, consistent, and sufficiently correct. QA is performed by an organization that is technically, managerially, and financially independent of the Proposer organization.

The Offices may contract for QA services to support the success of the project. By providing a response to this RFP, the Proposer acknowledges their willingness to work collaboratively with any QA service provider under contract with the City.

<p>Anticipated Contract Term Contract terms cannot exceed 10 years. The anticipated term for this contract will begin at 5 years with options to extend at the City's sole and absolute discretion.</p> <p>Subcontracting Requirement The S.F. Administrative Code Chapter 14B Local Business Enterprise (LBE) subcontracting goal for this RFP is four percent (4%) of the total value of the goods and/or services procured. In order to be responsive, Proposers must meet the LBE goal.</p> <p>Other Procurement Considerations including Fixed Bid Price The City will only accept fixed bid proposals for the software, professional services, ongoing maintenance and operations, and hosting. Payment from the effective date through the end of the warranty period will be deliverable based. Acceptance of deliverables will be determined based on user functionality implemented into the production environment.</p> <p>Proposers must be prepared to commence onsite 30 days from the Controller's Office certification of funds and go-live within a negotiated timeframe after which liquidated damages may apply.</p>	<p>Contractors Unable to do Business with the City Contractors that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into a contract with the City. Some of the laws are included in this RFP, or in the sample terms and conditions attached.</p> <p>Companies Headquartered in the Certain States This Contract is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the contract will be performed in any of those states. Proposers are hereby advised that Proposers which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the contract will be performed in a state on the Covered State List may not enter into contracts with the City. A list of states on the Covered State List is available at the website of the City Administrator. http://sfgov.org/oca/qualify-do-business</p>																				
<p>Schedule*</p> <table border="0"> <tr> <td>RFP issued</td> <td>Oct. 27, 2017</td> </tr> <tr> <td>Deadline for Final RFP questions</td> <td>3:00 pm, Nov. 17, 2017</td> </tr> <tr> <td>Answers to RFP questions posted online</td> <td>Week of Nov. 27, 2017</td> </tr> <tr> <td>Letter of Intent to Bid</td> <td>3:00 pm, Dec. 8, 2017</td> </tr> <tr> <td>Deadline for Proposals</td> <td>3:00 pm, Dec. 22, 2017</td> </tr> <tr> <td>Stage 1 Scores Notification</td> <td>Jan. 29, 2018</td> </tr> <tr> <td>Proof of Concept Demonstrations</td> <td>Feb. 19-23, 2017</td> </tr> <tr> <td>Stage 2 Scores Notification</td> <td>Mar. 2, 2018</td> </tr> <tr> <td>Stage 3 Selection Interviews</td> <td>Mar 12-16, 2018</td> </tr> <tr> <td>Contract negotiations begin</td> <td>March 2018</td> </tr> </table> <p>*RFP Schedule subject to change.</p>	RFP issued	Oct. 27, 2017	Deadline for Final RFP questions	3:00 pm, Nov. 17, 2017	Answers to RFP questions posted online	Week of Nov. 27, 2017	Letter of Intent to Bid	3:00 pm, Dec. 8, 2017	Deadline for Proposals	3:00 pm, Dec. 22, 2017	Stage 1 Scores Notification	Jan. 29, 2018	Proof of Concept Demonstrations	Feb. 19-23, 2017	Stage 2 Scores Notification	Mar. 2, 2018	Stage 3 Selection Interviews	Mar 12-16, 2018	Contract negotiations begin	March 2018	<p>City-Response Team Communications E-mail your RFP questions, your letter of intent, and any other communication to Nikhila Pai, Nikhila.Pai@sfgov.org.</p> <p>Proposers are specifically directed NOT to contact any other employees or officials of the City. Unauthorized contact may be cause for rejection of Proposals at the City's sole and absolute discretion.</p> <p>A summary of the substantive information and all questions and answers pertaining to this RFP will be posted on the Office of Contract Administration website at http://mission.sfgov.org/OCABidPublication</p>
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Contract negotiations begin	March 2018																				

Proposal Templates and Attachments

Requirement	Description
Proposal, including each of the following:	One (1) copy of Letter of Intent to Bid with Signatures (Template J)
	One (1) complete original copy of Submission Coversheet with signatures
	One (1) set of CMD Forms bound separately.
	Ten (10) complete hard copies of Proposal, single sided
	One USB flash drive containing Proposer's entire Proposal including CMD forms. The electronic files must be clearly labeled with the Proposer's name. All files must be submitted in unprotected PDF, Word or Excel format.
CMD Compliance Forms – Required for Proposal Submission	
CMD Attachment 2	CMD Attachment 2 - Requirements for Architecture, Engineering, & Professional Services Contracts (http://www.sfgsa.org/index.aspx?page=6135)
Coversheet	Submission Coversheet w/ Acknowledgement of RFP Terms & Conditions
Response Templates	
Template A	Minimum Qualifications Response Template
Template B	Proposer Experience Response Template
Template C	Functional Approach Response Template
Template D	Requirements Response Matrices
Template E	Technical Approach Response Template
Template F	Project Approach Response Template
Template G	Joint System Integration Plan Response Template
Template H	Maintenance & Operations Approach Response Template
Template I	Cost Workbook
Template J	Submission Coversheet with Certification of Headquarters in Accordance with Administrative Code Chapter 12X.
Informational Attachments	
Attachment A	Overview of San Francisco Property Tax
Attachment B	Controller Process Flows
Attachment C	Controller Use Cases
Attachment D	Treasurer and Tax Collector Use Cases
Attachment E	Joint System Integration Plan
Attachment F	Professional Services Sample Template (P-600)
Attachment G	SaaS Sample Template (P-648)
Attachment H	Glossary of Terms

Table of Contents

1	INTRODUCTION	6
1.1	GLOSSARY OF TERMS USED IN THE RFP	6
1.2	CITY/DEPARTMENT OVERVIEW	6
1.3	CALIFORNIA PROPERTY ASSESSMENT AND TAX LANDSCAPE	7
1.4	BACKGROUND.....	7
1.5	ISSUES WITH CURRENT ENVIRONMENT.....	8
1.6	CITY BUSINESS GOALS.....	8
1.7	DEPARTMENT SOLUTION GOALS	9
2	SCOPE OF WORK.....	10
2.1	SERVICES SOUGHT	10
3	EVALUATION CRITERIA.....	12
3.1	EVALUATION	12
3.2	MINIMUM QUALIFICATIONS AND CMD COMPLIANCE.....	12
3.3	EVALUATION	13
3.4	INTENT TO AWARD AND CONTRACT NEGOTIATIONS; OTHER TERMS AND CONDITIONS	15
4	PROPOSER RESPONSE INFORMATION.....	16
4.1	LETTER OF INTENT	16
4.2	INITIAL SCREENING	16
4.3	MANDATORY RESPONSE TEMPLATES AND PROPOSAL FORMATTING REQUIREMENTS	16
4.4	SUBMISSION OF PROPOSALS	17
4.5	REFERENCES	17
5	SIGNIFICANT RFP DUE DATES.....	18
5.1	RFP SCHEDULE.....	18
6	TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS.....	19
6.1	ERRORS AND OMISSIONS IN RFP.....	19
6.2	OBJECTIONS TO RFP TERMS.....	19
6.3	CHANGE NOTICES.....	19
6.4	TERM OF PROPOSAL	19
6.5	ERRORS AND OMISSIONS IN PROPOSAL.....	19
6.6	FINANCIAL RESPONSIBILITY	19
6.7	PROPOSER’S OBLIGATIONS UNDER THE CAMPAIGN REFORM ORDINANCE.....	20
6.8	SUNSHINE ORDINANCE (PUBLIC RECORDS)	20
6.9	PUBLIC ACCESS TO MEETINGS AND RECORDS (NON-PROFITS).....	21
6.10	RESERVATIONS OF RIGHTS BY THE CITY.....	21
6.11	NO WAIVER	21
6.12	LOCAL BUSINESS ENTERPRISE GOALS AND OUTREACH.....	21
7	CONTRACT REQUIREMENTS	25
7.1	STANDARD CONTRACT PROVISIONS.....	25
7.2	NONDISCRIMINATION IN CONTRACTS AND BENEFITS.....	25
7.3	MINIMUM COMPENSATION ORDINANCE (MCO)	25
7.4	HEALTH CARE ACCOUNTABILITY ORDINANCE (HCAO)	25
7.5	FIRST SOURCE HIRING PROGRAM (FSHP)	25
7.6	CONFLICTS OF INTEREST.....	26

8	PROTEST PROCEDURES	27
8.1	PROTEST OF MINIMUM QUALIFICATIONS AND CONTRACT MONITORING DIVISION REQUIREMENTS (NONRESPONSIVE) DETERMINATION	27
8.2	PROTEST OF NON-RESPONSIBLE DETERMINATION	27
8.3	PROTEST OF NOTICE OF INTENT TO AWARD.....	27
8.4	DELIVERY OF PROTESTS – BY EMAIL NO LATER THAN 5 PM (PT) ON THE DUE DATE.....	27

1 Introduction

1.1 Glossary of Terms Used in the RFP

See Attachment H for a list of terms used in this RFP.

1.2 City/Department Overview

The City's Offices of the Assessor-Recorder, Controller, and Treasurer and Tax Collector are responsible for administering property assessment and taxation pursuant to state law. These offices are led by the elected Assessor-Recorder, appointed Controller, and elected Treasurer, respectively. Of the estimated \$2.5 billion in 2016 property tax revenue, 64% is allocated to City services and 36% to schools and other public services, making property tax revenue a highly visible and critical source of City funding.

The City has recognized the need to procure new software to support the property assessment and tax processes executed by its Offices. Through a joint governance process, the Assessor-Recorder, Controller, Treasurer and Tax Collector and their designees will choose the highest ranking Proposer to develop and implement this new software.

At a high level, the areas of responsibility for each Office are:

1. The Office of the Assessor-Recorder is responsible for carrying out property tax related functions mandated by the State, including identifying property and ownership, assessing the value of property, approving and applying exemptions, and preparing the assessment roll. As a combined Assessor-Recorder office, it is also responsible for maintaining public recorded documents and levying transfer tax.
2. The Office of the Controller applies the appropriate tax rates, which include the general tax levy, locally voted special taxes, and any City or district direct assessments. After applying the tax rates, the Controller calculates the total tax amount. The Office of the Controller also apportions and distributes the property taxes that are collected.
3. The Office of the Treasurer and Tax Collector is responsible for printing and mailing out the property tax bills, collecting property tax payments and delinquent taxes, and conducting the sale of tax defaulted properties.

The purpose of this Request for Proposals (RFP) is to solicit proposals for a system which will support the property tax processes executed by the Offices of the Controller and the Treasurer and Tax Collector. A separate RFP will be released in parallel to procure a solution to support the needs of the Office of the Assessor-Recorder. Both systems will be expected to interface with each other to support the City's property assessment and tax activities, and the selected Proposers of both RFPs will be responsible for ensuring the systems interface correctly.

It is the City's intent to select the highest-ranking Proposer for contract negotiations that will provide the best overall solution to the City, inclusive of fee considerations. Any Proposer selected for contract negotiations is not guaranteed a contract. This RFP does not in any way limit the City's right to solicit Proposals for similar or identical services if, in the City's sole and absolute discretion, it determines the Proposals are inadequate to satisfy its requirements.

1.3 California Property Assessment and Tax Landscape

Like other local governments in the nation, the City taxes secured property (e.g. residential and commercial/industrial real estate) as well as unsecured property (corporate business property, vessels, airplanes).

However, as in all California counties, the passage of Proposition 13, increased both the frequency of interaction between property tax related departments, as well as the complexity of billing and collecting taxes. Rather than bills issued annually solely based upon a single lien date of ownership (January 1st), additional taxable assessments may be issued and communicated when select events take place, resulting in multiple secured and/or unsecured supplemental bills. This event-based origination of tax bills and collections requires significantly heightened focus on each bill event and the management of issuing, collecting, and apportioning the resultant revenue. The cross-department effects of any corrections and appeals add additional complexity to the process.

The heightened functional requirements of California's property tax regulations and processes both strengthen the need for quality technology to support operations, as well as increase the importance of finding a technology partner for San Francisco's property tax operations that can be relied upon to deliver a robust and quality technology product and accompanying professional services.

For further information on the property tax cycle, please refer to Attachment A - Overview of San Francisco Property Tax.

1.4 Background

The City's current central Property Tax System is CICSP for all official property taxation and billing. CICSP is a COBOL, file based mainframe system that has been custom developed over 20+ years to meet the City's property tax needs. The major functions of CICSP include account and records management, redemption management, payment plan creation and management, and bill generation functions. CICSP is supported by the Office of the Treasurer and Tax Collector and maintains the property tax records for the City.

CICSP supports batch interfaces for certain property tax activities. Interfaces to and from CICSP include reception of the assessment rolls and associated information from the Office of the Assessor-Recorder (EZ Access), the City's Financial System (PeopleSoft), the Office of the Treasurer and Tax Collector's bill generation tool (Adobe AEM), the Bureau of Delinquent Revenue's system (CSS Impact! HD 2.0) and the City's cashiering system (WAUSAU Financial). CICSP also sends and receives files with a number of other vendors and sources, including the City's online payment vendor.

Departmental processing systems and reporting environments also rely upon CICSP data to populate and update information for revenue forecasting, determination of the tax rate, tax apportionment and distribution, and other processes. Departments also use standalone systems, spreadsheets, and other tools to conduct, track, maintain, and report on various property tax functions not available in CICSP. They also use these systems and other tools to reconcile CICSP data.

A comprehensive list of the City's inbound interfaces, outbound interfaces, and list of departmental systems is provided in Attachment E – Joint System Integration Plan.

The following tables present information about the City's current CICSP production environment:

Table 1: Approximate number of Real Property based accounts by module

Redemption	Secured	Secured Supplemental	Escape	Unsecured Supplemental
6,000	220,000	20,000	8,200	2,500

Table 2. Approximate number of Unsecured Personal Property Accounts

Business Personal Property	Marine	Possessory Interest
25,000	1,700	2,500

Table 3: Amount collected by property type

Secured	Unsecured Personal Property	Supplemental	Escape
\$2.0B	\$140M	\$123M	\$138M

More information regarding the City's property tax activities can be found by reviewing the City's Comprehensive Annual Financial Report (CAFR), available at the following website:
<http://openbook.sfgov.org/webreports/details3.aspx?id=2388>

Note: Numbers and values are approximate to provide a general understanding of the size and complexity of the operations of the City.

1.5 Issues with Current Environment

The City is facing issues with its current property tax technical environment which has led to the need for a new system. These issues include:

1. The Mainframe is a legacy system that the City is attempting to phase out through various departmental replacement activities. As departments leave the shared Mainframe environment, the burden of funding will continue to increase on the remaining departments
2. Although the City is currently able to support its custom coded COBOL application, full, knowledgeable support will likely not continue past the near term

1.6 City Business Goals

The Property Tax Solution selected will enable the City to meet its overall property assessment and tax business goals, including:

1. Improve efficiency and effectiveness of City Operations
2. Support and deliver high quality and consistent customer service seamlessly across all three-property assessment and tax departments

3. Streamline processes, data, and information exchange between the property assessment and tax departments to meet annual property tax deadlines

1.7 Department Solution Goals

The City has developed the follow goals for the Property Tax Solution:

1. **Efficient Taxation:** Facilitate the efficient and effective determination, collection, appropriation and distribution of property taxes
2. **Revenue Forecasting:** Facilitate view and use of historical statistics and current pending items to accurately forecast future revenue through timely access to high quality data and comprehensive reporting capabilities
3. **Quality and Transparent Data:** Facilitate data capture and review in an easy and logical manner, including efficient interfacing and automatic system checking for correctness and completeness before acceptance by authorized users into the system's data records; provide visibility into the underlying business calculations
4. **Secure and Integrated Access:** Provide authorized users with an integrated access to all modules, data, and services relevant to the user group; Allow system administrators to restrict data access and transaction execution based on user role
5. **Configurable Business Rules:** Provide a highly configurable and adaptable system that can adjust to specific and changing needs and is easy for business users to use and change
6. **Scalable and Extensible:** Provide a scalable system able to accommodate additional users and expanding capabilities to meet future business needs and local and State mandates

2 Scope of Work

2.1 Services Sought

This scope of work is not intended to be all inclusive of the work the City expects to be performed, and is not a complete listing of all services that may be required or desired.

The City will negotiate the specific scope of services, budget, deliverables, and timeline with the Proposer selected for contract negotiations. There is no guarantee of a minimum amount of work or compensation for any Proposer(s) selected for contract negotiations.

The City seeks qualified proposals to provide the following products and services:

1. A Property Tax System that meets the City's requirements (requirements can be found in Template D – Requirements Response Matrices)
2. A Property Tax System that meets the City's core functional business processes (please refer to Attachment D - Treasurer and Tax Collector Use Cases, Attachment C - Controller Use Cases, and Attachment B - Controller Process Flows) and provides an intuitive user interface to streamline workflow
3. Design, development/configuration, and implementation support services
4. Project and program management in support of an agile and iterative implementation process
5. Interface development and integration with the other required City systems
6. Data conversion and migration of existing systems, including three rounds of data migration and testing of use cases against production quality data sets
7. Post-implementation Software Maintenance and Operations Support service

The City is seeking a COTS (Commercial Off the Shelf) system offering and has a strong preference for minimizing the level of required customization during the implementation of this solution.

The City is willing to consider a variety of hosting service delivery models. Proposed Solutions may include but are not limited to any of the following components:

- A. **On-premise** – The Property Tax System is hosted at a City data center.
- B. **Hosted** – The Property Tax System is provided by the Proposer, but proposed to be hosted by a third-party vendor in a third-party data center.
- C. **Software as a Service (SaaS)** – The Property Tax System is provided and hosted by the Proposer, who provides one or more services to the City based on a per-term contract.

Any combination of the above system offering types and hosting models will be considered. If a proposed system is compatible with multiple hosting service delivery models, the Proposer should include only one recommended hosting service delivery model in their proposal.

3 Evaluation Criteria

3.1 Evaluation

The proposals will be evaluated by a Selection Committee comprised of executive leadership, and individuals with experience in property tax and/or software implementation, maintenance and hosting. The Selection Committee will be responsible for the evaluation and scoring of the Proposals and Proposer Demonstrations, and for conducting any interviews. The City intends to evaluate the proposals generally in accordance with the criteria itemized below. Qualified firms will be invited to demonstrate their proposed system and present further detail regarding their proposed solution to the Selection Committee.

The evaluation will be conducted in stages for the Proposers that demonstrate they meet the Minimum Qualification requirements outlined in Section 3.2. The Selection Committee will evaluate written responses provided in Templates B through I for Stage 1 – Proposer Experience and Written Proposal Evaluation Criteria. All Proposers in Stage 1 will then be invited to participate in Stage 2 – Proof of Concept Proposer Demonstration. The two highest scoring Proposers from Stages 1 and 2 will be invited to participate in Stage 3 – Proposer Selection Interviews.

At any time during the RFP evaluation process the City may request clarification from one or all Proposers regarding any portion of each or all responses for which the City deems additional information is necessary.

The City will finalize its evaluation of each proposal based on the evaluation criteria. The highest scoring Proposer after Stage 3 will be invited to enter contract negotiations with the City. If mutually agreed upon contract terms cannot be negotiated with the selected Proposer, then the City, in its sole and absolute discretion, may terminate negotiations and begin contract negotiations with the next highest scoring Proposer.

3.2 Minimum Qualifications and CMD Compliance

The Proposer must meet the following Minimum Qualifications to be considered in the evaluation. City staff will evaluate the Minimum Qualifications. Any Proposal that does not demonstrate that the Proposer meets the Minimum Qualifications listed in this section at the time of Proposal submission, will be considered nonresponsive and will not be evaluated or eligible for award of any subsequent contract(s) for the requested system or services. The Proposer should provide their response in Template A - Minimum Qualifications Response Template.

NOTE: For all Proposers that meet the Minimum Qualifications, the Contract Monitoring Division will verify that the Proposer meets the requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code. See Section 6.14 Local Business Enterprise Goals and Outreach.

The City has established the following Minimum Qualifications for any Proposer:

Organization and Stability

1. The Proposer has been in business continuously for the past five (5) years, and during this period provided software products and services.
2. The Proposer has audited financials for the past three (3) years that indicate annual revenues of at least \$20 million and at least twenty (20) permanent and full-time employees for 2016

Professional Services and Software Experience

3. The Proposer shall submit a minimum of three (3) and a maximum of five (5) U.S. based references from the last five years all similar in size, complexity, and scope as defined as a minimum of 250,000 property and/or account records processed simultaneously. The number of references submitted will not affect the City's evaluation.
 - a. At least one (1) reference must verify the Proposer implemented data migration and conversion services
 - b. At least one (1) reference must verify the Proposer implemented a property tax/revenue system with at least one complete module of functionality in a production environment
 - c. At least one (1) reference must verify the Proposer implemented the Proposer's software product in production for two (2) full fiscal year cycles
 - d. At least one (1) reference must be public-sector

Proposals should clearly demonstrate that the qualifications are met. Insufficient or incomplete information may result in a proposal being considered nonresponsive and may not be eligible for award of the contract. If required information is complete, but the City determines that the Proposer does not meet Minimum Qualifications, the Proposer will be deemed nonresponsive.

3.3 Evaluation

Stage 1 – Proposer Experience and Written Proposal Evaluation Criteria (135 Points)

Proposers' responses will be evaluated in accordance with the criteria below:

1. **Proposer Company and Staff Experience (10 Points)**

The Proposer is required to provide information regarding the company, including basic background and employee resumes, as well as information regarding key staff and Project organization being proposed.

 - a. Template B – Proposer Experience Response Template initially outlined in Template A - Minimum Qualifications Response Template
2. **Business Functionality (45 points)**

The Proposer is required to respond to each set of Functional Requirements, and to describe its overall approach. Sub-criteria include:

 - a. Template C - Functional Approach Response Template (40 Points)

- b. Template D - Requirements Response Matrices (5 Points)
- 3. **Technical Functionality (20 points)**
The Proposer is required to respond to Technical Requirements, and to describe its overall approach.
 - a. Template E - Technical Approach Response Template
- 4. **Implementation (35 points)**
The Proposer is required to describe their overall implementation approach. Sub-criteria include:
 - a. Template F – Project Approach Response Template (25 Points)
 - b. Template G – Joint System Integration Plan Response Template (10 Points)
- 5. **Maintenance and Operations (10 points)**
Proposers are required to respond to Maintenance and Operations requirements, and to describe their overall approach.
 - a. Template H – Maintenance & Operations Approach Response Template
- 6. **Cost (15 points)**
Complete Template I – The Proposer is required to complete the Cost Workbook.
 - a. Template I - Cost Workbook

Stage 2 – Proposer Proof of Concept Demonstration (100 Points)

After reviewing the Stage 1 written proposals, the Selection Committee will begin Stage 2 by scheduling an on-site visit for each Proposer to conduct a software Proof of Concept live demonstration. Scores from Stage 1 and Stage 2 will be totaled to create a composite score.

1. Demonstrations (100 Points)

The City will require all Proposers meeting the Minimum Qualifications to demonstrate their proposed system and participate in the Proposer Demonstration and Selection Process. The City will provide each Proposer with identical demonstration script(s) and data set(s). The demonstration for each Proposer will take place over one (1) or two (2) days as requested by the City. Proposers that cannot participate during the dates prescribed by the City may be eliminated from further consideration.

The two highest scoring Proposers will proceed to Stage 3 (interviews).

Stage 3 – Proposer Selection Interviews (50 points)

1. Interviews (50 points)

After the conclusion of Stage 2, the City will invite the two highest scoring Proposers to participate in Selection Interviews. Instructions for the Interviews will be provided in advance. Scores from Stages 1, 2, and 3 will be totaled to create a final composite score.

The highest scoring Proposer will be invited to enter contract negotiations with the City.

3.4 Intent to Award and Contract Negotiations; Other Terms and Conditions

The successful Proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached hereto as Attachment F - Professional Services Sample Template (Form P-600), or Attachment G – SaaS Sample Template (Form P-648). If mutually agreed upon contract terms cannot be negotiated with the selected Proposer, then the City, acting in its sole discretion, may proceed with the next highest scoring Proposer.

The selection of any Proposer for contract negotiations shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiation and approvals.

4 Proposer Response Information

This section provides Proposers with information that must be included in the proposal.

4.1 Letter of Intent

A formal letter of intent to bid is due before the Proposal due date. The timely submission of a letter of intent to bid is a mandatory prerequisite to the submission of a Proposal. The letter of intent must state the Proposer's intent to submit a bid, and must identify the Proposer's name and all subcontractors, if known. LBE subcontractors need not be identified.

Exceptions to the letter of intent requirement may be made at the City's sole discretion.

4.2 Initial Screening

City staff will review each Proposal for an initial determination of responsiveness in an initial screening process. Elements reviewed during the initial screening include, without limitation: Proposal completeness, compliance with Minimum Qualification requirements and compliance with LBE requirements.

Proposals will not be scored during the initial screening process. Initial screening is simply a pass/fail determination as to whether a Proposal meets the threshold requirements described above.

A Proposal that fails to meet these requirements will be deemed nonresponsive. The City reserves the right to request clarification from Proposers prior to rejecting a Proposal for failure to meet the initial screening requirements. Clarifications are limited exchanges between the City and a Proposer for clearing up certain aspects of the Proposal, and will not provide a Proposer the opportunity to revise or modify its Proposal. Proposals that meet the initial screening requirements shall proceed to the evaluation process.

4.3 Mandatory Response Templates and Proposal Formatting Requirements

The Proposer must submit their response utilizing the provided Mandatory Response Templates. The templates are downloadable Microsoft Word documents and Excel spreadsheets. Responses to individual questions within each response template should be concise.

All parts, pages, figures, and tables should be numbered and clearly labeled with references to the appropriate template and question. Proposals must include a Table of Contents. Proposals must be placed in three-ring binders and tabbed for ease of review by the Selection Committee.

Proposers must follow the instructions outlined and shall organize their proposal in the order outlined in the list of Proposal templates and attachments found at the beginning of this document. Each proposal must be clearly marked RFP# TTX2017-09 Property Tax System Professional Services.

4.4 Submission of Proposals

Proposals must be submitted by the date and time provided in the RFP schedule to:

Attn: Nikhila Pai
Office of the Treasurer and Tax Collector
City Hall, Room 140
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Note: *Late submissions will not be considered. There will be no exceptions to this requirement.*

4.5 References

The City may conduct reference checks of the information submitted in Template A - Minimum Qualifications Response Template and/or Template B - Proposer Experience Response Template.

5 Significant RFP Due Dates

5.1 RFP Schedule

RFP Schedule*	
RFP issued	Oct. 27, 2017
Deadline for Final RFP questions	Nov. 17, 2017
Answers to RFP questions posted online	Nov. 27, 2017
Deadline for Letter of Intent to Bid	Dec. 8, 2017
Deadline for Proposals	Dec. 22, 2017
Stage 1 Scores Notification	Jan. 29, 2018
Proof of Concept Demonstrations	Feb. 19-23, 2018
Stage 2 Scores Notification	Mar. 2, 2018
Stage 3 Selection Interviews	Mar. 12-16, 2018
Contract Negotiations	March 2018

* RFP Schedule subject to change. For the latest information pertaining to this RFP and the schedule, Check out the bids and contracts database:

<http://sfgov.org/oca/office-contract-administration-oca>

6 Terms and Conditions for Receipt of Proposals

6.1 Errors and Omissions in RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the City, in writing, if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the City promptly after discovery, but in no event later than 5 working days prior to the date that proposals are due. Modifications and clarifications will be made by addenda as provided below.

6.2 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 less than 5 working days prior to the RFP deadline, provide written notice to the City 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.

6.3 Change Notices

The City may modify the RFP, prior to the proposal due date, by issuing an Addendum to the RFP, 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 City 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). It is the responsibility of the Proposer to check for any Addendum, Questions and Answers, and updates, which will be posted on the City's PeopleSoft bidding system at <http://sfgov.org/oca/office-contract-administration-oca>

6.4 Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 360 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. At Proposer's election, the proposal may remain valid beyond the 360 day period in the circumstance of extended negotiations.

6.5 Errors and Omissions in Proposal

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

6.6 Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP.

6.7 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:

1. The officer's re-election campaign
2. A candidate for that officer's office
3. 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.

6.8 Sunshine Ordinance (Public Records)

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.

6.9 Public Access to Meetings and Records (Non-Profits)

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.

6.10 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.

6.11 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.

6.12 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.

Each solicitation process requires a **new submittal of CMD Attachment 2 forms** at the following link, located under the heading "Attachment 2: Requirements for Architecture, Engineering, & Professional Services Contracts":

<http://www.sfgsa.org/index.aspx?page=6135>

- (1) Form 2A-CMD Contract Participation Form
- (2) Form 2B- CMD "Good Faith Outreach" Requirements Form
- (3) Form 3- CMD Non-Discrimination Affidavit
- (4) Form 4- CMD Joint Venture Form (if applicable), and

(5) Form 5- CMD Employment Form

Please submit Forms 2A, 2B, 3 and 5 (and Form 4 if Joint Venture response) with your Response Package. The forms should be part of the "Original" of your response. The forms should have original signatures.

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

1. Local Business Enterprise Goals and Outreach

The requirements of the Local Business Enterprise (LBE) and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the S.F. Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance") shall apply to this solicitation. More information regarding these requirements can be found at:

<http://www.sfgov.org/cmd>

2. LBE Sub-consultant Participation Requirement

Please refer to San Francisco Administrative Code Chapter 14B and CMD Attachment 2 for information concerning the City's LBE program.

The LBE sub-consulting goal is 4% of the total value of the goods and/or services to be procured. Sub-consulting goals can only be met with CMD-certified Small or Micro-LBEs located in San Francisco.

3. Link to LBE Subconsultant Directory

This link takes you to a directory of current Local Business Enterprises.

http://mission.sfgov.org/hrc_certification

4. Good Faith Outreach to Select LBE Subconsultants

Each firm responding to this solicitation shall demonstrate in its response that it has used good-faith outreach to select LBE sub-consultants as set forth in S.F. Administrative Code §§14B.8 and 14B.9, and shall identify the particular LBE sub-consultants solicited and selected to be used in performing the contract. For each LBE identified as a subcontractor, the response must specify the value of the participation as a percentage of the total value of the goods and/or services to be procured, the type of work to be performed, and such information as may reasonably be required to determine the responsiveness of the response. LBEs identified as sub-consultants must be certified with the Contract Monitoring Division at the time the response is due, and must have been contacted by the (prime contractor) prior to listing them as subcontractors in the response. Any response that does not meet the requirements of this paragraph will be nonresponsive.

5. Documentation of Good Faith Outreach Efforts

In addition to demonstrating that it will achieve the level of sub-consulting participation required by the contract, a Respondent shall also undertake and document in its submittal the good faith efforts required by Chapter 14B.8(C) & (D) and CMD Attachment 2, Requirements for Architecture, Engineering and Professional Services Contracts.

Responses which fail to comply with the material requirements of S.F. Administrative Code §§14B.8 and 14B.9, CMD Attachment 2 and this solicitation will be deemed nonresponsive and will be rejected. During the term of the contract, any failure to comply with the level of LBE sub-consultant participation specified in the contract shall be deemed a material breach of contract.

Note: If Respondent meets/exceeds LBE participation by 35% (i.e. 5.4% LBE participation for this contract), Good Faith Outreach documentation is not required.

6. LBE Participation and Rating Bonuses

The City strongly encourages responses from qualified LBEs. Pursuant to Chapter 14B, the following rating bonuses will be in effect for the award of this project for any Respondents who are certified as a Small or Micro-LBE, or joint ventures 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 (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% bonus to a Small or Micro LBE—including Non-Profit; or a joint venture between or among LBEs; or
- b) A 5% bonus to a joint venture with LBE participation that equals or exceeds 35%, but is under 40%;
- c) A 7.5% bonus to a joint venture with LBE participation that equals or exceeds 40%;

Joint Venture Rating Bonus If applying for a rating bonus as a joint venture, the LBE must be an active partner in the joint venture and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the response, 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 joint venture. The portion of the LBE joint venture's work shall be set forth in detail separately from the work to be performed by the non-LBE joint venture partner. The LBE joint venture's portion of the contract must be assigned a commercially useful function.

7. Application of the Rating bonus:

The following rating bonus shall apply at each stage of the selection process, i.e., qualifications, proposals, and interviews:

- a) Contracts with an Estimated Cost in Excess of \$10,000 and Less Than or Equal To \$400,000. A 10% rating bonus will apply to any proposal submitted by a CMD certified Small or Micro LBE. Proposals submitted by SBA-LBEs are not eligible for a rating bonus.
- b) Contracts with an Estimated Cost in Excess of \$400,000 and Less Than or Equal To \$10,000,000. A 10% rating bonus will apply to any proposal submitted by a CMD certified Small or Micro-LBE. Pursuant to Section 14B.7(E), a 5% rating bonus will be applied to any proposal from an SBA-LBE, except that the 5% rating bonus shall not be applied at any stage if it would adversely affect a Small or Micro-LBE Proposer or a JV with LBE participation.
- c) Contracts with an Estimated Cost In Excess of \$10,000,000 and Less Than or Equal To \$20,000,000. A 2% rating bonus will apply to any proposal submitted by a Small LBE, Micro LBE and SBA-LBE.
- d) The rating bonus for a Joint Venture ("JV") with LBE participation that meets the requirements of Section 2.02 below is as follows for contracts with an estimated cost of in excess of \$10,000 and Less Than or Equal to \$10,000,000:
 - i. 10% for each JV among Small and/or Micro LBE prime Proposers.
 - ii. 5% for each JV which includes at least 35% (but less than 40%) participation by Small and/or Micro-LBE prime Proposers.

- iii. 7.5% for each JV that includes 40% or more in participation by Small and/or Micro-LBE prime Proposers.
- iv. The rating bonus will be applied by adding 5%, 7.5%, or 10% (as applicable) to the score of each firm eligible for a bonus for purposes of determining the highest ranked firm. Pursuant to Chapter 14B.7(F), SBA-LBEs are not eligible for the rating bonus when joint venturing with a non-LBE firm. However, if the SBA-LBE joint ventures with a Micro-LBE or a Small-LBE, the joint venture will be entitled to the joint venture rating bonus only to the extent of the Micro-LBE or Small-LBE participation described in Section 2.01B.4b. and c. above.
- e) The rating bonus does not apply for contracts estimated by the Contract Awarding Authority to exceed \$20 million.

The rating bonus/bid discount does not apply for contracts estimated by the Contract Awarding Authority to exceed \$20 million.

8. CMD Contact

If you have any questions concerning the CMD Forms and to ensure that your response is not rejected for failing to comply with S.F. Administrative Code Chapter 14B requirements, please call **Ryan Young, the CMD Contract Compliance Officer for this solicitation at 415-581-2301 or ryan.b.young@sfgov.org**. The CMD forms will be reviewed prior to the evaluation process.

7 Contract Requirements

7.1 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 Attachment F or G. 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. If the City is unable to successfully complete negotiations with the highest ranked Proposer it may cease those negotiations and proceed to negotiate with the next highest ranked Proposer.

7.2 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 <http://sfgov.org/cmd>

7.3 Minimum Compensation Ordinance (MCO)

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

7.4 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

7.5 First Source Hiring Program (FSHP)

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

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://oewd.org/first-source> and from the First Source Hiring Administrator, (415) 701-4848.

7.6 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.

8 Protest Procedures

8.1 Protest of Minimum Qualifications and Contract Monitoring Division Requirements (Nonresponsive) Determination

Within five working days of the City's issuance of a notice of nonresponsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is nonresponsive 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 nonresponsiveness. 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.

8.2 Protest of Non-Responsible Determination

Within five working days of the City's issuance of a notice of a determination of non-responsibility, a vendor that would otherwise be the lowest responsive Proposer may submit a written notice of protest. The vendor will be notified of any evidence reflecting upon their responsibility received from others or adduced as a result of independent investigation. The vendor will be afforded an opportunity to rebut such adverse evidence, and will be permitted to present evidence that they are qualified to perform the contract. 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-responsibility. 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.

8.3 Protest of Notice of Intent to 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.

8.4 Delivery of Protests – by Email No Later than 5 PM (PT) on the Due Date

All protests must be received by email no later than 5 PM (PT) on the due date. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered by email to:

Nikhila Pai: Nikhila.Pai@sfgov.org

Modification
Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 49013 - 16/17)

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

Type of Service: Physical Inventory of Pharmaceuticals at Zuckerberg San Francisco General Hospital

Funding Source: General Funds

PSC Original Approved Amount: \$150,000 PSC Original Approved Duration: 01/01/17 - 12/31/21 (5 years)

PSC Mod#1 Amount: \$650,000 PSC Mod#1 Duration: 12/01/17-12/31/22 (1 year)

PSC Cumulative Amount Proposed: \$800,000 PSC Cumulative Duration Proposed: 6 years

1. Description of Work

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

To perform annual physical inventory counts of pharmaceuticals in all pharmacy areas (inpatient pharmacy, satellite pharmacies, outpatient pharmacy, pharmacy warehouse and storeroom) of the Zuckerberg San Francisco General Hospital (ZSFGH). This includes physical counts of pharmaceuticals and generation of detailed price reports by specific pharmaceutical item and location.

Scope Change

To modify the current PSC to include access to a web based application which is an automated, web-based kit checking technology will allow the Pharmacy Department at Zuckerberg San Francisco General Hospital to safely and effectively manage kit/tray ("kits") inventory. Kits provided by the department currently include: adult, pediatric, and neonatal crash cart trays, anesthesia/OR trays, anesthesia/OB trays, and intubation kits. These kits allow providers to have ready access to critical, life-saving medications when a patient is in cardiac arrest, undergoing a procedure in the operating room, or needing intubation to protect their airway in a variety of circumstances. Accuracy in filling these kits is essential, as the providers are treating the most emergent patient populations at these times and a medication error would most likely be fatal.

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

Physical inventories are requirements for State Board Pharmacy licensure and for annual fiscal year reporting. Annual inventories of pharmaceuticals are necessary to meet standard business, accounting and hospital accreditation requirements. An accurate inventory must be known so the hospital can properly account for its assets and evaluate the fiscal performance of the Department. The hospital pharmacies cannot operate without a valid State Board of Pharmacy License and physical inventories are a requirement for licensure.

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 49013 - 16/17

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 inclusion of access to a web based application for inventory management of pharmaceutical kits is proposed for a five year term. The addition of this access, will increase the currently approved PSC beyond five year. The Department has determined that a five year subscription is most effective for this type of access, because the Department will need to standardized processes of pharmaceutical kit creation and storage and invest in RFID tags for the kits.

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:

Task is performed once a year and experience in conducting hospital inventories in large teaching hospitals, with a familiarity with drug names and pharmaceutical packaging is needed.

B. Reason for the request for modification:

To modify the current PSC to include access to a web based application which is an automated, web-based kit checking technology will allow the Pharmacy Department at Zuckerberg San Francisco General Hospital to safely and effectively manage kit/tray ("kits") inventory. Kits provided by the department currently include: adult, pediatric, and neonatal crash cart trays, anesthesia/OR trays, anesthesia/OB trays, and intubation kits. These kits allow providers to have ready access to critical, life-saving medications when a patient is in cardiac arrest, undergoing a procedure in the operating room, or needing intubation to protect their airway in a variety of circumstances. Accuracy in filling these kits is essential, as the providers are treating the most emergent patient populations at these times and a medication error would most likely be fatal. Currently, kits are filled manually by pharmacy technicians and double-checked by pharmacists. This is an outdated, cumbersome, error-prone and costly method. Industry leading solutions use RFID tags to identify specific drugs (including lot numbers and expiration dates) to match each kit's master inventory list with the newly-filled kit's inventory. The technology allows for much more rapid and accurate checking of kit contents, allowing pharmacists to focus on other patient care activities. Drug recalls are an increasing burden on the pharmacy department, as the FDA becomes more stringent on manufacturing practices and manufacturers increase their vigilance on product quality. A drug can be recalled for a variety of reasons, including reasons that could lead to patient harm. Thus, swift action on drug recalls is essential for patient safety and regulatory compliance. Similarly, drug shortages have increased dramatically and it is critical that the department is able to respond rapidly in order to preserve existing stock and prioritize use in situations where there is no alternative. The application also provides analytics that will allow the department to track utilization, expiration patterns and inventory and make informed decisions regarding kit inventory optimization. The department currently holds more than \$200,000 worth of drug inventory in these kits, so optimizing their contents is fiscally prudent. Finally, since the application will inventory in real time, dependence of the physical inventory will be minimized.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Ability to take annual physical inventory by specific item number and location, apply pricing to automated inventory reports and provide final inventory reports to the Department. Experience in conducting hospital inventories in large teaching hospitals and a familiarity with drug names and pharmaceutical packaging.
- B. Which, if any, civil service class(es) normally perform(s) this work? 2409, Pharmacy Technician; 2450, Pharmacist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Contractor will utilize specialized electronic inventory recording devices and off site computer facilities to accept data and produce specialized reports.

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 task is performed once a year and the highly skilled positions are not required during the remaining days of the year. This is a short term project. In addition, conducting an extensive physical inventory without the necessary resources (devices, databases) would require a large amount of labor and manpower. It is not feasible for pharmacy staff to conduct this type of inventory in a reasonable time.
- 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 inventory is done once a year.

6. Additional Information

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

No

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

No.

7. **Union Notification:** On 10/17/17, 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: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 101 Grove, #307, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49013 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org
Sent: Tuesday, October 17, 2017 9:46 AM
To: Hale, Jacquie (DPH); peter.masiak@seiu1021.org; Ricardo.lopez@sfgov.org; Basconciello, 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; Longhitano, Robert (DPH); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 49013 - 16/17 - 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 \$650,000 for services for the period December 1, 2017 – December 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/10231>

Email sent to the following addresses: jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconciello@sfgov.org Ricardo.lopez@sfgov.org peter.masiak@seiu1021.org

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPHDept. Code: DPHType of Request: Initial Modification of an existing PSC (PSC # _____)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Physical Inventory of Pharmaceuticals at Zuckerberg San Francisco General HospitalFunding Source: General FundsPSC Amount: \$150,000PSC Est. Start Date: 01/01/2017 PSC Est. End Date 12/31/2021**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

To perform annual physical inventory counts of pharmaceuticals in all pharmacy areas (inpatient pharmacy, satellite pharmacies, outpatient pharmacy, pharmacy warehouse and storeroom) of the Zuckerberg San Francisco General Hospital (ZSFGH). This includes physical counts of pharmaceuticals and generation of detailed price reports by specific pharmaceutical item and location.

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

Physical inventories are requirements for State Board Pharmacy licensure and for annual fiscal year reporting. Annual inventories of pharmaceuticals are necessary to meet standard business, accounting and hospital accreditation requirements. An accurate inventory must be known so the hospital can properly account for its assets and evaluate the fiscal performance of the Department. The hospital pharmacies cannot operate without a valid State Board of Pharmacy License and physical inventories are a requirement for licensure.

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 requests. See PSC 3111-06/07

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.

Annual Inventory are requirements.

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:

Task is performed once a year and experience in conducting hospital inventories in large teaching hospitals, with a familiarity with drug names and pharmaceutical packaging is needed.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Ability to take annual physical inventory by specific item number and location, apply pricing to automated inventory reports and provide final inventory reports to the

Department. Experience in conducting hospital inventories in large teaching hospitals and a familiarity with drug names and pharmaceutical packaging.

- B. Which, if any, civil service class(es) normally perform(s) this work? 2409, Pharmacy Technician; 2450, Pharmacist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
Yes. Contractor will utilize specialized electronic inventory recording devices and off site computer facilities to accept data and produce specialized reports.

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

Conducting an extensive physical inventory without the necessary resources (devices, databases) would require a large amount of labor and manpower. It is not feasible for pharmacy staff to conduct this type of inventory in a reasonable time-frame while performing the regular duties of operating the pharmacy.

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

- A. Explain why civil service classes are not applicable.
The task is performed once a year and the highly skilled positions are not required during the remaining days of the year. This is a short term project. In addition, conducting an extensive physical inventory without the necessary resources (devices, databases) would require a large amount of labor and manpower. It is not feasible for pharmacy staff to conduct this type of inventory in a reasonable time.
- 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 inventory is done once a year.

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. Formal training of civil service staff is not a component of this contract.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

- 7. Union Notification:** On 07/22/2016, 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: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 101 Grove, #307 San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49013 - 16/17

DHR Analysis/Recommendation:

action date: 10/17/2016

Commission Approval Required

Approved by Civil Service Commission

10/17/2016 DHR Approved for 10/17/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY

Dept. Code: MTA

Type of Request: Initial Modification of an existing PSC (PSC # 4033 - 11/12)

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

Type of Service: Parking Garage Management Services for 13 Parking Facilities

Funding Source: garage revenues

PSC Original Approved Amount: \$1,770,000

PSC Original Approved Duration: 11/01/11 - 10/30/17 (6 years)

PSC Mod#1 Amount: \$655,000

PSC Mod#1 Duration: 08/29/12-01/31/18 (13 weeks 2 days)

PSC Mod#2 Amount: \$705,000

PSC Mod#2 Duration: 02/01/18-07/31/19 (1 year 25 weeks)

PSC Cumulative Amount Proposed: \$3,130,000

PSC Cumulative Duration Proposed: 7 years 39 weeks

1. Description of Work

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

Provide separate professional parking garage operational services for 13 parking facilities organized into three groups as follows: Group A – 6 Facilities (Civic Center, Lombard, Mission Bartlett, Performing Arts, and 16th & Hoff garages, and 7th & Harrison lot); Group B – 2 Facilities (Golden Gateway and St. Mary's Square garages); Group C – 5 Facilities (SF General Hospital, Moscone Center, North Beach, Vallejo St., and Polk Bush garages). Services include: providing qualified and experienced parking personnel for cashiering, janitorial and security. The Operator shall provide oversight of all aspects of administrative functions including, but not limited to, collection, reconciliation and deposit of all parking and non-parking revenue; repair and maintenance of facilities and revenue control equipment; compliance with insurance and bond requirements; providing valet or valet-assist parking services during special events. The term is for six (6) years, thereafter on a month-to-month basis, not to exceed 36 months. The amount of \$1,770,000 represents the compensation paid to the parking firms for providing professional operational services at the 13 garages. The \$1,770,000 amount breaks down to approximately \$590,000 (\$72,000 per year, with a 5% increase starting in year four) for each of the three groups. Operating expenses, including parking taxes, are funded through gross parking revenue collected, but is not part of the compensation paid to the parking firm.

Scope Change

The modified PSC amount of \$2,425,000 represents the compensation paid to the parking firms for providing professional operational services at the 13 approved facilities, plus compensation for the additional 3 facilities.

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

These services are necessary to provide public parking and operational service of parking facilities in

the most efficient and cost-effective manner possible. The results of a benchmarking survey of comparable California cities and throughout the nation conducted by SFMTA staff concluded that the typical business model is to contract out the day-to-day operations of city-owned, off-street parking facilities. Consequences of denial will result in closing down all SFMTA-owned or operated facilities since there are no CCSF job classifications that can assume parking operation duties. In addition, denial of professional parking garage management will result in higher costs, and therefore reduced net income to support services provided by the SFMTA.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
Yes. PSC 4033-11/12 original and mod

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:
Modification 2 extends contract an additional 6 months.

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:

This is a re-creation of an original. No access to the original, so no explanation is provided.

B. Reason for the request for modification:

This is to add three additional parking facilities and to cover the additional extension through July 31, 2019.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: The successful operation of each parking facility requires technical knowledge and experience in the use of automated pay stations; automated parking access and revenue control equipment and software; including such functions as information retrieval and report writing; managing parking operations staff working multiple shifts; maintenance of all facility equipment, including elevators, fire panels, and lighting; valet parking operations; cash handling, accounting, reconciliation and financial reporting, including operations and capital improvement budgets; conducting rate surveys; target marketing to increase volume and customer base; maintenance and security of each parking facility.

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: 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.

There is no applicable Civil Service Classification that can provide complete professional operational services as described for SFMTA- or City-owned parking facilities

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 SFMTA is contracting out for the complete professional operational services of each parking facility, which is the most efficient, cost-effective and successful approach to provide public parking at SFMTA owned or operated facilities.

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.

None

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.

Service in past for 13 facilities. Modification adds 3 facilities

7. Union Notification: On 12/05/17, 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: Rod Goree Phone: 415-646-2553 Email: rod.goree@sfmta.com

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4033 - 11/12

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of rod.goree@sfmta.com
Sent: Tuesday, December 05, 2017 3:38 PM
To: Goree, Rod (MTA); sarah.wilson@seiu1021.org; kschumacher@ifpte21.org; kpage@ifpte21.org; peter.masiak@seiu1021.org; eerbach@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; ritchell@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; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 4033 - 11/12 - MODIFICATIONS
Follow Up Flag: Follow up
Flag Status: Completed
Categories: Red Category

PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a modification request for a Personal Services Contract (PSC) for \$705,000 for services for the period February 1, 2018 – July 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/10411>

Email sent to the following addresses: staff@sfmea.com camaguey@sfmea.com L21PSCReview@ifpte21.org amakayan@ifpte21.org pkim@ifpte21.org kschumacher@ifpte21.org jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconcillo@sfwater.org Ricardo.lopez@sfgov.org peter.masiak@seiu1021.org leah.berlanga@seiu1021.org Sandeep.lal@seiu1021.me thomas.vitale@seiu1021.org sarah.wilson@seiu1021.org

Additional Attachment(s)

Edwin M. Lee | Mayor
 Tom Nolan | Chairman
 Cheryl Brinkman | Vice-Chairman
 Leona Bridges | Director
 Malcolm Heinicke | Director
 Jerry Lee | Director
 Joël Ramos | Director
 Cristina Rubke | Director
 Edward D. Reiskin | Director of Transportation

MEMORANDUM

DATE: August 30, 2012

TO: DHR-PSC Coordinator
 Department of Human Resources

FROM: Parveen Boparai, Sr. Personnel Analyst *PB*
 Personal Services Contract Coordinator
 San Francisco Municipal Transportation Agency (SFMTA)

RE: Request to Increase Amount and Duration of: PSC #4033-11/12
 Approved on 09/19/11 Awarded to: IMCO Parking LLC; LAZ Parking California LLC; and Pacific Park Management.
 Type of Service: Parking Garage Management

This memo is to request an increase in amount and duration of the Personal Services Contract (PSC) listed above.

A personal services contract does not require approval from the Civil Service Commission (CSC) if an increase is less than fifty percent (50%) of the contract amount or duration approved by CSC or SFMTA.

Initial Contract Amount:	\$1,770,000.00	11/01/11 – 10/30/17
Modification to Increase Amount & Duration:	\$ 655,000.00	11/01/11 – 01/31/18
Total:	\$2,425,000.00	11/01/11 – 01/31/18

Reason for Modification: SFMTA is including three (3) additional parking facilities (Ellis, O'Farrell, and Fifth and Mission) to the original contract's thirteen (13) parking facilities. This equals a total of sixteen (16) parking facilities.

Attachment: Copy of Original PSC Summary (#4033-11/12 dated June 23, 2011)

cc: Michael Robertson
 PSC File

FOR DEPARTMENT OF HUMAN RESOURCES USE

DHR Action: Approved
 Approval Date: 9/7/2012

By: *for* Micki Callahan, Human Resources Director



PERSONAL SERVICES CONTRACT SUMMARY

DATE: June 23, 2011

DEPARTMENT NAME: San Francisco Municipal Transportation Agency (SFMTA) DEPARTMENT NUMBER: #68

TYPE OF APPROVAL: () EXPEDITED (X) REGULAR (OMIT POSTING)
() CONTINUING () ANNUAL

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

TYPE OF SERVICE: Parking Garage Management Services for 13 Parking Facilities

FUNDING SOURCE: Garage Revenues

PSC AMOUNT: Approximate \$1,770,000.00 PSC DURATION: 11/1/2011 thru 10/30/2017

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Provide separate professional parking garage operational services for 13 parking facilities organized into three groups as follows: Group A - 6 Facilities (Civic Center, Lombard, Mission Bartlett, Performing Arts, and 16th & Hoff garages, and 7th & Harrison lot); Group B - 2 Facilities (Golden Gateway and St. Mary's Square garages); Group C - 5 Facilities (SF General Hospital, Moscone Center, North Beach, Vallejo St., and Polk Bush garages). Services include: providing qualified and experienced parking personnel for cashiering, janitorial and security. The Operator shall provide oversight of all aspects of administrative functions including, but not limited to, collection, reconciliation and deposit of all parking and non-parking revenue; repair and maintenance of facilities and revenue control equipment; compliance with insurance and bond requirements; providing valet or valet-assist parking services during special events. The term is for six (6) years, thereafter on a month-to-month basis, not to exceed 36 months. The amount of \$1,770,000 represents the compensation paid to the parking firms for providing professional operational services at the 13 garages. The \$1,770,000 amount breaks down to approximately \$590,000 (\$72,000 per year, with a 5% increase starting in year four) for each of the three groups. Operating expenses, including parking taxes, are funded through gross parking revenue collected, but is not part of the compensation paid to the parking firm.

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

These services are necessary to provide public parking and operational service of parking facilities in the most efficient and cost-effective manner possible. The results of a benchmarking survey of comparable California cities and throughout the nation conducted by SFMTA staff concluded that the typical business model is to contract out the day-to-day operations of city-owned, off-street parking facilities. Consequences of denial will result in closing down all SFMTA-owned or operated facilities since there are no CCSF job classifications that can assume parking operation duties. In addition, denial of professional parking garage management will result in higher costs, and therefore reduced net income to support services provided by the SFMTA.

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):

The service is currently being provided by contracting out to professional parking operations firms. The most recent PSC approved is PSC No. 4030-06/07 approved on 9/7/06.

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

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

Table with 3 columns: Union Name, Signature of person mailing / faxing form, Date. Rows include IFPTE Local 21, SEIU, Local 1021, and MEA.

RFP sent to Union Name, on Date, Signature

PSC# 4033-11/12 FOR DEPARTMENT OF HUMAN RESOURCES USE SFMTA approved 6/23/11
STAFF ANALYSIS/RECOMMENDATION:
CIVIL SERVICE COMMISSION ACTION PSC FORM 1 (9/96)

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

The successful operation of each parking facility requires technical knowledge and experience in the use of automated pay stations; automated parking access and revenue control equipment and software; including such functions as information retrieval and report writing; managing parking operations staff working multiple shifts; maintenance of all facility equipment, including elevators, fire panels, and lighting; valet parking operations; cash handling, accounting, reconciliation and financial reporting, including operations and capital improvement budgets; conducting rate surveys; target marketing to increase volume and customer base; maintenance and security of each parking facility.

In addition, understanding and implementation of credit card data security is needed as defined by Visa MasterCard which requires high-level understanding of compliance protocols that guard against fraud.

Furthermore, as an integrated system, expertise in programming, precise calculations, logic, and compliance of all of the above will be vital to the successful operation and management of the parking facilities.

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

There are no civil service classifications that normally perform these types of duties and responsibilities.

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:

There is no applicable Civil Service Classification that can provide complete professional operational services as described for SFMTA or City-owned parking facilities.

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

No, the SFMTA is contracting out for the complete professional operational services of each parking facility, which is the most efficient, cost-effective and successful approach to provide public parking at SFMTA owned or operated facilities.

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

	<u>Yes</u>	<u>No</u>
A. Will the contractor directly supervise City and County employees?	()	(X)
B. Will the contractor train City and County employees? - Describe training and indicate approximate number of hours. - Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained.	()	(X)
C. Are there legal mandates requiring the use of contractual services?	()	(X)
D. Are there federal or state grant requirements regarding the use of contractual services?	()	(X)
E. Has a board or commission determined that contracting is the most effective way to provide this service?	()	(X)
F. Will the proposed work be completed by a contractor that has a current personal services contract with your department?	()	(X)

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

Parveen Boparai

Signature of Departmental Personal Services Contract Coordinator

Parveen Boparai
Print or Type Name

415-701-5377
Telephone Number

San Francisco Municipal Transportation Agency

1 South Van Ness Ave, 7th Floor, San Francisco, CA 94103
Address

THE REGULAR MEETING OF MONDAY, SEPTEMBER 19, 2011 AT 2:00 P.M. IN CITY HALL – ROOM 400 HAS BEEN RESCHEDULED TO FRIDAY, SEPTEMBER 23, 2011 AT 3:00 P.M. IN CITY HALL – ROOM 400.

A G E N D A

Rescheduled Regular Meeting

September 23, 2011

3:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

Order of Business

CALL TO ORDER & ROLL CALL

APPROVAL OF THE RESCHEDULING OF THE MEETING

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

APPROVAL OF MINUTES

ANNOUNCEMENTS

HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT

RATIFICATION AGENDA

CONSENT AGENDA

REGULAR AGENDA

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

ADJOURNMENT

City and County of San Francisco
Civil Service Commission
Rescheduled
Agenda for Regular Meeting
September 23, 2011
3:00 p.m.

ITEM NO.

- (1) **CALL TO ORDER AND ROLL CALL**
- (2) **APPROVAL OF THE RESCHEDULING OF THE MEETING – Action Item**
- (3) **REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION AND WHICH IS NOT APPEARING ON TODAY'S AGENDA**
- (4) **APPROVAL OF MINUTES – Action Item**

Regular Meeting of August 1, 2011

August 15, 2011: No action taken.

Recommendation: Adopt.

Regular Meeting of August 15, 2011

Recommendation: Adopt.

- (5) **ANNOUNCEMENTS**

Announcement of changes to agenda

Other announcements

HUMAN RESOURCES DIRECTOR'S REPORT

- (6) **Department of Human Resources' Report on Provisional Appointments.**
 (File No. 0248-11-1) – Action Item

Recommendation: Accept the report.

- (7) **Department of Human Resources' Report on the Position-Based Testing Program.**
 (File No. 0249-11-1) – Action Item

Recommendation: Accept the report.

- (8) **Department of Human Resources Annual Report on the Certification of Eligibles – Entry and Promotion – Uniformed Ranks of Fire and Police.** (File No. 0254-11-1) – Action Item

Recommendation: Accept the report.

EXECUTIVE OFFICER'S REPORT

- (9) **Report on Pending Appeals Log as of June 30, 2011.** (File No. 0224-11-1) - Action Item

August 15, 2011: No action taken.

Recommendation: Accept the report.

RATIFICATION AGENDA

All matters on the Ratification Agenda are considered by the Civil Service Commission to be non-contested and will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Ratification Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Ratification Agenda.

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting and are located in the Civil Service Commission office at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

- (10) **Review of request for approval of proposed personal services contracts.**
 (File No. 0208-11-8) – Action Item

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4013-11/12	Public Utilities Commission	\$670,000	The proposed work consists of periodic combined ground and airborne Light Detection and Ranging (LiDAR) surveys of HHWP's 160 miles of 230 kV and 115 kV overhead transmission line systems that run from Hetch Hetchy to Newark. Many of the survey areas are in rugged terrain and remote locations.	Regular	11/01/16

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4014-11/12 <i>Amended</i> <i>See Item #11</i>	Public Utilities Commission	\$27,700,000 <i>(\$30,000,000)</i>	Work consists of planning and engineering of Wastewater Enterprises' Central Bayside System drainage basin improvements from Mission Creek to Islais Creek. Primary scope items include up to 8,000 feet of 20+ feet diameter tunnel from Channel Pump Station to the Southeast Plant (SEP), a large deep pump station near the SEP, modification to the Channel PS and the Flynn PS, micro-tunnel connections to satellite pump stations and green infrastructures within the basin.	Regular	11/01/20
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August 1, 2011: Postpone PSC #'s 4013-11/12 and 4014-11/12 to the meeting of August 15, 2011 at the request of the Public Utilities Commission.

August 15, 2011: No action taken.

Recommendation: Adopt the report; Approve request for proposed personal service contracts. Notify the Office of the Controller and the Office of Contract Administration.

(11) Review of request for approval of proposed personal services contract. (File No. 0220-11-8) – Action Item

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4014-11/12 <i>Amended</i> <i>Postponed from 8/1/11</i> <i>See Item #10</i>	Public Utilities Commission	\$30,000,000	Work consists of planning and engineering of Wastewater Enterprises' Central Bayside System drainage basin improvements from Mission Creek to Islais Creek. Primary scope items include up to 8,000 feet of 20+ feet diameter tunnel from Channel Pump Station to the Southeast Plant (SEP), a large deep pump station near the SEP, modification to the Channel PS and the Flynn PS, micro-tunnel connections to satellite pump stations and green infrastructures within the basin.	Regular	11/01/20
4016-11/12	Airport Commission	\$113,000	Complete certain tasks related to user adoption and data edits of the Airport's enterprise-wide PMBS used to monitor, track and report revenue and other key business information on all San Francisco International Airport property leases, space permits, and other property contracts. Implementation includes training of Airport staff on how to use the system's features to the fullest extent, data updates, documentation and select other changes to support required functionality. This request is to complete the user adoption and data edits tasks of the original PSC 4041-06/07 that expired (November 30, 2009) and totaled \$590,000 which included the software, hardware, and services. The portion of the PSC amount devoted to services, including training, was estimated to be approximately 56% (or \$330,000).	Regular	12/31/12
4017-11/12	Airport Commission	\$350,000	This is an agreement to partially fund SamTrans owl bus service between SFO and San Francisco to the north and Palo Alto to the south. SamTrans is the bus operator that uses its own buses and facilities to operate in San Mateo County. This is a late night bus service that operates 7 days per week between the hours of 12:45 a.m. and 6:00 a.m.	Regular	08/14/13

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4018-11/12	Airport Commission	\$575,000	Engineering and consulting design services to replace existing obsolete Airport access control system in order to comply with NFPA Fire Code, meet new TSA guideline: Title 49, Code of Federal Regulations (CFR) Chapter XII Part 1542 - Airport Security, secure Airport Operations Area (AOA) and improve Airport security. The work includes field work, preparation of construction bid plans and specification and integration of existing Airport systems to the new access control.	Regular	10/01/14
4019-11/12	Airport Commission	\$3,000,000	SFO is embarking on the creation of a sustainability plan in which all operations, procedures, and practices will be aligned with sustainability principles. This program includes several elements as follows: 1) Update the 2007 Environmental Sustainability Report (ESR) to summarize the various environmental achievements by the Airport. 2) Secure Leadership in Energy and Environmental Design (LEED) certification for Operation and Maintenance practices at SFO Terminal Complex from U.S. Green Building Council. This certification would indicate that SFO follows sustainable practices for maintaining the entire terminal complex. 3) Develop an overall Sustainability Plan for SFO. This plan would provide sustainability guidelines for all SFO operations, procedures, and practices and would constitute the basic plan for creating a sustainable Airport. 4) Update the annual Departmental Climate Action Plan (DCAP). The SFO DCAP has been recognized by the Department of Environment as a national trend setter for developing a Climate Action Plan. City Ordinance No. 8108 (attached) requires that the DCAP be updated annually by each City Department.	Regular	08/14/14
4020-11/12	Art Commission	\$315,000	Eight Writers Corps Artist-in-Residence will conduct writing classes with youth in need at up to 14 sites in San Francisco. Artists-in-Residence will serve youth who may be educationally disadvantaged, recently immigrated, homeless, incarcerated, or in crisis. Artists-in-Residence will teach and mentor targeted youth to increase their learning, writing and public speaking skills. Artists-in-Residence will plan and organize lesson plans, facilitate writing workshops; compile, design and edit publications of youth writing; and help to organize city-wide literary arts events for participating youth. Artists-in-Residence will work for ten months from September to June.	Regular	06/30/12

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4021-11/12	Public Works	\$4,100,000	<p>DPW is seeking two qualified teams of consultants to be the City's representatives in leading and coordinating the material testing and special inspection services related to the construction of ESER projects. The two contract amounts are approximately \$1,900,000 and \$620,000 to provide MTSI services for the Public Safety Building and the Fire Stations component respectively. The Materials Testing and Special Inspection (MTSI) Team will be responsible for the monitoring of the materials and workmanship of all work that is critical to the integrity of a building structure to ensure compliance with the approved plans and specifications for Earthquake Safety and Emergency Response (ESER) Bond Program projects, including the Public Safety Building and the fire-station comprehensive & seismic renovation projects. The Special Inspectors will be responsible for performing all structural inspections prescribed by Local and State Building Codes and other regulatory agencies, including but not limited to concrete placement & sampling; reinforcing steel; shotcrete, bolts installed in new concrete; drilled dowels and anchors; structural welding; special moment-resisting frame; high-strength bolting, structural masonry; special grading and in-place soil density tests (soil compaction), excavation, and backfill; and sprayed-on fireproofing. The selected MTSI Team will provide specialized expertise to supplement Civil Service classifications that can normally perform and will be managed by City staff. The City's Materials Testing Lab will also be utilized to perform testing for in-place soil density, reinforcing steel testing, drilled dowels and anchors, and concrete sampling.</p>	Regular	01/08/18
4022-11/12	Municipal Transportation Agency	\$750,000	<p>The real estate planning advisors or consultants will provide commercial real estate planning services and any other related services to produce a financially sound and cost-effective real estate planning analysis, study, or other work product as requested by the SFMTA. The elected real estate planning advisory or consultant will provide qualified personnel for services which may include, but are not limited to, the following: existing and strategic real estate and facilities portfolio analyses, planning, and recommendations Strategic real estate and facility planning re: real estate acquisitions and modifications required to support growth in the SFMTA's vehicle fleets and new facilities and/or upgrades; including economic evaluations, development planning, and financial analysis; Commercial retail space leasing market and analysis and recommendations; planning and market research for real estate and policy analysis on urban development issues (e.g., current zoning, height, bulk, floor area ration [FAR], existing and surrounding uses for various sites, schematic plans for outreach meetings); Existing portfolio analysis, planning, and strategic recommendation; Transit Oriented Development planning (TOD) and analysis; and other requested advisory services.</p>	Regular	12/31/17

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4023-11/12	Treasurer/Tax Collector	\$1,200,000	TTX is seeking a proven complete Solution for the management of CCSF's Business Tax Division. The current BTS is a mainframe COBOL application whose functionality and support have long been over-reached. TTX has complex requirements due to frequent legislation changes and large number of departments relying on its services. BTS does not have the flexibility to meet CCSF's growing requirements nor can it satisfy potential efficiencies from improved workflow and technologies.	Regular	12/31/13
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August 15, 2011: No action taken.

Recommendation: Adopt the report; Approve request for proposed personal service contracts. Notify the Office of the Controller and the Office of Contract Administration.

(12) Review of request for approval of proposed personal services contract. (File No. 0250-11-8) – Action Item

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4024-11/12	Adult Probation	\$300,000	Contractor will provide 1) a comprehensive review and audit of the Department's policies and procedures, and update and improve policies and procedures to ensure that they are in compliance with local, state and federal law and which incorporate best practices in adult probation; 2) facilitation and support of the Community Corrections Partnership Collaboration; 3) an evaluation of Department case files on probationers sent to state prison in 2010; 4) creation of a training plan for the Department 5) grant writing and research; 6) demographic analysis.	Regular	07/30/13
4025-11/12	Airport Commission	\$500,000	The SMPOE Data Center project includes the development (both design and construction) of a new "Greenfield-built" Data Center Facility; that will include data processing equipment room, mechanical systems room, battery storage room, office, restroom and utility room. SFO requires construction management support with design-build experience in Data Centers design and construction experience to manage the programming, design and construction of this project. This project also includes the coordination of the construction of new fiber cable communications connections to be brought within the building envelope (by others) and all additional utilities/services necessary to service the building in its functional intent. The CM consultant team will be responsible for providing the specialized expertise to manage this scope of work.	Regular	06/30/16
4026-11/12	Airport Commission	\$1,750,000	The Contractor shall provide routine maintenance, scheduled maintenance/preventive maintenance, nonscheduled maintenance, ordinary wear and other maintenance and repair services, 24-hour on call response seven (7) days a week 365 days a year, equipment maintenance and repair activity documentation as well as reporting on the Airport-owned Passenger Boarding Bridges (PBB) and Baggage Handling Systems (BHS). The PBBs and BHSs were maintained by the airlines under their lease and use agreements in the past.	Regular	09/30/16

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4027-11/12	Airport Commission	\$2,000,000	San Francisco International Airport plans to upgrade its industrial waste water treatment plant. The design/build team, with knowledge and experience in IWWT processing, sanitary sewer and reclaimed water system processes to provide programming, schematic design and management, will assist on this project. The IWWT project includes the design and construction of a new industrial waste water treatment process facility, offices and laboratory, demolition of the existing IWWT process building and shop building, construction of additional equalization tanks with power and controls, a new trickling filter tank, renovation of existing clarifiers and the existing sludge transfer pump station, construction of a new microbiology laboratory, evaluation and replacement of inter-building process piping, construction of a new chorine contact basin, incorporation of a new emergency power generator, upgrading of the existing Wonderware software program for process control, remodeling of the existing sanitary sewer administration and operations building, developing a plan to utilize the methane gas generated from digesters, replacement of motor control centers and the design and construction of a new Headworks box and screen facility, and developing a plan for Airport-wide reclaimed water processing system. The PM team will be responsible for providing the specialized experts to prepare bridging documents and manage this scope of work.	Regular	06/30/16
4028-11/12	Arts Commission	\$800,000	Artists team selected as part of a design competition to contract for final design and fabrication of a veteran's memorial for Memorial Court, which is part of the War Memorial Complex, located between the War Memorial Opera House and the Veterans Building.	Regular	06/30/14
4029-11/12	Controllor	\$1,500,000	Provide municipal financing advisory services to Office of Public Finance and other Controllor's Office and City department staff in the following areas: general obligation bonds, certificates of participation, lease revenue bonds, Mello-Roos special tax bonds, tax allocation bonds, revenue bonds, tax-exempt commercial paper, and other forms of municipal financing.	Regular	10/14/16
4030-11/12	Environment	\$75,000	The contractor will provide the pick-up and disposal of residentially generated, discarded pharmaceuticals collected at designated pharmacies and police stations in San Francisco. Pick-ups must be available on both a regularly scheduled and on-call basis, depending on the collection site's individual needs. The contractor will also provide supplies and equipment as necessary for accomplishing this task.	Regular	07/01/13
4031-11/12	General Services Agency	\$2,000,000	The contractor provides consulting services for the modification and customization of Customer Relationship Management (CRM) software used to manage the City's service requests. When required, vendor services assist City staff extend functionality of the application, while training staff to make additional improvements.	Regular	10/31/16

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4032-11/12	Municipal Transportation Agency	\$450,000	Research and report on international best taxi industry practices and regulatory performance measures, recommend reforms of taxi regulations, develop a methodology for assessing the adequacy of taxi supply and demand and apply the methodology to evaluate the correct number of taxis in San Francisco, and develop a cost index to assess the appropriate level of taxi fares and gate fees and apply to index to determine whether San Francisco taxi fares and gate fees should be adjusted.	Regular	10/31/13
4033-11/12	Municipal Transportation Agency	\$1,770,000	Provide separate professional parking garage operational services for 13 parking facilities organized into three groups as follows: Group A - 6 Facilities (Civic Center, Lombard, Mission Bartlett, Performing Arts, and 16th & Hoff garages, and 7th & Harrison lot); Group B - 2 Facilities (Golden gateway and St. Mary's Square garages); Group C - 5 Facilities (SF General Hospital, Moscone Center, North Beach, Vallejo St., and Polk Bush garages). Services include: providing qualified and experienced parking personnel for cashiering, janitorial and security. The Operator shall provide oversight of all aspects of administrative functions including, but not limited to, collection, reconciliation and deposit of all parking and non-parking revenue; repair and maintenance of facilities, and revenue control equipment; compliance with insurance and bond requirement; providing valet or valet-assist parking services during special events., The term is six (6) years, thereafter on a month-to-month basis, not to exceed 36 months. The amount of \$1,770,000 represents the compensation paid to the parking firms for providing professional operational services at the 13 garages. The \$1,770,000 amount breaks down to approximately \$590,000 (\$72,000 per year, with a 5% increase starting in year four) for each of the three groups. Operating expenses, including parking taxes, are funded through gross parking revenue collected, but is not part of the compensation paid to the parking firm.	Regular	10/30/17
4034-11/12	Police	\$7,000,000	The proposed work is to develop a new data warehouse which will allow other agencies such as the Courts, Sheriff, District Attorney, Adult Probation and Public Defender to access our data as needed using our Citywide hub call JUSTIS. We will also be connecting to the broader Bay area, US and international data sources to improve our identification of crimes and crime activity in other regions. Predictive Oracle tools such as Oracle Business Intelligence Enterprise Engine will be used to help identify crime patterns and trends to assist in more efficient policing. The project will also be capable of providing access to data in Police vehicles, on hand held devices or laptops in order to provide more efficient public protection.	Regular	09/30/17
4035-11/12	Public Utilities Commission	\$960,000	The work consists of a one year contract to optimize, operate, and maintain Fats, Oils, and Grease (FOG) to Biodiesel equipment currently owned by the SFPUC and located at the SFPUC's Oceanside Water Pollution Control Plant. This equipment involves a proprietary process, patented by BlackGold Biofuels. As such, only BlackGold Biofuels can perform this work on the equipment. If the optimization work is successful, BlackGold Biofuels will train City personnel on the operation and maintenance of its equipment.	Regular	09/01/12

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4036-11/12	Public Works	\$1,648,520	Perform environmental studies and reports for the effects of building new vehicle and transit access between Hunters Point Shipyard and northbound and southbound US 101 and I-280. The original PSC #4017-03/04 was approved on 8/18/2003 for \$2,200,000. The consultant has been under contract and has completed the studies, which were submitted to Caltrans over 3 years ago. Recently Caltrans asked the City to modify the alternatives and prepare a different type of environmental document.	Regular	08/30/14
4037-11/12	Public Works	\$800,000	Organize community support; prepare educational or outreach materials; assist in developing and conducting outreach and education efforts; conduct neighborhood cleaning projects; organize community interest in establishment of Business Neighborhood Improvement Districts (BID/NID); survey public opinion or conduct focus groups; provide specialized or untried equipment for evaluation; provide cleaning personnel for special events; conduct special cleaning services, graffiti abatement, or maintenance of plant materials services above or outside of the Bureau's routine operating responsibilities; and conducting pilot cleaning programs that affect both public and private properties. Bureau may award multiple contracts.	Regular	12/15/14
4038-11/12	Department of Technology	\$1,433,069	Phase I of this project will create a new digital video infrastructure that will operate in tandem with the old analog system until Phase II of the project is completed. Phase I includes equipment installation, integration and commissioning of two new control rooms located at SFGovTV's production facility in room 92 of City Hall. The new control rooms will be equipped with new digital audio and video equipment. Phase I also includes the installation of a new digital video routing switcher, a new Master Control center, video server, automation and the relocation of equipment currently located in room 92 to room 93. The source signals from the City Hall hearing rooms will not be replaced until Phase II, so the system installed during Phase I includes several analog/digital convertors to bridge the old and new equipment.	Regular	09/30/12
3076-09/10	Controller	Increase Amount \$103,000 New Amount \$143,000	The City and County of San Francisco issued an RFP and selected a Contractor to enable the City to print and deliver checks during standard business operations and during an emergency at either a City facility (non-hosted) or at third party Contractor-run facility or service (hosted) consistently, securely and accurately. In addition, the selected Contractor will print and deliver checks in the event of hardware failure, software failure, or power failure during standard business operations and also have the ability to produce and deliver checks in the event of a large scale disaster for the San Francisco Bay Area securely and accurately. A modification of the approved PSC summary is sought to maximized the term of the contract beyond two years.	Modi- fication	07/30/21
4040-10/11	Art Commission	Increase Amount \$8,000,000 New Amount \$9,899,510	In accordance with the City Charter, the San Francisco Symphony will perform concerts. These concerts will take place at the San Francisco Davies Symphony Hall October 2010 - July 2011 with two free concerts at a public park. Concerts will continue at San Francisco Davies Symphony Hall From July 2011 - June 30, 2014, with one free concert at the park each year.	Modi- fication	06/30/14

Civil Service Commission Meeting Agenda

Rescheduled Meeting September 23, 2011

4023-08/09	Municipal Transportation Agency	Increase Amount \$210,000 New Amount \$1,110,000	To provide an off-site facility to collect pre-employment, post-accident, return-to-duty, reasonable suspicion breath and urine samples during normal working hours and/or after hours for San Francisco Municipal Transportation Agency (SFMTA) employees and contractors and to provide a mobile on-site facility to collect random, reasonable suspicion and post-accident breath and urine collection in compliance with DOT/FTA Drug and Alcohol Testing Regulations.	Modification	11/30/13
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Recommendation: Adopt the report; Approve request for proposed personal service contracts. Notify the Office of the Controller and the Office of Contract Administration.

CONSENT AGENDA

All matters on the Consent Agenda considered by the Civil Service Commission will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Consent Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Consent Agenda.

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting and are located in the Civil Service Commission office at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

(13) Municipal Transportation Agency’s Report on Provisional Appointments. (File No. 0221-11-1) – Action Item

Recommendation: Adopt the report.

(14) Municipal Transportation Agency’s Report on Appointments Exempt from Civil Service under Charter Section 10.104.16 through 10.104.18. (File No. 0222-11-1) – Action Item

Recommendation: Adopt the report.

(15) Certification of the highest prevailing rate of wages of Various Crafts and Kinds of Labor Paid in Private Employment in the City & County of San Francisco. (File No. 0222-11-1) – Action Item

Recommendation: Adopt the report; Forward to the Board of Supervisors.

(16) Appeal by Sonya Knudsen of the Human Resources Director’s determination of insufficient evidence to support her charge of discrimination – EEO File #1371. (File No. 0343-09-6) – Action Item

July 18, 2011: Postpone to the meeting of August 15, 2011 at the request of Sonya Knudsen.

August 15, 2011: No action taken.

Recommendation: Postpone to the meeting of October 17, 2011, after 5:00 p.m. at the request of SEIU Local 1021.

REGULAR AGENDA

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting and are located in the Civil Service Commission office at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

(17) Appeal by Cecilia Jaroslowsky of the Human Resources Director's determination of failure to allege facts raising an inference of discrimination based on age. (File No. 0097-11-6) – Action Item

May 16, 2011: Postpone to the meeting of June 20, 2011 by agreement between the Department of Human Resources and Cecilia Jaroslowsky. Stipulate this will be the last continuance granted.

June 20, 2011: Continue to the meeting of July 18, 2011. The motion to: Adopt the report; Sustain the decision of the Human Resources Director; Deny the appeal by Cecilia Jaroslowsky failed. (Vote of 1 to 2; Commissioners Casper and Jung dissent.) Three (3) votes are needed for Commission action.

July 18, 2011: Postpone to a meeting when all five Commissioners are present; and, when issues of allegations about a flawed process, namely, failure to redact confidential information and to follow the arbitration order have been addressed.

August 15, 2011: No action taken.

Recommendation: Adopt the report. Sustain the decision of the Human Resources Director; Deny the appeal by Cecilia Jaroslowsky.

(18) Appeal of Minimum Qualifications and Rejection of an Applicant due to not Meeting the Minimum Qualifications for the Q-60 Lieutenant Examination. (File No. 0251-11-4) – Action Item

Recommendation: Adopt the report. Sustain the decision of the Human Resources Director; Deny the appeal.

(19) Appeal of the Human Resources Director's Decision to Rescind the 7208 Heavy Equipment Operations Supervisor Eligible List. (File No. 0252-11-4) – Action Item

Recommendation: Adopt the report. It is recommended that the Civil Service Commission find that the Human Resources Director's action to cancel the 7208 Eligible List was within the Civil Service Rules and merit system principles and that the cancellation of the 7208 Eligible List be sustained.

(20) COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

(21) ADJOURNMENT

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY

Dept. Code: MTA

Type of Request: Initial Modification of an existing PSC (PSC # 4088 - 11/12)

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

Type of Service: Workers' Compensation Claims Administration Services

Funding Source: SFMTA general or project funds

PSC Original Approved Amount: \$34,000,000

PSC Original Approved Duration: 01/01/12 - 08/30/17 (5 years 34 weeks)

PSC Mod#1 Amount: \$5,967,320

PSC Mod#1 Duration: 09/01/17-10/31/22 (5 years 9 weeks)

PSC Cumulative Amount Proposed: \$39,967,320

PSC Cumulative Duration Proposed: 10 years 43 weeks

1. Description of Work

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

The San Francisco Municipal Transportation Agency (SFMTA) is self-insured for Workers' Compensation (Workers' Comp) and existing claims are currently adjusted by a third party administrator (TPA). The contractor will provide claims adjusting and consulting services for existing and new claims for Workers' Comp benefits filed by SFMTA employees. Services include: claims review and compensability determination; payment of statutory benefits, medical providers and ancillary claims services; vendor management for bill review; investigative services; coordination of claims defense with the City Attorney; management of benefit delivery system; and data collection and management.

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

SFMTA is required by State law to provide Workers' Camp benefits to its employees. As a certified self-insured employer, SFMTA is required to provide claims administration services. Rather than purchase insurance, self insured employers usually choose to self- insure their workers' compensation liabilities for the reasons of cost effectiveness, greater control over their claims programs, and increased safety and loss control management. The success of a Workers' Comp self- insurance program is often dependent upon the effectiveness of loss control activities and claims supervision. If this service is denied, SFMTA would have neither the expertise nor staffing to address workers' compensation claims brought on by its employees.

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

Yes, these services have been provided under PSC No. 4088-11/12 and 4088-03/04.

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:
No, the added duration is 2 months.

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:

Contract is for third-party administrator for SFMTA's workers' compensation program. This is determination of potential for conflicts of interest if handled by staff.

B. Reason for the request for modification:

An additional \$5.967M and an two months are added to the original PSC amount and duration, respectively.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: A Claims Examiner is responsible for determining the validity of a workers' comp claim. The Workers' Comp adjuster may establish a case; reserve; approve and process indemnity and medical benefits; may hire investigators, attorneys or other professionals; and may negotiate settlements of claims. The Claims Adjuster is required to possess specialized knowledge, have five (5) years in the last eight (8) years of on-the-job experience adjusting California workers' compensation claims; and possess certification with "Experienced Claims Adjuster Designation."

B. Which, if any, civil service class(es) normally perform(s) this work? 1209, Benefits Technician; 8141, Worker's Compensation Adjuster; 8165, Worker's Comp Supervisor 1;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor must have proprietary claims adjusting procedures and claims management software that will be accessible to SFMTA. The contractor will also maintain office and storage space sufficient to house claims management staff and nearly 2,000 open Workers' Comp claims files.

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.

A contracted TPA had been successfully demonstrated as the most effective way to meet statutory requirements governing the provision of workers' compensation benefits to SFMTA employees.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. Classifications already exist. SFMTA retains a Workers' Compensation Manager and support staff assigned to manage the

disability and return to work programs. However SFMTA does not employ a workers' comp claims adjusting staff that could be viewed as a conflict of interest.

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.
None.
- 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.
SFMTA Board resol 3-190 adopted 12/2/03
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
Additional monies and time to match as-needed expenditures.

7. Union Notification: On 10/26/17, 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: Rod Goree Phone: 415-646-2553 Email: rod.goree@sfmta.com

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4088 - 11/12

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Goree, Rod

From: dhr-psccordinator@sfgov.org on behalf of rod.goree@sfmta.com
Sent: Thursday, October 26, 2017 4:25 PM
To: Goree, Rod; 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; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 4088 - 11/12 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The Dept Title -- Dept has submitted a modification request for a Personal Services Contract (PSC) for \$5,967,320 for services for the period September 1, 2022 – 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/10265>

Email sent to the following addresses: jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconcillo@sfgov.org Ricardo.lopez@sfgov.org peter.masiak@seiu1021.org

Additional Attachment(s)

February 06, 2012 Regular Meeting

MINUTES

Regular Meeting

February 6, 2012

2:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place

CALL TO ORDER

2:06 p.m.

ROLL CALL

President E. Dennis Normandy	Present
Vice President Kate Favetti	Present
Commissioner Scott R. Helffond	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 AND WHICH IS NOT APPEARING ON TODAY'S AGENDA

Gus Feldman, SEIU Local 1021 spoke on behalf of Cherie Joiner and Gideon Custodio, who are Health Care Worker IIs in the Escort Transportation Services at San Francisco General Hospital. He stated that they are good examples of what they call gross misuse of provisional and as-needed appointments in the City and County of San Francisco. Mr. Custodio has been employed almost eight years and has never once been a permanent employee. Ms. Joiner has been employed for more than five years. At the end of 2011, an examination was finally administered. Unfortunately, there were significant changes to the exam from the previous one administered but the Union was not notified of these changes so there was no opportunity for the Union to meet with the City about the changes.

Both Mr. Custodio and Ms. Joiner have had unblemished, exemplary performance appraisals and records and are well liked by the co-workers and managers. He urged the Commission to use the authority vested in their position to scrap the current list, allow the Union to meet with the City and discuss the contents and re-administer the exam.

Gideon Custodio echoed the comments made by Gus Feldman. He feels the process is not fair.

Cherie Joiner reiterated the statements made by Mr. Feldman and Mr. Custodio and read a paragraph from EEOC Section 15 on race, color and discrimination. She thanked the Commission for their time.

Brenda Barrios, SEIU Local 1021 stated that all of this happens when you start collapsing classifications. The Health Worker positions is another one of those positions that civil service decided to collapse. You have workers from administrative assistants to messengers like Ms. Joiner and Mr. Custodio. It is not fair to expect the same level of expertise as someone who is an Administrative Assistant.

Matthew Morgan requested that his appeal in Item #12 be continued.

Douglas Yep commended the Commission for placing the "Request to Speak" item at the beginning of the Agenda so that those who wish to speak do not have to wait so long to provide public comment and for the Commission to keep up its good work.

APPROVAL OF MINUTES

Regular Meeting of December 19, 2011

January 9, 2012: Continued to the meeting of February 6, 2012.

Action: Adopted as amended. (Vote of 4 to 0)

Regular Meeting of January 9, 2012

Action: Adopted as amended. (Vote of 4 to 0)

HUMAN RESOURCES DIRECTOR'S REPORT (Item No. 5)

Micki Callahan, Human Resources Director reported that they are just beginning the 2012 labor project. The Citywide negotiations team has not had as many contracts open since 2006. She stated that we have a challenging economic climate. President Normandy asked that the Commission be kept abreast of the progress.

EXECUTIVE OFFICER'S REPORT

0332-11-1 Fiscal Years 2012-13 and 2013-14 Civil Service Commission Budget Request.
(Item No. 6)

December 19, 2011: Directed Commission staff to prepare Fiscal Years 2012-13 and 2013-14 Budget Request at current service and staff levels; continue to negotiate amounts; present Budget Request at the Commission Meeting of January 9, 2012; incorporate changes by the Commission up to the budget request submission deadline; and approve to submit the Fiscal Years 2012-13 and 2013-14 Budget Request to the Controller and the Office of the Mayor by February 21, 2012.

January 9, 2012: Directed Commission staff to continue to negotiate amounts, finalize the Fiscal Years 2012-14 Budget Request, incorporate changes, and approve to submit the Fiscal Years 2012-14 Budget Request to the Controller and the Mayor by February 21, 2012.

Speakers: Sandra Eng, Civil Service Commission
David Pilpel

Action: Approved Fiscal Years 2012-13 and 2013-14 Budget Request and will submit to the Mayor and Controller by February 21, 2012. Allow President Normandy to continue negotiations with the Mayor's Office to maintain the current budget levels and provide him the freedom to delegate any one of the Commissioners to join him in these efforts. (Vote of 4 to 0)

0020-12-1 Status Report on Fiscal Year 2011-12 Service and Performance Goals of the Civil Service Commission as of December 31, 2011. (Item No. 7)

Speakers: Sandra Eng, Civil Service Commission

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

0346-11-8 Review of request for approval of proposed personal services contracts. (Item No. 8)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4075-11/12	Public Utilities Commission	\$1,500,000	CleanPower SF will soon enroll residential energy customers throughout the City. The Consultants will design and implement an outreach program that will rely on neighborhood literature dissemination at residents' homes, television advertising, online advertising, and more to educate customers and support customer retention.	Regular	08/01/16

January 9, 2012: Continued PSC #4075-11/12 to the meeting of February 6, 2012 at the request of the Public Utilities Commission. (Vote of 3 to 0; Commissioner Jung recused from any discussion or voting on this item. (Vote of 4 to 0))

Speakers: Kofo Domingo and Charles Sheehan, Public Utilities Commission

Action: Adopted the report; Approved request for PSC #4075-11/12 on the condition that the summary be amended to delete the "door to door outreach" piece and a corrected copy be submitted to the Executive Officer and the Human Resources Director. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0; Commissioner Jung recused from any discussion or voting on this item. (Vote of 4 to 0))

0018-12-8 Review of request for approval of proposed personal services contracts. (Item No. 9)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
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4077-11/12	Adult Probation	\$6,142,957	<p>This proposed contract is to create and operate a one-stop Community Assessment and Services Center</p> <p>(CASC) to provide services to high risk high need individuals who are under the supervision of the Adult Probation Department. A variety of individualized and group services will be provided from dawn until dusk. These services will be both by appointment and on a drop-in basis to include but not be limited to case management for individuals who have a serious mental illness, substance abuse assessment/referrals, remedial and basic education and connection to opportunities for higher education, vocational assessment and employment training, assessment for government benefits, cognitive behavioral groups, parenting and family strengthening support/advice and housing referrals and assistance.</p>	Regular	02/06/17
4078-11/12	Airport Commission	\$1,450,000	<p>Construction Management (CM) team with design-build and specialty design experience at airports to manage the design and construction and assist in the selection of a Design-Build Consultant for the West Field Cargo Development Project. The CM team will manage the design and construction of a new cargo building to replace an existing outdated cargo facility in the airport cargo area known as the West Field.</p>	Regular	02/05/14
4079-11/12	Building Inspection	\$1,750,000	<p>To provide preparation, indexing, scanning and electronic imaging services required to convert all paper-based building plans/drawings into digital images for electronic retrieval through PaperVision document management system. Drawings vary in sizes from 11"X17", 16"X24", 24"X36", 36"X42", and 36"X48".</p>	Regular	06/30/17
4080-11/12	Building Inspection	\$5,000,000	<p>To convert all 16mm and 35mm rolls of microfilm, and 25 boxes of old paper records dating back to 1906, containing building records into digital images for electronic retrieval through PaperVision document management system. The Department currently has 1,200 rolls of 16mm microfilm containing job cards, certificates of final completion, permits and miscellaneous documents, many of which date back mid 1930s. It is estimated that there are 2,500 frames per roll for a total of 3,000,000 frames with each roll likely to have 800 records to index for a total of 960,000 records. Further the Department has 3,500 rolls of 35mm microfilm with plans dating back to 1940s. Each roll has approximately 500 frames per roll for a total of 1,750,000 frames and each roll will have approximately 50 records to index for a total of 175,000 records. Indexing, including researching missing information and quality control, of the converted records will be done by in-house staff.</p>	Regular	06/30/17
4081-11/12	Controller	\$2,000,000	<p>Provide underwriter, investment banking, and credit enhancement services to the City in connection with the issuance, marketing and distribution of its fixed-rate debt obligations, variable-rate debt obligations, and commercial paper.</p>	Regular	12/31/17
4082-11/12	Emergency Management	\$200,000	<p>The contractor will provide the Bay Area UASI Approval Authority with legal counsel and advise the body on various matters pertaining to open meetings, grants administration, or other issues that may arise.</p>	Regular	02/29/16

4083-11/12	Emergency Management	\$879,536	The contractor will assist Bay Area counties and cities in the development of a Regional Logistics Plan with an emphasis on the coordination of logistic operations and priorities for distribution of scarce resources between local, state and federal levels in a catastrophic event. The Regional Logistics Plan will be used to develop county and core city plan templates as well as applicable annexes to Regional Emergency Coordination Plan (RECP), to encompass all phases of logistic planning.	Regular	07/30/13
4084-11/12	Human Resources	\$260,000	The consultant will oversee the development and administration of promotional exams for the Fire Department ranks of H-20 Lieutenant and H-40 Battalion Chief, and defend those selection processes against legal challenge as necessary.	Regular	06/30/15
4085-11/12	Juvenile Probation	\$95,000	The Ombudsperson is responsible for resolving grievances submitted by detained youth at JPD detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/ guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.	Regular	03/31/14
4086-11/12	Mayor	\$400,000	The contractor will assist the Mayor's Office of Public Policy and Finance staff in making decisions in a variety of layout, content, design, and production issues related to the annual Mayor's Proposed Budget Book.	Regular	06/30/16
4087-11/12	Municipal Transportation Agency	\$5,400,000	The San Francisco Municipal Transportation Agency (SFMTA) requires medical cost containment services for workers' compensation claims administration. Services include medical bill review, adjustments per fee schedules, and utilization review using state of the art system software. Services must meet the State of California's electronic data interchange (EDI) requirements for data entry and reporting injuries and illnesses. All medical bill review staff must be certified as meeting the California Department of Insurance's qualifications for experience in this field.	Regular	09/30/17
4088-11/12	Municipal Transportation Agency	\$34,000,000	The San Francisco Municipal Transportation Agency (SFMTA) is self-insured for Workers' Compensation (Workers' Comp) and existing claims are currently adjusted by a third party administrator (TPA). The contractor will provide claims adjusting and consulting services for existing and new claims for Workers' Comp benefits filed by SFMTA employees. Services include: claims review and compensability determination; payment of statutory benefits, medical providers and ancillary claims services; vendor management for bill review; investigative services; coordination of claims defense with the City Attorney; management of benefit delivery system; and data collection and management.	Regular	08/30/17
4089-11/12	Police	\$100,000	Contractor will regularly inspect, maintain and perform all repairs on the Police Department's four evidence freezers. Three of the freezers are located at Building #606 Hunters Point Shipyard and one freezer is located at the Hall of Justice, 850 Bryant Street.	Regular	01/31/15

4090-11/12	Police	\$140,000	The Veterinarian will provide routine and emergency medical care for up to twenty horses assigned to the SFPD Mounted Unit. The service average fifteen visits per year. The Veterinarian will also perform pre purchase horse examinations.	Regular	06/30/16
4091-11/12	Police	\$140,000	Shoeing and trimming the hooves of each police horse, once every six weeks, for a herd of up to twenty police horses. Contractor must also be able to advise on any possible horses that may be fit for possible purchase by the SFPD. Contractor will be available for emergency calls to replace thrown shoes, and to consult with the veterinarian regarding special or corrective needs.	Regular	06/30/16
4092-11/12	Public Utilities Commission	\$9,000,000	The scope of work is to augment, assist and support Program Controls & Support Bureau (PCSB) staff in the administration, improvement and programming of PCSB's Primavera-based Program Control System to integrate it with various other databases, and generate reports and update capital program and project data. (This is not to provide scheduling and cost estimating services.)	Regular	02/06/18
4000-09/10	Mayor	Increase Amount \$0 New Amount \$180,000	Processing title changes for below market rate condominium conversion low/moderate income homeowners according to precise instructions from the City and County of San Francisco. Recording closing documents and ensuring completeness. Disbursing and collecting escrow fees when appropriate. However, a lawsuit objecting to various aspects of the Ordinance was filed at Federal Court on May 13, 2009 and later refiled at State Court on August 6, 2010. There are currently 65 named plaintiffs in the case who were granted a preliminary injunction and waiver to the Ordinance deadline on January 18, 2011. As such, the Mayor's Office of Housing may be required to allow these owners to select an option under the Ordinance in the future and will need the assistance of Chicago Title (contractor) to process these transactions.	Modification	03/30/15
4098-07/08	Port Commission	Increase Amount \$110,000 New Amount \$1,910,000	Evaluate and design from concept through construction observation, a proposed 1.3 acre public space to be built adjacent to the historic seawall and within San Francisco Bay in the South Beach neighborhood.	Modification	12/31/13

- Speakers:
- Wendy Still, Adult Probation spoke on PSC #4077-11/12.
 - Dave Johnson, Department of Human Resources spoke on PSC #4084-11/12.
 - Catherine McGuire, Juvenile Probation spoke on PSC #4085-11/12.
 - Dan Roach and Cynthia Hamada, Municipal Transportation Agency spoke on PSC #4087-11/12 and 4088-11/12.
 - Lt. Kevin McNaughton, San Francisco Police Department spoke on PSC #4089-11/12.
 - Steve Reel, Port Commission spoke on PSC #4098-07/08.
- Action:
- (1) Adopted the report; Approved the request for PSC #4085-11/12 as amended which is to be submitted to the Executive Officer and the Human Resources Director. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)
 - (2) Adopted the report; Approved the request for PSC #4087-11/12 as amended; change duration to five (5) years and silent on the matter of options. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

(3) Adopted the report; Approved the request for PSC #4088-11/12 as amended for a duration of five (5) years. Notified the Office of the Controller and the Office of Contract Administration.
(Vote of 4 to 0)

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

0255-11-6 Appeal by Charles Lebedeff of the Municipal Transportation Agency's determination of insufficient evidence to support his claim of retaliation for engaging in EEO protected activity. (Item No. 10)

Speakers: None.

Action: Continued to the meeting of March 5, 2012 at the request of Charles Lebedeff. It was stipulated this would be the last continuance granted. (Vote of 4 to 0)

0019-12-8 Review of request for approval of proposed personal services contracts – Omit Posting. (Item No. 11)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4090-09/10	Port Commission	Increase Amount \$2,174,774 New Amount \$4,924,774	Contractor will provide highly specialized environmental analysis for preparation of the Environmental Impact Report (EIR) and support for other environmental review requirements under the California Environmental Quality Act (CEQA) under the direction of staff from the Planning Department's Major Environmental analysis section, in coordination with the Port of San Francisco and conduct work under the direction of the National Environmental Policy Act (NEPA) lead agency in coordination with MEA and the Port of San Francisco. The services are necessary to assist the City with an independent review of the 34 th America's Cup project modification for amount and duration requested as the approvals schedule for the project has been delayed and the scope of work has expanded considerably to address concerns of the National Parks. Denial of these services would limit the City's ability to complete the technical reports and procedures required under CEQA.	Regular	03/14/14

Speakers: Elaine Forbes, Port Commission

Action: Adopted the report; Approved request for PSC #4090-09/10 on the condition that the Port submit documentation of a resolution that this is the best way to provide the services to the Executive Officer and the Human Resources Director. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

0172-09-4 Appeal by Matthew Morgan of his background rejection for an 8238 Public Safety Communications Dispatcher position with the Department of Emergency Management. (Item No. 12)

Speakers: Matthew Morgan, Appellant
Terrence Daniel, Department of Emergency Management

Action: Continued as requested by Matthew Morgan to a meeting that is agreeable with all parties after discussion with the Executive Officer. (Vote of 4 to 0)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY

Dept. Code: MTA

Type of Request: Initial Modification of an existing PSC (PSC # 35183 - 17/18)

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

Type of Service: in-school bicycle riding and safety education

Funding Source: local (Prop K)

PSC Original Approved Amount: \$98,000

PSC Original Approved Duration: 01/01/18 - 12/31/20 (3 years)

PSC Mod#1 Amount: \$152,000

PSC Mod#1 Duration: no duration added

PSC Cumulative Amount Proposed: \$250,000

PSC Cumulative Duration Proposed: 3 years

1. Description of Work

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

The contractor will plan, coordinate, and conduct trainings and classes for two-week-long programs in San Francisco Unified School District (SFUSD) middle and high school grade levels. The contractor must also provide a bicycle fleet for use by the students in the classes. This service is being provided, in part, to address and accomplish goals set forth in "Chapter 4: Education" of the San Francisco Bicycle Plan in offering bicycle education for children, youth, and adults.

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

This service is necessary to enable the City to promote bicycling as a transportation mode, educate and ensure awareness of the law on safe bicycling, and equip middle school and high school children with adequate street skills to manage complex traffic issues encountered daily on the streets of San Francisco. Denial of this service will result in increased bicycle-related injury collisions and less appropriate use of the streets by youth bicyclists in San Francisco.

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.
38516-15/16

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

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:
Not applicable

2. Reason(s) for the Request

A. Display all that apply

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

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.

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

Explain the qualifying circumstances:

The service provider must have a knowledge of and experience in working with the SFUSD school system and the expertise to incorporate the Youth Bicycle Education program into the physical education curriculum at middle and high schools. This includes bicycle riding and safety training with on-bike sessions. The in-school bicycle riding and safety education for middle school and high school students are periodic. These bicycle riding and safety classes are done only nine times per school year. The consultant is also providing a fleet of bicycles for use in the classroom and on the street while students are in class.

B. Reason for the request for modification:

The reason for modifying PSC is to cover current and anticipated or possible additional costs beyond the \$98,000 originally requested and approved for this program

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: This services requires skills and expertise obtained through a knowledge of and experience in working with the SFUSD school system and the expertise to incorporate the Youth Bicycle Education program into the physical education curriculum at middle and high schools. This includes bicycle riding and safety training with on-bike sessions. Vender must have a bicycle fleet for students' use, and SFUSD system experience is preferred.

B. Which, if any, civil service class(es) normally perform(s) this work? 1232, Training Officer;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the contractor will provide fleets of bicycles that they own and maintain.

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 not applicable because the employees must have the specialized experience and training to teach bicycle riding and safety education classes for middle school and high school students as well as supply the bicycles.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No, it would not be practical and/or feasible to adopt a new civil service class to provide this work because in-school bicycle riding and safety education classes for middle school and high school students are periodic.

These bicycle riding and safety classes are conducted only nine times per school year. The consultant is also providing a fleet of bicycles for use in the classroom and on the street while students are in class.

6. Additional Information

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

7. Union Notification: On 12/08/17, the Department notified the following employee organizations of this PSC/RFP request:
Transport Workers Union, L 200; 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: Rod Goree Phone: 415-646-2553 Email: rod.goree@sfmta.com

Address: 1 S. Van Ness Avenue - 6th Floor, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35183 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Goree, Rod

From: dhr-psccordinator@sfgov.org on behalf of rod.goree@sfmta.com
Sent: Friday, December 08, 2017 5:26 PM
To: Goree, Rod; local200twu@sbcglobal.net; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 35183 - 17/18 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a modification request for a Personal Services Contract (PSC) for \$152,000 for services for the period February 1, 2018 – December 31, 2020. 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/10425>

Email sent to the following addresses: L21PSCReview@ifpte21.org amakayan@ifpte21.org pkim@ifpte21.org kschumacher@ifpte21.org local200twu@sbcglobal.net

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA

Dept. Code: MTA

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

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

Type of Service: in-school bicycle riding and safety education

Funding Source: local (Prop K)

PSC Duration: 3 years

PSC Amount: \$98,000

1. Description of Work

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

The contractor will plan, coordinate, and conduct trainings and classes for two-week-long programs in San Francisco Unified School District (SFUSD) middle and high school grade levels. The contractor must also provide a bicycle fleet for use by the students in the classes. This service is being provided, in part, to address and accomplish goals set forth in "Chapter 4: Education" of the San Francisco Bicycle Plan in offering bicycle education for children, youth, and adults.

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

This service is necessary to enable the City to promote bicycling as a transportation mode, educate and ensure awareness of the law on safe bicycling, and equip middle school and high school children with adequate street skills to manage complex traffic issues encountered daily on the streets of San Francisco. Denial of this service will result in increased bicycle-related injury collisions and less appropriate use of the streets by youth bicyclists in San Francisco.

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

A similar or related service was provided through PSC #38516-15/16.

D. Will the contract(s) be renewed?

No.

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

not applicable

2. Reason(s) for the Request

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

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

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.

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

B. Explain the qualifying circumstances:

The service provider must have a knowledge of and experience in working with the SFUSD school system and the expertise to incorporate the Youth Bicycle Education program into the physical education curriculum at middle and high schools. This includes bicycle riding and safety training with on-bike sessions. The in-school bicycle riding and safety education for middle school and high school students are periodic. These bicycle riding and safety classes are done only nine times per school year. The consultant is also providing a fleet of bicycles for use in the classroom and on the street while students are in class.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: This services requires skills and expertise obtained through a knowledge of and experience in working with the SFUSD school system and the expertise to incorporate the Youth Bicycle Education program into the physical education curriculum at middle and high schools. This includes bicycle riding and safety training with on-bike sessions. Vender must have a bicycle fleet for students' use, and SFUSD system experience is preferred.

B. Which, if any, civil service class(es) normally perform(s) this work? 1232, Training Officer;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the contractor will provide fleets of bicycles that they own and maintain.

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

None. There are no classifications with employees who can provide the type of training services required of this personal services contract.

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 not applicable because the employees must have the specialized experience and training to teach bicycle riding and safety education classes for middle school and high school students as well as supply the bicycles.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would not be practical and/or feasible to adopt a new civil service class to provide this work because in-school bicycle riding and safety education classes for middle school and high school students are periodic. These bicycle riding and safety classes are conducted only nine times per school year. The consultant is also providing a fleet of bicycles for use in the classroom and on the street while students are in class.

6. Additional Information

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

No.

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

7. **Union Notification:** On 10/09/2017, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21; Transport Workers Union, L 200

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

Name: Rod Goree Phone: 415-646-2553 Email: rod.goree@sfmta.com

Address: 1 S. Van Ness Avenue - 6th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35183 - 17/18

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 10/30/2017

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA

Dept. Code: MTA

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

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

Type of Service: In-School Bicycle Riding and Safety Education for Middle and High School Students

Funding Source: Local and Operating Funds

PSC Duration: 1 year 8 weeks

PSC Amount: \$80,000

1. Description of Work

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

The contractor will plan, coordinate, and conduct trainings and classes for two-week long programs in the San Francisco Unified School District Middle and High School grade levels. The contractor must also provide a vehicle fleet for use by the students in the classes. This service is being provided, in part, to address and accomplish goals set forth in "Chapter 4: Education" of the San Francisco Bicycle Plan in offering bicycle education for children, youth and adults.

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

This service is necessary to enable the City to promote bicycling as a transportation mode, educate and ensure awareness of the law on safe bicycling, as well as to equip middle school and high school children with adequate street skills to manage complex traffic issues encountered daily on the streets of San Francisco. Denial of this service will result in increased bicycle-related injury collisions and less appropriate use of the streets by youth bicyclists in San Francisco.

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

Similar or related services had been provided through PSC's #4002-11/12 and #4077-08/09.

D. Will the contract(s) be renewed?

No.

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

not applicable

2. Reason(s) for the Request

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

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

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

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

B. Explain the qualifying circumstances:

Knowledge and experience required are working with the school system and the expertise to incorporate the Youth Bicycle Education program into the physical education curriculum at Middle Schools and High Schools. This includes bicycle riding and safety training with on-bike sessions. The in-school bicycle riding and safety education for middle school and high school students is periodic. These bicycle riding and safety classes are done only nine times per school year. The consultant is also providing a fleet of bicycles for use in the classroom and on the street while students are in class.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Knowledge and experience require a history of working with the school system and the expertise to incorporate the Youth Bicycle Education program into the physical education curriculum at Middle Schools and High Schools. This includes bicycle riding and safety training with on-bike sessions. Must provide a bicycle fleet for student use. San Francisco Unified School District system experience preferred.

B. Which, if any, civil service class(es) normally perform(s) this work? 1232, Training Officer;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor will provide fleets of bicycles that they own and maintain.

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

Civil service classes 1232 Training Officer and 9139 Transit Supervisor 1 both provide training in classrooms, or in the case of 9139's, in revenue service buses. However, neither one of these classifications can provide the type of training services required of this contractor.

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 not applicable because the employees must have the specialized experience and training to teach bicycle riding and safety education classes for middle school and high school students as well as supply the bicycles.

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 in-school bicycle riding and safety education for middle school and high school students is periodic. These bicycle riding and safety classes are done only nine times per school year. The consultant is also providing a fleet of bicycles for use in the classroom and on the street while students are in class.

6. Additional Information

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

No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
This service contract does not include a training component separate from the classroom education for Middle and High School students.

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 11/25/2015, the Department notified the following employee organizations of this PSC/RFP request:
Transport Workers Union, L 200, Professional & Tech Engrs, Local 21, Transport Workers Union, L 200, Professional & Tech Engrs, Local 21,

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 38516 - 15/16
DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 12/03/2015

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 4027-13/14)

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

Type of Service: As Needed Physician Services for Public Health Community Clinics

Funding Source: Federal Grants, State Grants, GF

PSC Original Approved Amount: \$4,000,000

PSC Original Approved Duration: 08/05/13 - 06/30/18 (4 years 47 weeks)

PSC Mod#1 Amount: \$2,000,000

PSC Mod#1 Duration: 07/01/18-06/30/26 (8 years 2 days)

PSC Cumulative Amount Proposed: \$6,000,000

PSC Cumulative Duration Proposed: 12 years 47 weeks

1. Description of Work

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

Contractor(s) will provide as-needed primary care physician services to persons living in San Francisco, including preventive, diagnostic, and related emergency care. Services will be provided at Department of Public Health sites and primary care community clinics.

Scope Change

It is the intent of the Department to expand the current services to include as needed support of the Emergency Medical Services Disaster Medicine Fellowship and to support as needed services as a result of the implementation of the Electronic Health Record (EHR) system.

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

DPH is responsible for the protection and promotion of health to all San Franciscans. A wide spectrum of services are necessary to effectively deal with the multi-faceted and complex health care needs of persons seeking care, including comprehensive primary care services. These services are an important feature of the City's response to national health care reform, as many DPH clients utilize primary care clinics in the community as their medical home. Denial of these services would seriously hinder the City's ability to provide services to persons seeking primary care services, especially those not served by non-city health care resources, including low-income or indigent persons and immigrants.

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 4027-13/14

D. Will the contract(s) be renewed?

Yes, if 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:

The Emergency Medical Services physician will provide ongoing as needed medical direction to numerous emergency medical care and disaster programs such as directing the Department Field Care Clinics, enhancing Public Access Defibrillation, and coordinated Emergency Medical Service Plans for mass gathering. This is a critical service supporting the emergency preparedness of the Departments clinical services. In addition to support the potential as needed physicaian services due to the implementation of the new Electronic Health Record (EHR) system.

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:

Department of Public Health is responsible for the protection and promotion of health to all San Franciscans. A wide spectrum of services are necessary to effectively deal with the multi-faceted and complex health care needs of persons seeking care, including comprehensive primary care services, and the planning for emergency preparedness of our community clinics and priamry health care centers. These sevcies are an important feature of the City's response to national health care reform, as many clients utilize primary care clinics in the community as their medical home.

- B. Reason for the request for modification:

To expand the service description and to extend the term and increase the amount.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Provider must be Board Certified and Licensed Medical Physician with experience and knowledge in the provision of comprehensive primary care services, familiar with the internet and parameters of community based primary care services, and sensitive to the target population(s).
- B. Which, if any, civil service class(es) normally perform(s) this work? 2230, Physician Specialist; 2233, Supervising Physician Spec;
- 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.

These services are temporary and intended to support regular primary care services at DPH primary care community clinics until recruitment and retention of permanent physicians can be established.

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. These services are as-needed and not a substitute for current classifications. It would not be practiced to adopt a new Civil Service classification to perform this specialized work.

6. Additional Information

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

No.

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

The Emergency Medical Services Fellows program are consulting services, provided in partnership with the University of California San Francisco, as part of ongoing Emergency Preparedness planning.

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.

These are continuing services.

7. Union Notification: On 11/20/17, the Department notified the following employee organizations of this PSC/RFP request:

Physicians and Dentists - 8CC;

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

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

Address: 101 Grove, Room 307, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4027-13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Receipt of Modification Request to PSC # 4027-13/14 - MODIFICATIONS

dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org

Mon 11/20/2017 8:01 AM

To: Hale, Jacquie (DPH) <jacquie.hale@sfdph.org>; jduritz@uapd.com <jduritz@uapd.com>; Carmona, Irene (DPH) <Irene.Carmona@sfdph.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>;

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 \$2,000,000 for services for the period July 1, 2018

– June 30, 2026. 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/10299>

Email sent to the following addresses: jduritz@uapd.com

Re: UAPD Questions - PSC 4027-13/14

Jeff Duritz <jduritz@uapd.com>

Thu 12/21/2017 3:47 PM

To: Carmona, Irene (DPH) <Irene.Carmona@sfdph.org>;

Cc: Hale, Jacquie (DPH) <jacquie.hale@sfdph.org>; Ramirez, Willie (DPH) <willie.ramirez@sfdph.org>; Longhitano, Robert (DPH) <robert.longhitano@sfdph.org>;

X

Thanks all. This response suffices to remove any UAPD opposition to the PSC modification.

On Thu, Dec 21, 2017 at 3:32 PM, Carmona, Irene (DPH) <Irene.Carmona@sfdph.org> wrote:

Mr. Jeff Duritz,
Senior Representative, UAPD

Attached please find the requested memo regarding your additional questions related to PSC 4027-13/14.

A hard copy will follow via U.S. Postal Services.

Thank You

Irene Carmona, Manager
San Francisco Department of Public Health
Office of Contract Management and Compliance
101 Grove St., Room 402
San Francisco, CA 94102
(415) 554-2652 (wk)

Irene.Carmona@sfdph.org

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--
Jeff Duritz
Senior Representative

Union of American Physicians and Dentists
180 Grand Avenue, Suite 1380, Oakland, CA 94612
510-839-0193 (office)
510-763-8756 (fax)



San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

City and County of San Francisco
London N. Breed
Acting Mayor

Date: December 21, 2017

To: Jeff Durtiz, Senior Representative, UAPD

From: Jacquie Hale, Director
Office of Contracts Management and Compliance,
DPH Business Office

Re: PSC 4027-13/14 As Needed Physician Services for
Public Health Community Clinics

Response to additional UAPD questions regarding PSC 4027 – 13/14:

1. Is it common to have multiple services added to one PSC.
 - Yes, because the Civil Service Commission approves contracting out for services and often there are several related services that are naturally grouped together because of the type of service, funding source, or other considerations.
2. What is the efficiency gained in adding EMS to PSC 4027 – 13/14.
 - The revision to the description of services in this PSC includes a correction which moves the services from another PSC which had previously been more focused on services related to HIV/AIDS and other communicable diseases.
 - This modification is requesting to include Emergency Medical Service Fellows that include "Public Health Emergency Medical Response Preparedness," as it relates to the services already included under this PSC.
3. The services under this PSC are not intended to replace UAPD related positions.
 - We notify UAPD of PSCs simply in response to the standard question on the Personal Services Contract Summary form, which asks "Which, if any, civil service class(es) normally perform(s) this work?"

Thank you for your questions, we hope this response completes your inquiry in totality.

cc: Willie Ramirez, DPH Labor Relations Director
Robert Longhitano, DPH Office of Contracts Management and Compliance
Irene Carmona, DPH Office of Contracts Management and Compliance

Additional Attachment(s)



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

October 9, 2013

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED
PERSONAL SERVICES CONTRACT NUMBERS 4023-13/14;
4024-13/14; 4026-13/14; 3082-12/13; 4106-09/10; 4113-10/11;
3012-13/14; 2010-08/09; 4007-09/10; 4016-10/11 AND 4039-11/12.

At its meeting of October 7, 2013 the Civil Service Commission had for its consideration the above matter.

The Commission adopted the report and approved the request for proposed personal services contracts.

PLEASE NOTE: It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment

Cc: Cynthia Avakian, San Francisco Airport
Parveen Boparai, Municipal Transportation Agency
Micki Callahan, Department of Human Resources
Stacey Camillo, Department of Public Works
Jacquie Hale, Department of Public Health
Lavena Holmes, Port of San Francisco
Shamica Jackson, Public Utilities Commission
Sung Kim, Department of Public Works
Merrick Pascual, Mayor's Office
Commission File
Chron

POSTING FOR
10/07/2013

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4023-13/14	37	Airport Commission	Regular	\$300,000	The contracted work will consist of an intercept and on-site survey of 25,000 air passengers departing San Francisco International (SFO) and Oakland International (OAK) Airports. The survey will be conducted for a full year at both SFO and OAK to capture seasonal fluctuations, and will include developing a survey instrument and programming electronic devices, interviewing air traffic passengers, probing accuracy of responses, collecting and compiling specialized data, and preparing survey analysis reports.	1/1/2013 - 03/31/2015
4024-13/14	40	Public Utilities Commission	Regular	\$100,000	The selected vendor will submit shop drawings, and basic operating procedures, and will provide design support for membrane bioreactor (MBR) equipment which is a critical component of the proposed recycled water treatment facility.	1/22/2013 - 1/22/2017
4026-13/14	88	Municipal Transportation Agency	Regular	\$550,000	The contractor will design, install and maintain a closed-circuit (CCTV) wireless video surveillance system to monitor nineteen (19) surface public parking facilities primarily for administrative and maintenance needs. This work will include the entire design of the system and installation of monitoring equipment, cameras and network devices to communicate back to a centralized control station dedicated to monitoring these properties. Maintenance of the entire system is also included.	11/15/2013 - 1/14/2018
4027-13/14	81	Public Health	Regular	\$4,000,000	Contractor will provide as-needed primary care physician services to persons living in San Francisco, including preventative, diagnostic, and related emergency care. Services will be provided at DPH primary care community clinics.	8/5/2013 - 6/30/2018
				Total Amount - Regular:	\$5,050,000	

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 7/26/13

DEPARTMENT NAME: PUBLIC HEALTH DEPARTMENT NUMBER: 81

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

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

TYPE OF SERVICE: As-Needed Physician Services for Public Health Community Clinics

FUNDING SOURCE: Federal Grants, State Grants, and General Fund

PSC AMOUNT: \$4,000,000 PSC DURATION: August 5, 2013, through June 30, 2018

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

Contractor will provide as-needed primary care physician services to persons living in San Francisco, including preventative, diagnostic, and related emergency care. Services will be provided at DPH primary care community clinics.

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

DPH is responsible for the protection and promotion of health to all San Franciscans. A wide spectrum of services are necessary to effectively deal with the multi-faceted and complex health care needs of persons seeking care, including comprehensive primary care services. These services are an important feature of the City's response to national health care reform, as many DPH clients utilize primary care clinics in the community as their medical home. Denial of these services would seriously hinder the City's ability to provide services to persons seeking primary care services, especially those not served by non-City health care resources, including low-income or indigent persons and immigrants.

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): These are new services.

D. Will the contract(s) be renewed? Yes, if funding is available.

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

[X] IFPTE Local 21 Union Name, Signature of person mailing/faxing form: Jacquie Hale, Date: July 26, 2013

[X] UAPD Physicians & Dentists - 8CC Union Name, Signature of person mailing/faxing form: Jacquie Hale, Date: July 26, 2013

RFP sent to IFPTE Local 21 & SEIU Local 1021 Union Name, on May 21, 2013 Date, Irene Carmona Signature

PSC# 4027-13/14 FOR DEPARTMENT OF HUMAN RESOURCES USE

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

Approved 10/07/13

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Provider must be a Board Certified and Licensed Medical Physician with extensive experience and knowledge in the provision of comprehensive primary care services, familiar with the intent and parameters of community based primary care services, and sensitive to the target population(s).

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

Physician Specialist (2230), Senior Physician Specialist (2232), Supervisor Physician Specialist (2233)

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:

These services are temporary and intended to support regular primary care services at DPH primary care community clinics until recruitment and retention of permanent physicians can be established.

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

No. These services are as-needed and not a substitute for current classifications. It would not be practical to adopt a new Civil Service classification to perform this specialized work.

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

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

Yes	No
<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"/>
--------------------------	-------------------------------------

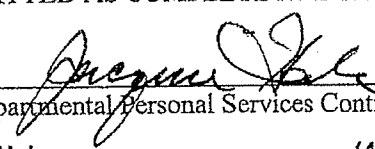
E. Has a board or commission determined that contracting is the most effective way to provide this service?

<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? Yes.

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

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


Signature of Departmental Personal Services Contract Coordinator

Jacquie Hale

(415) 554-2609

Print or Type Name

Telephone Number

101 Grove Street, Room 307

San Francisco, CA 94102

Address

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 4129-11/12)

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

Type of Service: Children's System of Care Database Information Systems Support

Funding Source: General Fund - Community

Behavioral Health

PSC Original Approved Amount: \$600,000

PSC Original Approved Duration: 07/01/12 - 06/30/17 (5 years)

PSC Mod#1 Amount: \$201,600

PSC Mod#1 Duration: 07/01/17-06/30/19 (2 years)

PSC Mod#2 Amount: \$50,000

PSC Mod#2 Duration: 07/01/17-06/30/20 (1 year 1 day)

PSC Cumulative Amount Proposed: \$851,600

PSC Cumulative Duration Proposed: 8 years 1 day

1. Description of Work

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

The proposed work has three components. First, the Contractor will provide on-going 24/7/365 access for the application, and maintenance services for the comprehensive web-based database application, the Shared Youth Database, which is a customized database that creates matched records for children adolescent clients served by the Department of Public Health, San Francisco Human Services Agency, San Francisco Juvenile Probation Department and San Francisco Unified School District. This data base is used to identify opportunities for early intervention, care planning, practice improvement, and research. Second, the Contractor will complete building a data dashboard and associated reports using data obtained from Avatar, the behavioral health electronic health record. Third, the Contractor will build Clinical Reports, specifically ANSA (Adult Mental Health Outcome measure) reports that mirror those they previously built for CANS (Child/Youth outcome measure). The Data Dashboard and Clinical Reports components will involve the development of the reports, followed by training DPH IT staff to create similar new reports or modify existing reports using Crystal Reports. The training component is critical in that these reports require more complex programming than is typically done within Avatar and we are committed to building internal capacity to produce and maintain reports with the Avatar environment:

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

The funds will continue providing ongoing training, maintenance, consulting, and custom services for the web-based Shared Youth Database. The Shared Youth Database is powered by the contractors proprietary DCAR, comprehensive web-based application that is solely supported and maintained by the contractor. The funds will also support the completion of two projects for which existing DPH IT staff do not have the technical expertise, the Data Dashboard (which exists in the DCAR system) and Clinical Reports (which also exist for CANS data in the DCAR system). There are no new services in the requested amount, and proposed services are for current applications that are already in use by the Department of Public Health. Denial of this request will result in losing

access to the Shared Youth Database which tracks all the records and service needs of the children and adolescent clients. Denial will also result in losing the ability to complete the data dashboard and clinical reports, which are critical products for utilization management needed as we plan for health reform.

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

D. Will the contract(s) be renewed?
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 Department wishes to extend the current contract by one year as it funds a continued need for these services, which provide a proprietary web-based database on juvenile clients used by the Department's Behavioral Health Services, the San Francisco Unified School District, and the Juvenile Probation Department, to access and coordinate services for clients which they have in common. The Department expects that these services will be include in any review of the Department's many information systems as part of preparations for implementation of a new, Department-wide Electronic Health Record (E HR) system.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

support services for the applications or hardware must be covered by contractor. Support, warranties and guaranties included in the software or hardware license will be invalidated if support/services are provided by the City.

B. Reason for the request for modification:
extend one more year and additional funds

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Knowledge of data integration and matching system for the Shared Youth Database, the integration of clients' data from the Department of Public Health, San Francisco Human Services Agency, San Francisco Juvenile Probation Department and San Francisco Unified School District. Proven project management and software implementation, integration, and training experience on Shared Youth Database. Analysis and programming skills as well as Local Area (LAN) and Wide Area (WAN) network technical support including the ability to maintain and establish secure communication through a multitude of firewall applications. Expertise with SQL programming and Crystal Reports to complete the Data Dashboard and Clinical Reports.

- B. Which, if any, civil service class(es) normally perform(s) this work? 1022, IS Administrator 2; 1023, IS Administrator 3; 1024, IS Administrator-Supervisor; 1042, IS Engineer-Journey; 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1071, IS Manager;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: YES; off-site application and data hosting/Warehousing services will be provided for web-based (remote) applications. Contractor will also provide access to software licenses for DCAR™, comprehensive web-based application powering the Shared Youth Database. Support services for the applications, or hardware covered under this request must be performed by contractor. If support is provided by customers (i.e., civil service employees), warranties and guaranties included in the software or hardware license w111 be invalidated.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.
The contract represents proprietary products and services which meet specific business and functional needs for the Department, and which contain technical components that are beyond the scope of expertise of existing Civil Service classes to develop within practical time and quality parameters. DPH must continue support agreements in order to maintain licensing for current versions of the required systems, as well as to enable staff support for the implementation of new functions, regulatory changes, customization and emergency response to system problems.
- 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. Existing civil service classes continue working in conjunction with contract provider on the projects and ongoing system support, and DPH regularly incorporates effective ways to transfer knowledge and develop City staff to maximize their involvement in the various projects affected. Specifically, reports utilizing the data collected here are being build by the contractor (AJWI, Inc.) in Crystal Reports. The contractor will hold two full day sessions with the designated IT staff (2 IS Business Analysts) responsible for writing and maintaining Crystal Reports in order to describe the coding for the reports and how to update these reports as needed. The contractor will also be available for up to six (6) additional hours of consultation on these reports regarding their-coding and maintenance, in order to ensure accurate and effective knowledge transfer.

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.

Training will be provided to users of this proprietary web-based database as needed. No other formal training will be provided.

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

No.

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

no

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

no

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

A.J. Wong

7. **Union Notification:** On 11/22/17, the Department notified the following employee organizations of this PSC/RFP request:

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

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

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

Address: 101 Grove Street, Room 405, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4129-11/12

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org
Sent: Wednesday, November 22, 2017 3:30 PM
To: Hale, Jacquie (DPH); kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; camaguey@sfmea.com (contact); staff@sfmea.com; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 4129-11/12 - 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 \$50,000 for services for the period July 1, 2017 – June 30, 2020. 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/9937>

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

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 # 4129-11/12)

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

Type of Service: Children's System of Care Database Information Systems Support

Funding Source: General Fund - Community Behavioral Health

PSC Original Approved Amount: \$600,000

PSC Original Approved Duration: 07/01/12 - 06/30/17 (5 years)

PSC Mod#1 Amount: \$201,600

PSC Mod#1 Duration: 07/01/17-06/30/19 (2 years)

PSC Cumulative Amount Proposed: \$801,600

PSC Cumulative Duration Proposed: 7 years

1. Description of Work

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

The proposed work has three components. First, the Contractor will provide on-going 24/7/365 access for the application, and maintenance services for the comprehensive web-based database application, the Shared Youth Database, which is a customized database that creates matched records for children adolescent clients served by the Department of Public Health, San Francisco Human Services Agency, San Francisco Juvenile Probation Department and San Francisco Unified School District. This data base is used to identify opportunities for early intervention, care planning, practice improvement, and research. Second, the Contractor will complete building a data dashboard and associated reports using data obtained from Avatar, the behavioral health electronic health record. Third, the Contractor will build Clinical Reports, specifically ANSA (Adult Mental Health Outcome measure) reports that mirror those they previously built for CANS (Child/Youth outcome measure). The Data Dashboard and Clinical Reports components will involve the development of the reports, followed by training DPH IT staff to create similar new reports or modify existing reports using Crystal Reports. The training component is critical in that these reports require more complex programming than is typically done within Avatar and we are committed to building internal capacity to produce and maintain reports with the Avatar environment.

Scope Change

No scope change.

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

The funds will continue providing ongoing training, maintenance, consulting, and custom services for the web-based Shared Youth Database. The Shared Youth Database is powered by the contractors proprietary DCAR, comprehensive web-based application that is solely supported and maintained by the contractor. The funds will also support the completion of two projects for which existing DPH IT staff do not have the technical expertise, the Data Dashboard (which exists in the DCAR system) and Clinical Reports (which also exist for CANS data in the DCAR system). There are no new services in the requested amount, and proposed services are for current applications that are already in use by the Department of Public Health. Denial of this request will result in losing

access to the Shared Youth Database which tracks all the records and service needs of the children and adolescent clients. Denial will also result in losing the ability to complete the data dashboard and clinical reports, which are critical products for utilization management needed as we plan for health reform.

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.

4062-04/05

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 Department wishes to extend the current contract by two years as it finds a continued need for these services, which provide a proprietary web-based database on juvenile clients used by the Department's Behavioral Health Services, the San Francisco Unified School District, and the Juvenile Probation Department, to access and coordinate services for clients which they have in common. The Department expects that these services will be include in any review of the Department's many information systems as part of preparations for implementation of a new, Department-wide Electronic Health Record (E HR) system.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

support services for the applications or hardware must be covered by contractor. Support, warranties and guaranties included in the software or hardware license will be invalidated if support/services are provided by the City.

B. Reason for the request for modification:

extend two years

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Knowledge of data integration and matching system for the Shared Youth Database, the integration of clients' data from the Department of Public Health, San Francisco Human Services Agency, San Francisco Juvenile Probation Department and San Francisco Unified School District. Proven project management and software implementation, integration, and training experience on Shared Youth Database. Analysis and programming skills as well as Local Area (LAN) and Wide Area (WAN) network technical support including the ability to maintain and establish secure communication through a multitude of firewall applications. Expertise with SQL programming and Crystal Reports to complete the Data Dashboard and Clinical Reports.

- B. Which, if any, civil service class(es) normally perform(s) this work? 1022, IS Administrator 2; 1023, IS Administrator 3; 1024, IS Administrator-Supervisor; 1042, IS Engineer-Journey; 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1071, IS Manager;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: YES; off-site application and data hosting/Warehousing services will be provided for web-based (remote) applications. Contractor will also provide access to software licenses for DCAR™, comprehensive web-based application powering the Shared Youth Database. Support services for the applications, or hardware covered under this request must be performed by contractor. If support is provided by customers (i.e., civil service employees), warranties and guaranties included in the software or hardware license w111 be invalidated.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.
The contract represents proprietary products and services which meet specific business and functional needs for the Department, and which contain technical components that are beyond the scope of expertise of existing Civil Service classes to develop within practical time and quality parameters. DPH must continue support agreements in order to maintain licensing for current versions of the required systems, as well as to enable staff support for the implementation of new functions, regulatory changes, customization and emergency response to system problems.
- 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. Existing civil service classes continue working in conjunction with contract provider on the projects and ongoing system support, and DPH regularly incorporates effective ways to transfer knowledge and develop City staff to maximize their involvement in the various projects affected. Specifically, reports utilizing the data collected here are being build by the contractor (AJWI, Inc.) in Crystal Reports. The contractor will hold two full day sessions with the designated IT staff (2 IS Business Analysts) responsible for writing and maintaining Crystal Reports in order to describe the coding for the reports and how to update these reports as needed. The contractor will also be available for up to six (6) additional hours of consultation on these reports regarding their-coding and maintenance, in order to ensure accurate and effective knowledge transfer.

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.

Training will be provided to users of this proprietary web-based database as needed. No other formal training will be provided.

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

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

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

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

7. **Union Notification:** On 08/08/17, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Municipal Executive Association;

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

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

Address: 101 Grove Street, Room 405, San Francisco, CA 94102

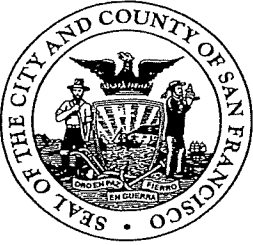
FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4129-11/12

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 10/03/2017



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

June 6, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

E. DENNIS NORMANDY
PRESIDENT

KATE FAVETTI
VICE PRESIDENT

SCOTT R. HELDFOND
COMMISSIONER

MARY Y. JUNG
COMMISSIONER

ANITA SANCHEZ
EXECUTIVE OFFICER

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4126-11/12 THROUGH 4132-11/12; 4107-10/11; 4086-08/09; 3036-11/12; AND 4115-07/08.

At its meeting of June 4, 2012 the Civil Service Commission had for its consideration the above matter.

PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

The Commission:

Adopted the report; Approved the request for proposed personal services contracts. Notified the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

ANITA SANCHEZ
Executive Officer

Attachment

c: Parveen Boparai, Municipal Transportation Agency
Rachel Buerkle, Department of the Environment
Micki Callahan, Human Resources Director
Marie de Vera, Department of Human Resources
Jacquie Hale, Department of Public Health
Rebecca Krell, Arts Commission
Diane Lim, Adult Probation
Maria Ryan, Department of Human Resources
Jeannie Wong, Office of the Controller
Commission File
Chron

POSTING FOR
6/4/2012

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4126-11/12	13	Adult Probation	Regular	\$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.	7/1/2012 - 6/30/2017
4127-11/12	13	Adult Probation	Regular	\$12,500,000	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.	7/1/2012 - 6/30/2017
4128-11/12	09	Controller	Regular	\$100,000	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.	9/1/2012 - 8/31/2017
4129-11/12	82	Public Health	Regular	\$600,000	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.	7/1/2012 - 6/30/2017
4130-11/12	82	Public Health	Regular	\$1,000,000	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 ICMIS), 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 processes to provide antibiotic prophylaxis.	8/10/2012 - 8/9/2015

25

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 2000 07/08)

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

Type of Service: Intermittent As-Needed FM, Community Health, Planning, Support & Service Projects

Funding Source: Grants, Work Order, Limited GF

PSC Original Approved Amount: \$900,000

PSC Original Approved Duration: 02/01/2008 - continuous

PSC Mod#1 Amount: \$700,000

PSC Mod#1 Duration: 02/01/08 - continuous

PSC Mod#2 Amount: \$2,400,000

PSC Mod#2 Duration: 02/01/08 - continuous

PSC Mod#3 Amount: \$2,000,000

PSC Mod#3 Duration: 01/01/14 - continuous

PSC Mod#4 Amount: \$6,500,000

PSC Mod#4 Duration: 11/01/15 - continuous

PSC Mod#5 Amount: \$12,000,000

PSC Mod#5 Duration: 07/01/17 - continuous

PSC Cumulative Amount Proposed: \$24,500,000

PSC Cumulative Duration Proposed: 02/01/2008 - continuous

1. Description of Work

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

Contractor(s) will provide fiscal and programmatic services for a variety of intermittent and as-needed community health, planning, support and service projects. Areas of service will include the promotion and support of childhood immunization projects, environmental health, asthma prevention, lead exposure prevention, diabetes prevention, smoking cessation, dental health programs, primary care promotion, and specialized health related training and research projects. Contractor(s) will also assist individuals and small organizations with the needed organizational and financial management skills essential to the effective delivery of these projects. The proposed PSC amount includes the value of the community planning, support and service projects, which may be funded through grants, work orders, or (limited) general funds.

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

Service is necessary in order to facilitate the implementation of community planning, support and service projects. Organizations or individuals close to the community or with project-specific knowledge typically and best perform these services. In addition, the funder will often request that a fiscal intermediary be used since many community organizations do not have the necessary fiscal or administrative expertise. In some instances in order for the City to receive funds for innovative programs, a community based organization must be a co-applicant for a grant or has been designated as the only provider that can provide the resources for a specific project. (See attached Original PSC document)

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 2000 07/08

D. Will the contract(s) be renewed?

Only if funding is made 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:

The duration of this PSC is Continuous, as there is anticipation of an ongoing need for these core public health services.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

Services required are on an intermittent, as-needed basis.

B. Reason for the request for modification:

To increase total cumulative amount to support continuing services.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: The ability to work with diverse community-based organizations. Expertise in fiscal management and the ability to manage several entities performing different services.

B. Which, if any, civil service class(es) normally perform(s) this work? 2913, Program Specialist; 2915, Program Specialist Supervisor; 2917, Program Support Analyst;

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 classes are not applicable because the projects are intermittent and as needed. Due to the as-needed and intermittent nature of these services, multiple service classes spanning multiple specialties would be required only for short periods of time. In addition, the funding for these services often has not been allocated on a fixed or secured basis, therefore funding is not stable.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: Not at this time.

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.
Services include multiple contracts on an as-needed basis. Services are generally provided by professional consultants, who specialize in the project content. Services are generally provided to executives and staff in areas related to public health planning and development, cultural competency, primary care promotion, prevention, and specialized health related training and research. Hours will vary on an annual basis per contract.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 10/25/17, 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: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 101 Grove Room 307, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 2000 07/08

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Receipt of Modification Request to PSC # 2000 07/08 - MODIFICATIONS

dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org

Wed 10/25/2017 10:59 AM

To:Hale, Jacquie (DPH) <jacquie.hale@sfdph.org>; peter.masiak@seiu1021.org <peter.masiak@seiu1021.org>; Ricardo.lopez@sfgov.org <Ricardo.lopez@sfgov.org>; Basconcillo, Katherine (PUC) <kbasconcillo@sfgwater.org>; pcamarillo_seiu@sbcglobal.net <pcamarillo_seiu@sbcglobal.net>; Wendy.Frigillana@seiu1021.org <Wendy.Frigillana@seiu1021.org>; pscreview@seiu1021.org <pscreview@seiu1021.org>; ted.zarzecki@seiu1021.net <ted.zarzecki@seiu1021.net>; davidmkersten@gmail.com <davidmkersten@gmail.com>; ablood@cirseiu.org <ablood@cirseiu.org>; xiumin.li@seiu1021.org <xiumin.li@seiu1021.org>; Poon, Sin Yee (HSA) <sin.yee.poon@sfgov.org>; david.canham@seiu1021.org <david.canham@seiu1021.org>; jtanner940@aol.com <jtanner940@aol.com>; Carmona, Irene (DPH) <Irene.Carmona@sfdph.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>;

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 \$12,000,000 for services for the period July 1, 2017

– no date entered, contact dept coordinator. 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/1014>

Email sent to the following addresses: jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconcillo@sfgwater.org Ricardo.lopez@sfgov.org peter.masiak@seiu1021.org

Additional Attachment(s)

From: dhr-psccordinator@sfgov.org
Sent: Wednesday, March 09, 2016 9:50 AM
To: Lopez-Barrios, Ricardo (PDR); Basconcillo, Katherine (PUC);
pcamarillo_seiu@sbcglobal.net; Carey.dall@seiu1021.org;
Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; joe.brenner@seiu1021.org;
ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; ablood@cirseiu.org;
xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS); david.canham@seiu1021.org;
jtanner940@aol.com; tiya.thlang@seiu1021.org; Larry.Bradshaw@seiu1021.org;
Carmona, Irene (DPH); Hale, Jacquie (DPH); Isen, Richard (TIS)
Subject: # Civil Service: 2000 07/08 - MODIFICATIONS --
01/29/2016

The Commission adopted the following action at its meeting of February, 1, 2016:
Approved by Civil Service Commission with conditions of PSC# 2000 07/08, with Approved PSC #2000-07/08 with the condition that the Department of Public Health works with the Executive Officer and submit additional missing attachments.
(Vote 4 to 0) with notice to the Office of the Controller and the Office of Contract Administration.
<http://apps.sfgov.org/dhrdrupal/node/1014>

Civil Service Commission

Civil Service Commission - February 1, 2016 - Minutes

Meeting Date:

February 1, 2016 (All day)

Location:

1 Dr. Carlton B. Goodlett Place, Room 400
San Francisco, CA 94102
United States

MINUTES

Regular Meeting

February 1, 2016

2:00 p.m.

ROOM 400, CITY HALL

1 Dr. Carlton B. Goodlett Place

CALL TO ORDER

Department

Amount

Type of Service

Type of Approval

Duration

2000-07/08

Public Health

Current Approved Amount

\$6,000,000

Increase Amount Requested

\$6,500,000

New Total Amount Requested

\$12,500,000

This modification adds additional funds to expand the Lifelines Program, which originally provided support services for women with breast cancer and now will also provide support services for other gynecological cancers. Furthermore, the increase will also support additional intermittent and as-needed public health services, including primary care promotion, childhood immunization, environmental health, asthma prevention, lead exposure prevention, diabetes prevention, smoking cessation, dental health programs, WIC issues, HIV prevention services, health promotion/education, culturally competent language services (spoken or sign/tactile), and specialized health-related training and research projects. Contractor(s) will also assist individuals and small organizations with the needed organizational and financial management skills used for the effective delivery of the projects. The PSC amount includes the value of the community planning, support, and service projects, which maybe funded by through grants, work orders or (limited) general funds.

Also included are community-based breast cancer case management and prevention support services, as well as health care and ancillary services targeted to people who are homeless.

Modification

Continuous

4150-09/10

Public Health

Current Approved Amount

\$136,000,000

Increase Amount Requested

\$112,166,000

New Total Amount Requested

\$248,166,000

Culturally appropriate mental health and substance abuse services for children, youth and their families will be provided by multiple contractors, which together form a System of Care to address the broad continuum of needs and illnesses presented by these clients. Services will include mental health assessment therapy, collateral and wraparound services, community-based violence and trauma recovery services, community-based day treatment services, residentially-based day treatment services, intensive/day rehabilitative services, primary and secondary substance abuse prevention services, therapeutic behavioral services, therapeutic visitation services, and targeted case management.

Modification

12/31/2017

4152-09/10

Public Health

Current Approved Amount

\$18,595,931

Increase Amount Requested

\$5,281,000

New Total Amount Requested

\$23,876,931

Contractor/s will provide integrated full-service behavioral health outpatient services (Mental Health and Substance Abuse Services) for older-adult clients living in the catchment areas 2,4 and 5 (Western Addition/area bounded by Geary-Gough-Market-Stanyan/Marina/Presidio, North of Market/Tenderloin/South of Marker and Richmond and Sunset Districts.

Modification

12/31/2017

4153-09/10

-261-

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT

Dept. Code: ECN

Type of Request: Initial Modification of an existing PSC (PSC # 35555 - 16/17)

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

Type of Service: Consulting - Nonprofit Partnerships

Funding Source: General Fund

PSC Original Approved Amount: \$100,000 PSC Original Approved Duration: 11/28/16 - 06/30/19 (2 years 30 weeks)

PSC Mod#1 Amount: \$140,000 PSC Mod#1 Duration: 11/01/17-12/31/18 (0 sec)

PSC Cumulative Amount Proposed: \$240,000 PSC Cumulative Duration Proposed: 2 years 4 weeks

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) directs the City's Nonprofit Sustainability Initiative, which includes funding to plan and evaluate long-term partnerships such as program expansions or shared administrative staff. This Contractor will design a minimum of two workshops for nonprofit leaders to foster awareness of strategic restructuring options and will guide at least 20 nonprofits in strategic restructuring readiness assessments. The Contractor will additionally provide one-on-one consultation to nonprofits regarding strategic restructuring and will provide guidance and facilitation services to 10-15 nonprofits to begin exploration of new partnership structures.

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

The goal of this contract is to maintain necessary services and resources for San Francisco residents by stabilizing nonprofits. This service supports nonprofits seeking to increase effectiveness, extend reach or improve financial health through partnership. The consequence of denial would be that some nonprofits may choose not to initiate partnerships that will improve their stability and well-being, or may make common mistakes in establishing partnerships that result in costs or instability later on.

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 35555 - 16/17

D. Will the contract(s) be renewed?

Unknown at this time

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

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

A primary goal of this short-term project is to promote greater awareness of the strategic restructuring resources that already exist throughout the Bay Area and to reduce stigma around the exploration of administrative and programmatic restructuring.

B. Reason for the request for modification:

Additional funding identified to expand program. Requesting an increase in authorization

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Expertise in and success providing formal collaboration support to nonprofits with varying needs. Success engaging nonprofits to attend workshops. Ability to support nonprofits with varying levels of capacity. Success building capacity of nonprofit community-focused organizations. Sufficient level of staffing and high level of experience of staff to be assigned to oversee the program. High level of project management and case management skills. Effective communication and reporting.

B. Which, if any, civil service class(es) normally perform(s) this work? 9775, Sr Community Dev Spec 2;

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.
This project is short-term and requires specific skills.

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 project is short-term.

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.
Training is outside the scope of services but the contractor will document and advise City on strategies employed

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

7. Union Notification: On 12/27/17, the Department notified the following employee organizations of this PSC/RFP request:
SEIU Local 1021; 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: Marissa Bloom Phone: 415-701-4887 Email: marissa.bloom@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35555 - 16/17

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/22/2018

Receipt of Union Notification(s)

Damalas, Kristine (ECN)

From: dhr-psccordinator@sfgov.org on behalf of kristine.damalas@sfgov.org
Sent: Wednesday, September 27, 2017 12:36 PM
To: Damalas, Kristine (ECN); thomas.vitale@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; peter.masiak@seiu1021.org; Ricardo.lopez@sfgov.org; Basconciello, 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; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 35555 - 16/17 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN has submitted a modification request for a Personal Services Contract (PSC) for \$140,000 for services for the period November 1, 2017 -- no date entered, contact dept coordinator. 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/10153>

Email sent to the following addresses: jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconciello@sfgov.org Ricardo.lopez@sfgov.org peter.masiak@seiu1021.org leah.berlanga@seiu1021.org Sandeep.lal@seiu1021.me thomas.vitale@seiu1021.org

Receipt of Modification Request to PSC # 35555 - 16/17 - MODIFICATIONS

dhr-psccordinator@sfgov.org on behalf of marissa.bloom@sfgov.org

Wed 12/27/2017 2:25 PM

To: Bloom, Marissa (ECN) <marissa.bloom@sfgov.org>; sarah.wilson@seiu1021.org <sarah.wilson@seiu1021.org>; thomas.vitale@seiu1021.org <thomas.vitale@seiu1021.org>; Sandeep.lal@seiu1021.me <Sandeep.lal@seiu1021.me>; leah.berlanga@seiu1021.org <leah.berlanga@seiu1021.org>; peter.masiak@seiu1021.org <peter.masiak@seiu1021.org>; Ricardo.lopez@sfgov.org <Ricardo.lopez@sfgov.org>; Basconcillo, Katherine (PUC) <kbasconcillo@sfgwater.org>; pcamarillo_seiu@sbcglobal.net <pcamarillo_seiu@sbcglobal.net>; Wendy.Frigillana@seiu1021.org <Wendy.Frigillana@seiu1021.org>; pscreview@seiu1021.org <pscreview@seiu1021.org>; ted.zarzecki@seiu1021.net <ted.zarzecki@seiu1021.net>; davidmkersten@gmail.com <davidmkersten@gmail.com>; ablood@cirseiu.org <ablood@cirseiu.org>; xiumin.li@seiu1021.org <xiumin.li@seiu1021.org>; Poon, Sin Yee (HSA) <sin.yee.poon@sfgov.org>; david.canham@seiu1021.org <david.canham@seiu1021.org>; jtanner940@aol.com <jtanner940@aol.com>; Damalas, Kristine (ECN) <kristine.damalas@sfgov.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>;

PSC RECEIPT of Modification notification sent to Unions and DHR

The ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN has submitted a modification request for a Personal Services Contract (PSC) for \$140,000 for services for the period November 1, 2017 – December 31, 2018. 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/10153>

Email sent to the following addresses: jtanner940@aol.com
david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org
ablood@cirseiu.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net
pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org
pcamarillo_seiu@sbcglobal.net Kbasconcillo@sfgwater.org
Ricardo.lopez@sfgov.org
peter.masiak@seiu1021.org leah.berlanga@seiu1021.org Sandeep.lal@seiu1021.me
thomas.vitale@seiu1021.org sarah.wilson@seiu1021.org

Choi, Suzanne (HRD)

Subject: FW: SEIU 60 day review period ended for PSC # 35555 - 16/17 - MODIFICATIONS

From: XiuMin Li <XiuMin.Li@seiu1021.org>
Sent: Tuesday, January 2, 2018 9:59 AM
To: Bloom, Marissa (ECN); PSCreview
Subject: RE: SEIU 60 day review period ended for PSC # 35555 - 16/17 - MODIFICATIONS

Hello Marissa,
Not sure if anyone got back to you but the Union is okay with this waiver.

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: Bloom, Marissa (ECN) [<mailto:marissa.bloom@sfgov.org>]
Sent: Wednesday, December 27, 2017 3:52 PM
To: PSCreview
Subject: Fw: SEIU 60 day review period ended for PSC # 35555 - 16/17 - MODIFICATIONS

Hello, David, Xiu Min and Emma -- happy holidays! I hope this email finds you well.

I work with the Office of Economic and Workforce Development (OEWD), and we recently underwent some staffing changes -- I'm now supporting our team on all PSC requests. We were recently notified by DHR that there was an issue with our entry to modify **PSC #35555-1617** that we submitted on 9/27/2017. Essentially, because the end date was not entered correctly, the PSC never reached DHR to calendar at the January Civil Service meeting. The requested change is to increase the amount of this PSC by \$140,000.

Attached you will find the current approval, as well as the initial union notification email (9/27/2017) and the re-triggered notification (today's date). Below you will find the email confirmation that the 60 day period closed in November. As this PSC had already been open for over 60 days without issue, I'm hopeful that you would be willing to waive the 60-day review period, it would be greatly appreciated as this would enable us to schedule it for the Commission in January. **DHR has asked that we request a response from you by 12/29/2017.**

Please let me know if there's a more formal process that you'd like for us to follow.

Thank you!
Marissa

Marissa Bloom
Grants and Contracts Administrator
Office of Economic and Workforce Development
1 South Van Ness Ave, 5th Floor
San Francisco, CA 94103
Direct: (415) 701-4887
Main: (415) 701-4848
Email: Marissa.Bloom@sfgov.org
Website: www.oewd.org

From: dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org> on behalf of kristine.damalas@sfgov.org <kristine.damalas@sfgov.org>
Sent: Monday, November 27, 2017 10:01 PM
To: Bloom, Marissa (ECN); Damalas, Kristine (ECN)
Subject: SEIU 60 day review period ended for PSC # 35555 - 16/17 - MODIFICATIONS

Requesting Department: ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN

Type of Service: Consulting - Nonprofit Partnerships

The 60 day review period has now ended. Any further questions about the services should be directed to the Department directly.

<http://apps.sfgov.org/dhrdrupal/node/10153>

Additional Attachment(s)



FOR IMMEDIATE RELEASE:

Friday, May 27, 2016

Contact: Mayor's Office of Communications, 415-554-6131

***** PRESS RELEASE *****

**MAYOR LEE ANNOUNCES \$6 MILLION INVESTMENT TO SUPPORT
SAN FRANCISCO NONPROFIT ORGANIZATIONS**

*Unprecedented Funding in Mayor's Budget Creates Permanently Affordable Nonprofit Space & Invests in
Long-Term Sustainability of Neighborhood-Serving Nonprofits*

San Francisco, CA— Mayor Edwin M. Lee today announced that the City will invest \$6 million in programs over the next two years to strengthen the nonprofit sector in San Francisco. This investment includes an unprecedented \$4.25 million to create a Nonprofit Space Investment Fund for the acquisition of permanent affordable space, \$1.45 million to launch a Nonprofit Space Stabilization Program to address nonprofit sustainability, and \$295,000 to support planning and evaluation for long-term partnerships such as program expansions or shared administrative staff.

“Nonprofit organizations are the backbone of our City, and I am proud to invest \$6 million to help a broad spectrum of groups stay and succeed in San Francisco,” said Mayor Lee. “Our residents, particularly our most vulnerable, depend on San Francisco nonprofits for services, compassion and inspiration. That’s why I am committed to creating permanently affordable space and investing in the long-term success of these organizations.”

Mayor Lee’s Fiscal Year (FY) 2016-17 and 2017-18 proposed balanced budget includes funding for the following new programs that will be made available to all non-profits including social services, children, youth and their families, arts and culture, and many more:

- **Nonprofit Space Investment Fund:** Mayor Lee would create a new Nonprofit Space Investment Fund seeded with \$4.25 million over two years which would provide critical financial support to nonprofits for acquisition of permanent space. The Nonprofit Space Investment Fund draws on the success of the Community Art Stabilization Trust (CAST) which leveraged an investment from the Kenneth Rainin Foundation to purchase two buildings in Central Market and launch a model for ongoing acquisition of arts and culture space.
- **Nonprofit Space Stabilization Program:** The Nonprofit Space Stabilization Program will address short- and medium-term challenges nonprofits are facing by providing grants for one-time costs to help nonprofits navigate space transitions and activate underutilized space. The \$1.5 million investment will also help 100 nonprofits build skills related to shared space planning and evaluation through workshops and small-group consultation.
- **Nonprofit Accelerator Program:** \$295,000 is dedicated to create the Nonprofit Accelerator Program for nonprofits that seek to increase effectiveness or improve their financial health through partnership. For many nonprofits, the path to long-term stability and greater impact has included strategic restructuring such as co-location, administrative service partnerships and joint programming. Organizations of all sizes can use partnership to respond to change, but need dedicated resources to successfully explore and evaluate

opportunities.

“Nonprofits need a ready source of capital to act quickly to acquire property in San Francisco’s competitive commercial real estate market,” said Kenneth Rainin Foundation Director of Arts Strategy and Ventures Shelley Trott. “We are thrilled the Mayor is investing in permanent homes for nonprofits who serve our communities, and we will continue to work in close partnership with the city to stabilize the sector.”

These new programs are a key part of the Mayor’s Nonprofit Sustainability Initiative which to help nonprofit organizations start, stay and grow in San Francisco. Launched in 2015 by Mayor Lee, the Nonprofit Sustainability Initiative is a collaboration between the Office of Economic and Workforce Development (OEWD), the Mayor’s Office of Housing and Community Development, the Arts Commission, and other key partners. In June 2015, OEWD hired a one-stop nonprofit liaison to directly support nonprofits and to advise with regard to technical assistance, policy, and other measures that will fortify the City’s nonprofit sector – the first time the City has ever had such a position. Over 100 organizations have received direct assistance, pro bono referrals and information about City grant programs.

OEWD’s nonprofit liaison supported Northern California Grantmakers’ regional survey of nonprofit space and facilities and launched a request for proposals that will result in a community benefit organization occupying new, affordable program space at 167 Jessie Street in SoMa. To maximize nonprofit access to City support, OEWD has established a website, which connects many City resources, including funding opportunities, in one location. For more information, go to: oewd.org/nonprofits.

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PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN Dept. Code: ECN

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

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

Type of Service: Consulting - Nonprofit Partnerships

Funding Source: General Fund

PSC Duration: 2 years 30 weeks

PSC Amount: \$100,000

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) directs the City's Nonprofit Sustainability Initiative, which includes funding to plan and evaluate long-term partnerships such as program expansions or shared administrative staff. This Contractor will design a minimum of two workshops for nonprofit leaders to foster awareness of strategic restructuring options and will guide at least 20 nonprofits in strategic restructuring readiness assessments. The Contractor will additionally provide one-on-one consultation to nonprofits regarding strategic restructuring and will provide guidance and facilitation services to 10-15 nonprofits to begin exploration of new partnership structures.

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

The goal of this contract is to maintain necessary services and resources for San Francisco residents by stabilizing nonprofits. This service supports nonprofits seeking to increase effectiveness, extend reach or improve financial health through partnership. The consequence of denial would be that some nonprofits may choose not to initiate partnerships that will improve their stability and well-being, or may make common mistakes in establishing partnerships that result in costs or instability later on.

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.

N/A - This service has not been provided in the past.

D. Will the contract(s) be renewed?

Unknown at this time

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.

B. Explain the qualifying circumstances:

A primary goal of this short-term project is to promote greater awareness of the strategic restructuring resources that already exist throughout the Bay Area and to reduce stigma around the exploration of administrative and programmatic restructuring.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Expertise in and success providing formal collaboration support to nonprofits with varying needs. Success engaging nonprofits to attend workshops. Ability to support nonprofits with varying levels of capacity. Success building capacity of nonprofit community-focused organizations. Sufficient level of staffing and high level of experience of staff to be assigned to oversee the program. High level of project management and case management skills. Effective communication and reporting.
- B. Which, if any, civil service class(es) normally perform(s) this work? 9775, Sr Community Dev Spec 2;
- 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?

OEWD has met with staff from the San Francisco Arts Commission (SFAC), the Mayor's Office of Housing and Community Development (MOHCD), the Department of Children, Youth and their Families (DCYF), the Controller's Office, the Department of Public Health (DPH) and the Human Services Agency (HSA) to discuss their nonprofit capacity building resources. None of the above mentioned departments identified this service being offered, however, there are some nonprofit grantees of these departments that have utilized outside services to improve efficiency or increase impact.

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

- A. Explain why civil service classes are not applicable.
This project is short-term and requires specific skills.
- 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 project is short-term.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No training is offered, however, the contractor will work with City staff to design the structure of the workshops and to conduct outreach to nonprofit sub-sectors. Through this work the City staff (9774 Senior Community Development Specialist I) will gain knowledge of the methodology used to assess strategic restructuring readiness, as well as the barriers nonprofits face to successfully implementing formal multi-organizational partnerships. Time spent reviewing reports on methodology and outcomes is approximately 20 hours.
- 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 11/10/2016, the Department notified the following employee organizations of this PSC/RFP request:
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: Kris Damalas Phone: 415-701-4870 Email: kristine.damalas@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35555 - 16/17

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 12/22/2016