



London Breed  
Mayor

Micki Callahan  
Human Resources Director

Date: March 29, 2019

To: The Honorable Civil Service Commission

Through: Micki Callahan *Micki Callahan*  
Human Resources Director *rc*

From: Cynthia Avakian, AIR  
Joyce Kimotsuki, CON  
Sheila Arcelona, DAT  
Sean McFadden, REC  
Jacquie Hale, DPH  
Marissa Bloom, ECN  
Jolie Gines, TIS  
Genie Wong, POL  
Bill Irwin, PUC

Subject: **Personal Services Contracts Approval Request**

This report contains thirteen (13) 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 FY2018-2019	Total for FY2018-2019
\$58,801,000	\$236,903,749	\$1,528,656,137

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**POSTING FOR**

April 15, 2019

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

2019-04-15

**APPLY**

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
47246 - 18/19	AIRPORT COMMISSION	\$40,000,000.00	Contractor shall be responsible for the maintenance, repair, inspection, testing, repair and/or replacement of parts and components, and emergency call-back work for approximately 240 elevators, 138 escalators, and 43 electric walks at the Airport including the terminals, boarding areas, parking garages, and other field buildings.	July 1, 2019	June 30, 2024	REGULAR
48165 - 18/19	AIRPORT COMMISSION	\$4,800,000.00	The Transportation Security Administration (TSA) under Federal Regulation Part 1542.209 requires the Airport and airline operators to check the background of staff operating in and around the secured areas of the Airport, by processing fingerprint-based criminal history records checks and security threat assessments. The TSA has established Designated Aviation Channeling (DAC) system providers to support this federal regulatory requirement. Only firms that are TSA certified and Authorized To Operate may provide this service. The contract would cover support services and equipment related to the DAC system used by the Airport.	July 1, 2019	December 31, 2027	REGULAR
47575 - 18/19	CONTROLLER	\$1,400,000.00	Contractor is requested to perform audits to determine whether revenue bond funds are spent in accordance with the stated purposes and permissible uses of such bonds, as approved by the voters, and determine whether bond funds were used for impermissible administrative expenses.	April 1, 2019	December 31, 2023	REGULAR
48560 - 18/19	DISTRICT ATTORNEY	\$616,000.00	The San Francisco Office of the District Attorney George Gascón (SFDA) is working to replace their case management system. The new system will completely replace the existing system with enhanced functionality and will expand to support all SFDA business units.	January 23, 2019	January 17, 2021	REGULAR
41604 - 18/19	RECREATION AND PARK COMMISSION	\$1,100,000.00	Overall remedial engineering and dredge design services for the 900 Innes Park Project in San Francisco's Bay View Hunters Point Neighborhood. The work to be performed includes in-water sediment and hazardous building materials testing, treatment and stabilization analyses, hydrodynamic modeling, chemical partitioning and breakthrough analysis, preparation of cap design criteria to ensure cap performance, preparation of construction documentation for public bidding and construction administration. Sub-consultant services include surveying and regulatory permitting support to complete the regulatory permit approval process. Work to be performed by sub-consultants include bathymetric, topographic, boundary and utilities location/surveying.  Other work required includes responding to queries from the various agencies arising from the permitting process, preparation of additional exhibits and figures, and compensatory mitigation analysis and planning for addressing potential loss/impacts to aquatic habitat.	April 1, 2019	January 31, 2024	REGULAR
40417 - 18/19	PUBLIC HEALTH	\$2,500,000.00	Healthcare reform has led to the Department's need for specialized, limited-term projects. The contractor will provide intermittent, as-needed project management and technical services program support for specialized, limited-term projects and Department programs, focusing on new and existing information technology projects, facilities re-programming, and municipal bond/capital planning projects and initiatives.	July 1, 2019	June 30, 2023	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
46530 - 18/19	PUBLIC HEALTH	\$4,000,000.00	<p>Contractor(s) will provide comprehensive services for safeguarding critical support systems and information technology operations by identifying potential problem areas and points of failure that may result in interruptions of critical infrastructure systems to be integrated with the new Electronic Health Record (EHR) system and other critical applications.</p> <p>Contractor(s) will integrate business impact, patient safety, public health, risk management, core business functions, regulatory requirements, IT security incident response, and City-required elements into Continuity of Operations Plans (COOPs) for the overall Department of Public Health, for the Department's acute and skilled nursing hospitals, for Department clinics and disaster recovery planning and problem solving.</p>	May 1, 2019	January 31, 2023	REGULAR
49873 - 18/19	ECONOMIC AND WORKFORCE DEVELOPMENT	\$450,000.00	<p>The Office of Economic and Workforce Development ("OEWD") seeks consultants to provide technical assistance to nonprofit community-based workforce entities to build capacity of organizational staff to improve overall workforce programming. Activities may include the following:</p> <p>Workforce Development and Design: Advising and recommending effective and sustainable employment service models for specific populations, including (but not limited to): at-risk and in-risk young adults, transitional age youth, women, Veterans, re-entry, residents of public housing, individuals with barriers to employment, and the long-term unemployed. Planning and implementing new workforce initiatives and innovative models that have proven success in connected job seekers to viable employment, including (but not limited to): accelerated learning/skills development, project-based learning, experiential learning, competency-based training and assessment, prior learning assessments, apprenticeship, learning labs and learning networks, and innovation process strategies.</p> <p>Training and Technical Assistance on Regulatory Compliance: Providing technical assistance and training to service providers on administrative compliance with the State and Federal fund sources with an emphasis on Workforce Innovation and Opportunity Act (WIOA) funds and appropriate activities.</p> <p>Training of Best Practices in Workforce Development: Design, develop, deploy and/or facilitate trainings for best practices in workforce programming. Trainings may be delivered online or in person and include interactive, highly participatory activities on topics promoting skills development in one or more of the following areas: Client customer service - motivational interviews and strength-based interviews; effective case management to enhance participant success; competency based assessments; retention best practices; strategies for effective job development and employer engagement; strategies to utilize external resources outside of workforce system to support clients; using Labor Market Information (LMI) to best inform programming; common measures to identifying "job readiness" across workforce system; innovation in incentivizing participants to submit required documentation (i.e. employment/education verification); employment matching based on skills, interests and sustainable wage occupations; and strategies for removing employment barriers.</p>	April 1, 2019	June 30, 2023	REGULAR
48961 - 18/19	GENERAL SERVICES AGENCY - TECHNOLOGY	\$2,500,000.00	<p>The vendor is expected to provide expertise and consulting, to include, but not limited to</p> <ol style="list-style-type: none"> <li>1. Network architectural designs and decisions,</li> <li>2. Migrating a large-scale VPN solution that includes Active directory and radius, along with per user policies,</li> <li>3. Large enterprise networks that consist MPLS (MPLS tagging and routing), multiple Internet connections, and datacenters,</li> <li>4. Assessing the current Avaya Juniper networks and providing documentation and recommendation to plan, implement/migrate to a cisco enterprise network,</li> </ol>	July 1, 2019	December 31, 2023	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			5. The City's external and internal Domain Name Service, 6. Implementing and troubleshooting the City's INFOBLOX appliances that consists DNS, DHCP, and NTP, 7. Assessing, planning, implementing, migrating, and troubleshooting routing protocols such as OSPF, iBGP, eBGP, and EIGRP with in the City's existing fiber WAN network, 8. Assessing, implementing, and troubleshooting the City's Cisco enterprise wireless solution, 9. Assessing, implementation, and troubleshooting firewalls such as Cisco and Palo Alto's firewalls, 10. Migrating between firewalls such as Palo Alto's to Cisco and Cisco to Palo Alto's, 11. Multi-factor authentications, 12. F5's GTM and LTM, 13. Datacenter migrations, 14. Provide knowledge transfer and documentation.			

**TOTAL AMOUNT \$57,366,000**



**Posting For April 15, 2019****Proposed Modifications to Personal Services Contracts****Commission Hearing Date**

2019-04-15

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
4001-13/14 - MODIFICATIONS	April 15, 2019	AIRPORT COMMISSION -- AIR	\$200,000	\$1,550,000	The contractor will provide customer service training to all members of the airport community via facilitated guest service enhancement sessions on site. The contractor will design and deliver workshops intended for single airport tenant and employee groups and for mixed sessions, consisting on multiple tenant participants. Vendor will also write a customer service introductory script for use in computer-based learning sessions that will be required by SFO of all new employees within the airport.	01/08/2019	06/30/2021	REGULAR
33441 13/14 - MODIFICATIONS	April 15, 2019	ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN	\$1,000,000	\$2,350,000	Contractors will provide business consulting and training services to the Small Business Development Center's (SBDC's) small business clients on an as-needed basis. SBDC is a program hosted by the City through the Office of Economic and Workforce Development (OEWD) as part of a greater network of services to help small- to medium-sized businesses grow and succeed. The Contractors' counseling services will include advice, guidance and/or instruction concerning the formation, management, financing, and operation of small business enterprises through workshops, one-on-one consulting, and loan packaging. Through a Request For Qualifications, OEWD created a pre-qualified list of 24 consultants who will remain eligible for consideration and contract negotiation on an as-needed basis for two years.	07/01/2020	06/30/2025	REGULAR
4090 - 11/12 - MODIFICATIONS	April 15, 2019	POLICE -- POL	\$60,000	\$300,000	The veterinarian (vet) will provide routine and emergency medical care for up to twenty horses assigned to the San Francisco Police Department (SFPD) Mounted Unit. This service averages fifteen visits per year. The veterinarian will also perform pre-purchase horse examinations.	07/01/2019	06/30/2023	REGULAR
30197 - 14/15 - MODIFICATIONS	April 15, 2019	PUBLIC UTILITIES COMMISSION -- PUC	\$175,000	\$275,000	The City and County of San Francisco's (City) San Francisco Public Utilities Commission (SFPUC) is requesting a third party independent vendor to provide annual inventory auditing services at various SFPUC inventory warehouse locations as part of SFPUC's year-end inventory count and audit, which takes place from mid-June to late-July every year. This includes observing,	01/01/2020	09/30/2024	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					performing and/or validating physical inventory counts of various inventory items and comparing them to the MAXIMO (enterprise asset management software) inventory tracking system. In addition, the vendor will prepare an inventory audit report for each inventory location detailing the scope of work done, findings and recommendations for improvement.			

**TOTAL AMOUNT \$1,435,000**



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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

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

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

Type of Service: Elevator, Escalator, and Electric Walk Maintenance and Repair at SFIA

Funding Source: Airport Operating Funds

PSC Amount: \$40,000,000

PSC Est. Start Date: 07/01/2019

PSC Est. End Date 06/30/2024

**1. Description of Work**

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

Contractor shall be responsible for the maintenance, repair, inspection, testing, repair and/or replacement of parts and components, and emergency call-back work for approximately 240 elevators, 138 escalators, and 43 electric walks at the Airport including the terminals, boarding areas, parking garages, and other field buildings.

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

These services are needed because the City does not have staff with the expertise to maintain this equipment 24 hours per day and 7 days per week. This equipment must be adequately maintained and kept in good repair in order to function properly and meet State permitting requirements. Denial of service will adversely impact the Airport's ability to safely transport customers, tenants, and employees at San Francisco International Airport with their equipment and supplies, as well as the Airport's ability to comply with certain operating and building codes.

**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 was performed in the past under previous maintenance contracts. The most recent PSC approval is 4013 – 13/14.

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

Yes, if there is a continued need for this service.

**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.**

PSC duration to match contract term and cover potential option period.

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

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

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

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

**B. Explain the qualifying circumstances:**

Current City classifications lack the required license, specialized skills, and equipment needed to perform this work.

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

- A. Specify required skills and/or expertise: Contractor must possess a current and active California Contractor's "C-11" license and have specialized experience in elevator, escalator, and electric walk maintenance and repair.
- B. Which, if any, civil service class(es) normally perform(s) this work? 7205, Chief Stationary Engineer; 7333, Apprentice Stationary Engineer; 7334, Stationary Engineer; 7335, Senior Stationary Engineer; 9354, Elevator and Crane Technician;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Contractor will be responsible for providing all necessary tools and equipment, including specialized diagnostic equipment required to maintain safe and reliable elevator, escalator, and electric walk operation. This is to be done in accordance with the latest adopted editions of the American Society of Mechanical Engineers (ASME) Standards A17.1 – Safety Code for Elevators and Escalators, A17.2 – Inspector's Guide for Elevators and Escalators, and A17.3 Safety Code for Existing Elevators and Escalators.

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

There are currently no available resources within the City that can provide the comprehensive and campus-wide maintenance and repair services required by the Airport.

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

- A. Explain why civil service classes are not applicable.  
The Airport's mechanical maintenance staff will supervise the contracted work, however, the existing classifications do not have the required contractor's license, expertise and specialized skills related to the maintenance of these systems.
- 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 to adopt a new civil service class solely for the performance of this work at the Airport.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
No. The contractor will not train City and County employees as this is specialized work to be performed by qualified, licensed workers 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 02/12/2019, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, Local 21; Electrical Workers, Local 6; Stationary Engineers, Local 39

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

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfso.com

Address: PO Box 8097 San Francisco, CA 94128

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 47246 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

## Choi, Suzanne (HRD)

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**From:** dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@flyso.com  
**Sent:** Tuesday, February 12, 2019 6:21 PM  
**To:** Cynthia Avakian (AIR); MRainsford@Local39.org; grojo@Local39.org; oashworth@ibew6.org; khughes@ibew6.org; Wanless, Annie (HRD); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Sung Kim (AIR); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 47246 - 18/19

RECEIPT for Union Notification for PSC 47246 - 18/19 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 47246 - 18/19 for \$40,000,000 for Initial Request services for the period 07/01/2019 – 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/12548> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

## **Additional Attachment(s)**

**City and County of San Francisco**

**Request for Proposals for**

**San Francisco International Airport**

**Elevator Maintenance, Repair, and On-Call Services**

Contract No. 50204



Date issued:	JANUARY 31, 2019
Pre-Proposal conference:	3:00 p.m., February 12, 2019
Proposal due:	3:00 p.m., February 28, 2019



**Request for Proposals for Elevator Maintenance, Repair, and On-Call Services**

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**Appendices:**

- A. Contract Monitoring Division (CMD) Attachment 1: Requirements for Construction Contracts in Excess of \$300,000
- B. Local Hiring Requirements
- C. Administrative Code Chapter 12X: Contractors in Certain States
- D. Standard Forms
- E. Agreement for Services (form AIR-600) (attached as separate document)
- F. Bid Package Forms (attached as separate document)

## I. Introduction and Schedule

### A. General

The San Francisco International Airport (“Airport” or “SFO”) is operated by the San Francisco Airport Commission (“Commission”) as a separate enterprise department (“Department”) of the City and County of San Francisco (“City”).

SFO is the largest in for the San Francisco Bay Area and Northern California. Owned by the City and County of San Francisco, the Airport is located 14 miles south of downtown San Francisco and is situated on San Francisco Bay. The Airport is a major center for both domestic and international traffic. SFO is a committed leader in safety and security, customer service and satisfaction, community relations, environmental stewardship, quality of facilities, and financial and economic vitality.

The Airport is seeking proposals from qualified and experienced firms for routine maintenance, repair, testing, and on-call services for its approximately 187 elevators in accordance with the latest adopted editions of ASME A17.1- Safety Code for Elevators and Escalators, A17.2 - Inspection Guide for Elevators and Escalators, and A17.3 - Safety Code for Existing Elevators and Escalators, to keep the equipment safe, reliable and to extend useful life.

The City is using a “Best Value” selection method for this contract. Best Value is a procurement process where a contractor is selected on the basis of objective criteria to determine the best combination of price and qualifications. For the purpose of this Request for Proposals (“RFP”), the selection will be based on a “Best Value Quotient” which is comprised of a firm’s total cost proposal divided by its qualifications score, with the lowest Best Value Quotient indicating the top ranked firm. Refer to this RFP, Section IV, Evaluation and Selection Criteria for additional details on the selection process.

In addition to this RFP, the City intends to issue a separate RFP for Contract No. 50205, Escalator and Electric Walk Maintenance, Repair, and On-Call Services. To maintain the required level of service, the City intends to award Contract Nos. 50204 and 50205 to two separate contractors. Any proposer responding to both RFPs will be required to provide a sealed envelope indicating their first choice between Contract No. 50204 and Contract No. 50205 to ensure the selection of two different firms for the two contracts. Should a single proposer achieve the highest ranking for both contracts, the City will open the sealed envelope with that Proposer’s first choice selection and proceed with awarding the contract indicated as first choice by the Proposer.

The contract shall have a term of two (2) years, with a single three (3) year option to renew services. As used in this RFP, the term “Proposer” refers to any entity submitting a response to the RFP to be considered for selection. The term “Contractor” refers to the firm awarded the contract.

Appendix A contains the Contract Monitoring Division (CMD) forms; Appendix B contains the Local Hire Requirements; Appendix C contains the Administrative Code Chapter 12X: Contractors in Certain States form; Appendix D contains the City and County of San Francisco Standard Forms; Appendix E contains the sample Agreement for Services; and Appendix F contains the Bid Package forms.

**B. Schedule**

The anticipated schedule for selecting a consultant is:

<u>Proposal Phase</u>	<u>Date</u>
RFP is issued by the City	January 31, 2019
Pre-Proposal conference	3:00 PM, February 12, 2019
If your firm prefers to participate via conference call, please RSVP to: <a href="mailto:Twila.Tetz@flysfo.com">Twila.Tetz@flysfo.com</a> by February 8, 2019 with the participant's name, title, firm, e-mail address and phone number and you will receive the dial-in instructions.	
Deadline for submission of written questions or requests for clarification	February 20, 2019
Proposals due	3:00 PM, February 28, 2019

## II. Scope of Services

**Note:** This Section of the RFP is intended to be a general summary of the Contract scope of services. The Agreement for Services is attached as Appendix D to this RFP, and the complete scope of services for the Contract can be found in Appendix A to the Agreement for Services.

A. **General.** The Airport seeks a Contractor to provide a comprehensive set of services for the safe and reliable operation of all elevators at the Airport. Under the direction of the Airport's Facilities Mechanical Maintenance Department, Contractor shall provide, for all elevators at SFO, continual maintenance, inspection, testing, repair and/or replacement of all parts and components including hoist way rope replacement, emergency repair work, and all activities related to permitting, State inspections & certifications, and cleaning of elevator equipment, pits, and elevator machine rooms.

Equipment List: Appendix C to the Agreement for Services, attached to this RFP, provides a list of all elevators covered by this Scope of Services. The Commission is continually renovating and changing its facilities; therefore, the list of elevators may be updated from time to time during the contract term to add elevators placed into service and remove elevators taken out of service. The cost of preventative maintenance will also be adjusted through a contract modification to reflect those updates.

B. **Types of Service.** This Scope of Services consists of three basic types of services: 1) Preventative Maintenance for Traction Elevators, 2) Preventative Maintenance for Hydraulic Elevators, and 3) As-Needed Services.

Preventative Maintenance include all services required to keep Airport elevators working for their intended purpose. Preventative Maintenance also include any repair or refurbishment work for Airport elevators as a result of standard operations and/or normal wear and tear. Preventative Maintenance shall be performed on a daily, monthly, quarterly, annual, or multi-annual basis, and payment shall be made on a predetermined monthly lump-sum basis.

### 1. Preventative Maintenance for Traction Elevators.

Contractor shall perform all necessary preventative maintenance required for safe reliable operation as specified by the ASME standards and in conformance with the specifications included in the Manufacturer's System Operations Manuals, Maintenance Manuals, and Service Procedures for each elevator.

### 2. Preventative Maintenance for Hydraulic Elevators

Contractor shall perform all necessary preventative maintenance required for safe reliable operation as specified by the ASME standards and in conformance with the specifications included in the Manufacturer's System Operations Manuals, Maintenance Manuals, and Service Procedures for each elevator.

### 3. As-Needed Services

As-Needed Services are similar to Preventative Maintenance in that As-Needed Services may include the same types of testing, inspection, repair or refurbishment work included in Preventative Maintenance. However, As-Needed Services for this RFP are further defined as

those services required for Airport elevators as a result of accidents, vandalism, or any other instance or circumstance that is not a result of standard operations and/or normal wear and tear.

**a. Task Orders.** As-Needed Services shall be performed on an if-and-as-needed basis, at the request of the Airport documented through a written Task Order signed by the Airport and Contractor. The Task Order shall include a description of the work required, deliverables, schedule for performance, cost, and method and timing of payment, and shall be made a part of and incorporated into the Contract without further modification to the Contract.

### III. Submission Requirements

#### A. Time and Place for Submission of Proposals

Proposals must be received by February 28, 2019 at 3:00 P.M. Postmarks will not be considered in judging the timeliness of submissions. Proposals may be delivered in person or mailed to:

Twila Tetz  
Contracts Administration Unit  
International Terminal 5<sup>th</sup> Floor Reception Desk  
San Francisco International Airport  
PO Box 8097  
San Francisco, CA 94128-8097

Proposers shall submit six hard copies and one electronic copy of the proposal. Proposals that are submitted by fax or electronic mail will not be accepted. Late submissions will not be considered.

#### B. Format

The Department will place proposals in three-ring binders for the review panel. Please use three-hole recycled paper, print double-sided to the maximum extent practical, 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. You may use tabs or other separators within the document.

For word processing documents, the Department prefers that text be unjustified (i.e., with a ragged-right margin) and use a serif font (e.g., Times Roman, and not Arial), and that pages have margins of at least 1" on all sides (excluding headers and footers).

If your response is lengthy, please include a Table of Contents.

Proposers must also submit an electronic version of the proposal.

#### C. Content

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

##### 1. Introduction and Executive Summary (up to 3 pages)

Submit a letter of introduction and executive summary of the proposal. The letter must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal. Submission of the letter will constitute a representation by your firm that your firm is willing and able to perform the commitments contained in the proposal.

##### 2. Statement of Minimum Qualifications (up to 3 pages)

Describe how the firm meets the minimum qualifications as set forth in Section IV. A. Minimum Qualifications of this RFQ.

**3. Project Approach** (up to 15 pages)

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

- a. Overall scope of services tasks; and
- b. Assignment of work within your firm's work team.
- c. Escalation and response plan for major service interruptions including risk mitigation and contingency planning. This includes approach to minimize downtime of units in the event of major breakdowns.
- d. Approach to issues regarding sustainability in Elevator Maintenance
- e. Strategy to maximize equipment performance and life.
- f. Strategy to optimize parts and materials procurement.
- g. Strategy to minimize passenger inconvenience in the performance of maintenance activities. **Note that the Airport is typically least active between the hours of 1:00 am and 5:00 am daily.**

**4. Firm Qualifications** (up to 10 pages)

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

- a. A brief description of the firm.
- b. Description of the work performed by the firm of two to three elevator maintenance projects per project type listed below similar in size and scope to SFO:  
  
The description must include client and project name, project summary, telephone number and email address of staff members who worked on each project, budget, and schedule. Descriptions should be limited to one page for each project.
- c. Quality of recent or current projects by the Proposer, including adhering to budgets and meeting staffing needs, and annual performance rate for equipment maintained. This should include examples of unexpected major repairs which were satisfactorily performed in a timely fashion.
- d. Availability, accessibility and workload of the Proposer's management team to successfully manage the administrative and other aspects of the Commission's elevator maintenance service.
- e. Nature and quantity of past and outstanding workers compensation and other insurance claims against the Proposer.

**5. Team Qualifications** (up to 10 pages)

- a. Provide a list identifying at a minimum:
  - i. Lead Account Manager: Provide a description of the experience and qualifications of the Manager.
  - ii. Mechanic in Charge (MIC): Provide a description of the experience and qualifications of the MIC. The proposed Mechanic in Charge must have a minimum of five (5) years

verifiable experience as an elevator mechanic of which a minimum of two (2) years of the five (5) years was as a full MIC. The MIC shall be responsible for overseeing and directing maintenance and repair services. Proposer shall provide written assurance that the MIC who will be performing the work will be listed and identified in the Proposal and will not be reassigned by Contractor without prior approval from the Commission.

- iii. Proposed Mechanics: Each Mechanic shall be qualified elevator mechanics with a minimum of five (5) years verifiable experience in the elevator trade. Proposer shall identify at least five (5) mechanics. Proposer shall provide written assurance that the Mechanics who will be performing the work will be listed and identified in the Proposal and will not be substituted with other personnel without prior approval from the Commission.
- b. As supplemental information, proposers may provide resumes for the Lead Account Manager, MIC, and proposed Mechanics. Resumes shall not count against the page limit for Team Qualifications.

**6. Training (up to 5 pages)**

- a. Provide a description of your firm's safety training policy for the elevator crewmembers.
- b. Provide a description of your firm's continuing education/training policy for the elevator crewmembers.

**7. Transition Plan (up to 5 pages)**

Describe your firm's transition plan, including a schedule of tasks and evidence of the ability to begin work on the contract on the estimated start date of July 1, 2019. Specify the method and time period required to recruit, hire and train personnel for this contract. Describe how your firm will have its operation center equipped and operational on the first day of the contract. Provide a sample transition plan for assuming maintenance and repair operations for a mid-size hub airport facility or complex with 100+ elevators.

**8. References (up to 4 pages)**

- a. Provide references of least three (3) but no more than (5) recent clients of Proposer (within the past five years, preferably other public agencies) including the name, address, telephone number, and email address of the individual who directly managed the contracted services.
- b. Provide two (2) recent (within the past five years) references for the lead account manager.
- c. Provide two (2) recent (within the past five years) references for the MIC.

**9. CMD Forms – SEPARATE PACKAGE**

Proposers shall submit one copy, separately bound, of required CMD Forms in a sealed envelope clearly marked "RFP 50204 Elevator Maintenance, Repair, and On-Call Services – CMD Forms" to the above location.



**10. Notice of First Choice Selection – SEPARATE PACKAGE** (only required for firms that wish to propose on both RFP No. 50204 and RFP No. 50205)

In a separate, sealed envelope clearly marked “RFP 50204 Elevator Maintenance, Repair, and On-Call Services – Notice of First Choice Selection”, provide a signed letter or memo indicating your firm’s first choice for award.

**11. Bid Package Forms – SEPARATE PACKAGE**

- a. In a separate, sealed envelope clearly marked “RFP 50204 Elevator Maintenance, Repair, and On-Call Services – Bid Package Forms”, provide the following documents, which are included in this RFP as Appendix F, Bid Package Forms.

<u>Form Title</u>	<u>Number</u>
Bid Form	00 41 00
Acknowledgment of Receipt of Addenda	00 42 54
Contractor/Subcontractor List	00 43 36
Certificate of Bidder Regarding Apprenticeship Training Program	00 43 44
Bidder’s Qualifications Statement	00 45 13
Certificate of Bidder Regarding Debarment and Suspension	00 45 14
Non-Collusion Affidavit	00 45 19
Certificate of Bidder Regarding Non-Discrimination in Contracts and Benefits	00 45 36
 Bid Security Forms	
Bid Bond, or	00 61 00
Irrevocable Letter of Credit	00 61 26

- b. Instructions on Bid Security Documents (Bid Bond or Irrevocable Letter of Credit)
  - i. A bid security, in an amount equal to ten percent (10%) of the Total Bid Price, shall be submitted with the Proposal.
  - ii. The bid security may be in the form of a notarized corporate surety bond, a certified check payable on site to the City and County of San Francisco, or an irrevocable standby letter of credit, on a bank or trust company doing business and having an office in the State of California, having a combined capital and surplus of at least \$50,000,000, and subject to supervision and examination by Federal or State authority, as provided for in San Francisco Administrative Code Section 6.21(a)(4).

**IV. Evaluation and Selection Criteria**

**A. Minimum Qualifications**

Proposer must meet all of the following minimum qualifications at time of proposal submittal:

1. Proposer must provide evidence of a current and active California Contractor's "C-11" License.
2. Proposer must have performed elevator maintenance and repair services for a minimum of five (5) years within the past ten (10) years.
3. Proposer must have installed and/or maintained 20 or more elevators within a single facility or complex for five (5) consecutive years within the past ten (10) years
4. During the Contract term, Contractor must occupy an office within 50 miles of the San Francisco International Airport.

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**

The City intends to award this contract to the firm that it considers will provide the best overall value, as determined by the firm's Best Value Quotient. The City will use the following calculation method to determine a firm's Best Value Quotient:

Total Bid Price	=	Best Value Quotient
Total Qualifications Score		

The firm with the lowest Best Value Quotient will represent the best value proposal.

The proposals will be evaluated by a selection committee comprised of mechanical maintenance subject matter experts. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

**1. Project Approach (100 points)**

- a. Understanding of the scope of services required and the tasks to be performed.

- b. Quality of escalation and response plan for major service interruptions including risk mitigation and contingency planning. This includes approach to minimize downtime of units in the event of major breakdowns.
  - c. Understanding and strategy in regards to sustainability issues in Elevator Maintenance.
  - d. Strategy in regards to maximizing equipment performance and equipment life.
  - e. Strategy to optimize efficient and cost-effective processes for parts and materials procurement, to help avoid service interruptions or delays caused by lack of required parts or materials.
  - f. Strategy to minimize passenger inconvenience in the performance of maintenance activities. Note that the Airport is typically least active between the hours of 1:00 am and 5:00 am daily.
- 2. Experience and Qualifications of Firm (50 points)**
- a. Expertise of the firm in the fields necessary to complete the tasks; and
  - b. The assignment of key personnel, including their prior experience relative to the successful management and maintenance of elevator systems.
  - c. Experience with similar project(s) based on project descriptions and relevant project summaries.
  - d. Quality of recently completed projects, including meeting project start-up dates; adhering to budgets, meeting staffing needs, equipment performance rates, and timely major repairs.
  - e. Results of reference checks.
- 3. Organization and Key Personnel (50 points)**
- c. Quality of recent experience of staff assigned to the project, including strength of professional qualifications and education; and
  - d. Organizational clarity of the tasks to be performed by each staff person; emphasis on the adequacy of the Proposer's organizational structure to successfully respond in a timely manner to all elevator maintenance calls
- 4. Training Program (25 points)**
- a. Quality of firm's safety training policy for the elevator crewmembers.
  - b. Quality of firm's continuing education/training policy for the elevator crewmembers.
- 5. Transition Plan (25 points)**
- a. Clarity and applicability of the transition plan to SFO's operational environment.

- b. Understanding of the issues (e.g. union/labor, staffing, transfer of liability, parts and materials procurement) that can create disruption caused by changeover to a new service provider, and approach to minimizing those disruptions.

**V. Pre-Proposal Conference and Contract award**

**A. Pre-Proposal Conference**

Proposers are encouraged to attend a pre-proposal conference on February 12, 2019, at 3:00 P.M. at the San Francisco International Airport, International Terminal G, Conference Room 28L. 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.

If your firm prefers to participate via conference call, please RSVP to: [Twila.Tetz@flysf0.com](mailto:Twila.Tetz@flysf0.com) no less than two business days prior to the pre-proposal conference date with the participant's name, title, firm, e-mail address and phone number and you will receive the dial in instructions. Due to a limited number of lines available for this conference call, please try to limit to one line per office location.

**B. Contract Award**

The Airport Commission will select the responsible proposer whose responsive bid provides the best value to the City.

## VI. Terms and Conditions for Receipt of Proposals

### A. Errors and Omissions in RFP

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

### B. Inquiries Regarding RFP

Inquiries regarding the RFP and all oral notifications of an intent to request written modification or clarification of the RFP, must be directed to [Twila.Tetz@flysfso.com](mailto:Twila.Tetz@flysfso.com).

### 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 City 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 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 Change Notices.

### E. Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 90 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

### F. Revision of Proposal

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

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

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

**G. Errors and Omissions in Proposal**

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

**H. Financial Responsibility**

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

**I. Proposer's Obligations under the Campaign Reform Ordinance**

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the proposer is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

- 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.

- 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.
- Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, proposers should contact the San Francisco Ethics Commission at (415) 581-2300.

**J. Sunshine Ordinance**

In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

**K. Public Access to Meetings and Records**

If a proposer is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the proposer must comply with Chapter 12L. The proposer must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to proposer's meetings and records, and (2) a summary of all complaints concerning the proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in proposer's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

**L. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

- Waive or correct any defect or informality in any response, proposal, or proposal procedure;
- Reject any or all proposals;
- Reissue a Request for Proposals;
- 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;



- Procure any materials, equipment or services specified in this RFP 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 RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

**N. Local Business Enterprise Requirements 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.

Prime contractors and subcontractors must submit all required payment information using the City's new online Financial and Procurement System as required by the City. 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.

1. LBE Subcontracting Participation Requirement

The LBE subcontracting participation requirement for this project has been waived.

2. Certified LBE Bid Discount/Rating Bonus

a. Micro-LBE, Small-LBE, and SBA-LBE Bid Discount/Rating Bonus

The City strongly encourages proposals from qualified, certified Micro-LBEs, Small-LBEs, and SBA-LBEs. Pursuant to Chapter 14B, a bid discount/rating bonus will be in effect for the award of this project for any contractors who are certified by CMD as a Micro-LBE, Small LBE or SBA-LBE.

Pursuant to Chapter 14B.7(E), for contracts in excess of \$10 million and less than or equal to \$20 million, a 2% rating bonus/bid discount will be in effect for contractors who are certified by CMD as a Micro-LBE, Small-LBE, and SBA-LBE.

3. CMD Forms to Submit with Bid/Proposal

a. All bids/proposals submitted must include the following CMD Forms contained in the CMD Attachment 1: i) Form 3. If these forms are not returned with the bid/proposal, the bid/proposal may be determined to be non-responsive and may be rejected.

b. Please submit only one (1) copy of the above forms with your bid/proposal. The forms should be placed in a separate, sealed envelope labeled CMD Forms. Airport Commission staff will deliver them to the attention of the San Francisco CMD.

If you have any questions concerning the CMD Forms, you may call Antonio Tom, at (650) 821-9477 or via email at [Antonio.Tom@sfgov.org](mailto:Antonio.Tom@sfgov.org).

## VII. City and Airport Contract Requirements

### A. Standard Contract Provisions

The successful proposer will be required to enter into a contract substantially in the form of the Agreement for Services, attached hereto as Appendix E. 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 Requirements, (§10.5 “Nondiscrimination Requirements” in the Agreement); the Minimum Compensation Ordinance (§10.7 “Minimum Compensation Ordinance” in the Agreement); the “Health Care Accountability Ordinance” (§10.8 “Health Care Accountability Ordinance” in the Agreement); the Local Hiring Policy (§10.9 “Local Hiring Policy” in the Agreement); and applicable conflict of interest laws (§10.2 “Conflict of Interest” in the Agreement), 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: <http://sfgsa.org/index.aspx?page=6125>.

### 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 contractual requirements of the MCO, see §10.7 “Minimum Compensation Ordinance” in the Agreement.

For the amount of hourly gross compensation currently required under the MCO or additional information, see [www.sfgov.org/olse/mco](http://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.

### 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](http://www.sfgov.org/olse/hcao).

**E. Local Hiring Policy**

The San Francisco Local Hiring Policy for Construction, San Francisco Administrative Code section 6.22(g), will apply to this Contract, if awarded. Refer to Appendix B, Local Hiring Requirements, for information regarding local hiring requirements, including but not limited to local hiring forms that must be submitted after Contract award and prior to Notice to Proceed. In addition, the City's Office of Employment and Workforce Development ("OEWD") maintains a "Q&A" regarding the Policy, which is available on OEWD's website at: [www.oewd.org](http://www.oewd.org)

**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.

**G. Administrative Code Chapter 12X: Contractors in Certain States**

This Contract is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into a contract with a contractor that has its United States headquarters in a state with a law or laws that perpetuate discrimination against LGBT people, or a contractor that will perform any or all of the work on the contract in such a state. Chapter 12X requires the City Administrator to maintain a list of states that meet the definition of a Covered State, as that term is defined under Administrative Code Section 12X.2. The Covered State List is available at the website of the City Administrator. Subject to certain exceptions located at section 12X.5(b), Proposers are hereby advised that Chapter 12X prohibits the City from entering into a contract with a Proposer that has its United States headquarters in a state on the Covered State List, or a Proposer that will perform any or all of the work on the contract in a state on the Covered State List.

Contractor will complete, sign and submit the information requested on Appendix C with the Contractor's proposal. Failure to submit a completed and signed document with the Contractor's proposal will result in a rejected bid or proposal. The link to the Administrative Code 12X can be found here: <http://sfgsa.org/chapter-12x-anti-lgbt-state-ban-list>.

**H. Airport Intellectual Property**

Pursuant to Resolution No. 01-0118, adopted by the Airport Commission on April 18, 2001, the Airport Commission affirmed that it will not tolerate the unauthorized use of its intellectual property, including the SFO logo, CADD designs, and copyrighted publications. All proposers, bidders, contractors, tenants, permittees, and others doing business with or at the Airport (including subcontractors and subtenants)

may not use the Airport intellectual property, or any intellectual property confusingly similar to the Airport intellectual property, without the Airport Director's prior consent.

**I. Labor Peace / Card Check Rule**

Without limiting the generality of other provisions herein requiring Contractor to comply with all Airport Rules, Contractor shall comply with the Airport's Labor Peace/Card Check Rule, adopted on February 1, 2000, pursuant to Airport Commission Resolution No.00-0049 (the "Labor Peace/Card Check Rule"). Capitalized terms not defined in this provision are defined in the Labor Peace/Card Check Rule. To comply with the Labor Peace Card Check Rule, Contractor shall, among other actions: (a) Enter into a Labor Peace/Card Check Agreement with any Labor Organization which requests such an agreement and which has registered with the Airport Director or his/her designee, within thirty (30) days after the Labor Peace/Card Check Agreement has been requested; (b) Not less than thirty (30) days prior to the modification of this Agreement, Contractor shall provide notice by mail to any Labor Organization or federation of labor organizations which have registered with the Director or his/her designee ("registered labor organization"), that Contractor is seeking to modify or extend this Agreement; (c) Upon issuing any request for proposals, invitations to bid, or similar notice, or in any event not less than thirty (30) days prior to entering into any Subcontract, Contractor shall provide notice to all registered Labor Organizations that Contractor is seeking to enter into such Subcontract; and (d) Contractor shall include in any subcontract with a Subcontractor performing services pursuant to any covered Contract, a provision requiring the Subcontractor to comply with the requirements of the Labor/Peace/Card Check Rule. If Airport Director determines that Contractor shall have violated the Labor/Peace/Card Check Rule, Airport Director shall have the option to terminate this Agreement, in addition exercising all other remedies available to him / her.

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

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

### C. Delivery of Protests

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

Cynthia Avakian  
Director, Contracts Administration  
International Terminal 5<sup>th</sup> Floor  
San Francisco International Airport  
PO Box 8097  
San Francisco, CA 94128-8097  
[Cynthia.Avakian@flysfo.com](mailto:Cynthia.Avakian@flysfo.com)

**Appendix A**  
**Contract Monitoring Division Forms**

- Attachment 1. Requirements for Construction Contracts in Excess of \$300,000:  
<http://sfgov.org/cmd/important-forms>

**Appendix B  
Local Hiring Requirements**



## DOCUMENT 00 73 30

## LOCAL HIRING REQUIREMENTS

## 1.1 SUMMARY

- A. This Document 00 73 30 incorporates applicable requirements of the San Francisco Local Hiring Policy for Construction ("Policy") as set forth in Section 6.22(g) and Chapter 82 of the San Francisco Administrative Code. The Provisions of the Policy are hereby incorporated as a material term of this Contract. Contractor agrees that (i) Contractor shall comply with all applicable requirements of the Policy; (ii) the provisions of the Policy are reasonable and achievable by Contractor and its Subcontractors; and (iii) they have had a full and fair opportunity to review and understand the terms of the Policy.
- B. The Office of Economic and Workforce Development (OEWD) is responsible for administering the Policy. For more information on the Policy and its implementation, please visit the OEWD website at: [www.oewd.org](http://www.oewd.org).
- C. Meeting the local hiring requirements of the Policy as set forth in this Document will satisfy Contractor's obligations under the City's First Source Hiring Program (San Francisco Administrative Code Chapter 83).

## 1.2 DEFINITIONS

- A. "Apprentice" means any worker who is indentured in a construction apprenticeship program that maintains current registration with the State of California's Division of Apprenticeship Standards.
- B. "Area Median Income (AMI)" means unadjusted median income levels derived from the Department of Housing and Urban Development ("HUD") on an annual basis for the San Francisco area, adjusted solely for household size, but not high housing cost area.
- C. "Covered Project" means a public work or improvement or part thereof with estimated cost in excess of the Threshold Amount as set forth in Section 6.1 of the San Francisco Administrative Code.
- D. "Non-covered Project" means any construction projects not covered by the San Francisco Local Hiring Policy.
- E. "Disadvantaged Worker" means a local resident, who (i) resides in a census tract within the City with a rate of unemployment in excess of 150% of the City unemployment rate; or (ii) at the time of commencing work on a covered project has a household income of less than 80% of the AMI, or (iii) faces or has multiple barriers to employment as set forth in Section 82.3 of the Administrative Code.
- F. "Local Resident" means an individual who is domiciled, as defined by Section 349(b) of the California Election Code, within the City at least seven (7) days prior to commencing work on the project. For projects outside the jurisdictional boundaries of the City, "local resident" also applies to residents within the San Francisco Public Utilities Commission

service territory, except where a reciprocity agreement exists with another local agency, in which case the reciprocity agreement controls.<sup>1</sup>

- G. "Project Work Hours" means the total work hours worked on a construction contract by all apprentices and journey-level workers, whether those workers are employed by the Contractor or any Subcontractor.
- H. "Job Notification" means the written notice of any Hiring Opportunities from Contractor to CityBuild. Contractor shall provide Job Notifications to CityBuild with a minimum of three (3) business days' notice.
- I. "Targeted Worker" means any Local Resident or Disadvantaged Worker.

### 1.3 LOCAL HIRING REQUIREMENTS

- A. Total Project Work Hours by Trade. For all Covered Projects advertised for bids on or after March 25, 2013, the mandatory participation level in terms of Project Work Hours within each trade to be performed by Local Residents is 11%, with a goal of no less than 5.5% of Project Work Hours within each trade to be performed by Disadvantaged Workers.
- B. Apprentices. For all Covered Projects, at least 50% of the Project Work Hours performed by apprentices within each trade shall be performed by Local Residents, with a goal of no less than 25% of Project Work Hours performed by apprentices within each trade to be performed by Disadvantaged Workers.
- C. Out-of-State Workers. For all Covered Projects, Project Work Hours performed by residents of states other than California will not be considered in calculation of the number of Project Work Hours to which the local hiring requirements apply. Contractors and Subcontractors shall report to the San Francisco International Airport (SFO) and OEWD the number of Project Work Hours performed by residents of states other than California.
- D. Pre-construction or other Local Hire Meeting. Prior to commencement of construction on Covered Projects, Contractor and its Subcontractors identified in the Local Hiring Forms as contributing toward the mandatory local hiring requirement shall attend a preconstruction or other Local Hire meeting(s) convened by awarding department or OEWD staff. Representatives from Contractor and the Subcontractor(s) who attend the pre-construction or other Local Hire meeting must have hiring authority.
- E. The Policy does not limit Contractor's or its Subcontractors' ability to assess qualifications of prospective workers, and to make final hiring and retention decisions. No provision of the Policy shall be interpreted so as to require a Contractor or Subcontractor to employ a worker not qualified for the position in question, or to employ any particular worker.

<sup>1</sup> For Covered Projects located in whole or in part in San Mateo County, the following reciprocity agreement controls:  
<http://oewd.org/sites/default/files/Workforce/Workforce-Docs/SFO-SM%20reciprocity%20agreement.pdf>

#### 1.4 CITYBUILD WORKFORCE DEVELOPMENT PROGRAM: EMPLOYMENT NETWORKING SERVICES

- A. OEWD administers the CityBuild Program. CityBuild is a resource for Contractor and Subcontractors to use in meeting local hiring requirements under the Policy. CityBuild has two main goals:
1. Assist with local hiring requirements under the Policy by connecting Contractor and Subcontractors with qualified journey-level, apprentice, and pre-apprentice local residents.
  2. Promote training and employment opportunities for disadvantaged workers of all ethnic backgrounds and genders in the construction work force.
- B. Where Contractor's or its Subcontractors' preferred or preexisting hiring or staffing procedures for a Covered Project do not enable Contractor to satisfy the local hiring requirements of the Policy, the Contractor or Subcontractor shall use other procedures to identify and retain Targeted Workers, including the following:
1. Requesting to connect with workers through CityBuild, with qualifications described in the request limited to skills directly related to performance of job duties.
  2. Considering Targeted Workers networked through CityBuild within three business days of the request and who meet the qualifications described in the request. Such consideration may include in-person interviews. All workers networked through CityBuild will qualify as Disadvantaged Workers under the Policy. Neither Contractor nor its Subcontractors are required to make an independent determination of whether any worker is "disadvantaged" as defined in the Policy.

#### 1.5 CONDITIONAL WAIVER FROM LOCAL HIRING REQUIREMENTS

- A. Contractor or the Subcontractor may use one or more of the following pipeline and retention compliance mechanisms to receive a conditional waiver from the local hiring requirements on a project-specific basis. All requests for conditional waivers must be submitted to OEWD for approval.
1. Specialized Trades. OEWD has published a list of trades designated as "Specialized Trades" for which the local hiring requirements of the Policy will not apply. The list is available on the OEWD website. Contractor and its Subcontractors shall report to OEWD the project work hours utilized in each designated Specialized Trade and in each OEWD-approved project-specific Specialized Trade.
  2. Credit for Hiring on Non-Covered Projects. Contractor and its Subcontractors may accumulate credit hours for hiring Targeted Workers on Non-Covered Projects in the nine-county San Francisco Bay Area and apply those credit hours to contracts for Covered Projects to meet the mandatory local hiring requirement. For hours performed by Targeted Workers on Non-Covered Projects, the hours shall be credited toward the local hiring requirement for this Contract provided that:
    - a. the Targeted Workers are paid the prevailing wages for work on the Non-Covered Projects; and
    - b. for Non-Covered Projects located in the City, the number of hours to be credited for the Non-Covered Project exceed one-half of the number of hours

that would be required if the project were a Covered Project.

3. Sponsoring Apprentices. Contractor or a Subcontractor may agree to sponsor an OEWD-specified number of new apprentices in trades in which noncompliance is likely and retaining those apprentices for the period of Contractor's or a Subcontractor's work on the project. OEWD will verify with the California Department of Industrial Relations that the new apprentices are registered and active apprentices.
4. Direct Entry Agreements. OEWD is authorized to negotiate and enter into direct entry agreements with apprenticeship programs that are registered with the California Department of Industrial Relations' Division of Apprenticeship Standards. Contractor may avoid assessment of penalties for non-compliance with the Policy by Contractor or Subcontractor hiring and retaining apprentices who are enrolled through such direct entry agreements. Such exception from assessments of penalties is subject to review and approval by OEWD.

## 1.6 LOCAL HIRING FORMS

- A. Utilizing the City's online Project Reporting System ("PRS"), Contractors shall submit the following forms, as applicable, to the SFO and OEWD **within 15 calendar days of notice of Award**:
  1. Form 1: Local Hiring Workforce Projection. The City will not issue Notice to Proceed (NTP) until Contractor completes and submits a Local Hiring Workforce Projection.
  2. Form 2: Local Hiring Plan. For Covered Projects estimated to cost more than \$1,000,000, Contractor shall prepare and submit to the SFO and OEWD for approval a Local Hiring Plan for the project using OEWD Form 2. The OEWD-approved Local Hiring Plan will be incorporated into this Contract as a Contract Document, and will serve as the basis for determining Contractor's and its Subcontractors' compliance with local hiring requirements.
  3. The City will not issue NTP until Contractor submits the Local Hiring Plan. Contractor shall be fully responsible for any delays to NTP and associated damages incurred by the City caused by Contractor's failure to timely submit a Local Hiring Plan.
  4. The Local Hiring Plan must be reviewed and approved in writing by OEWD before any Application for Payment can be approved and progress payment paid to Contractor.
  5. Upon commencement of work, Contractor and its Subcontractors may submit Job Notifications to CityBuild to connect with local trades workers.
  6. Form 4: Conditional Waivers. To be completed by Contractor in the event that Contractor or a Subcontractor believes the local hiring requirements cannot be met. Refer to Articles 1.4 and 1.5 for more information regarding conditional waivers.

## 1.7 ENFORCEMENT, RECORD KEEPING, NONCOMPLIANCE AND PENALTIES

- A. Subcontractor Compliance. Contractor shall ensure that Subcontractors of all tiers comply with applicable requirements of the Policy. Refer to Administrative Code Section 82.7(d)
- B. Reporting. As required by Subparagraph 9.03M of the General Conditions (Document 00 72 00) Contractor shall submit certified payrolls to the City electronically using the

Project Reporting System. OEWD and SFO will monitor compliance with the Policy electronically.

- C. Recordkeeping. Contractor and each Subcontractor shall keep, or cause to be kept, for a period of four years from the date of Substantial Completion of project work, certified payroll and basic records, including time cards, tax forms, and superintendent and foreman daily logs, for all workers within each trade performing work on the Project.
1. Such records shall include the name, address and social security number of each worker who worked on the covered project, his or her classification, a general description of the work each worker performed each day, the apprentice or journey-level status of each worker, daily and weekly number of hours worked, the self-identified race, gender, and ethnicity of each worker, whether or not the worker was a local resident, and the referral source or method through which the contractor or subcontractor hired or retained that worker for work on the covered project (e.g., core workforce, name call, union hiring hall, City-designated referral source, or recruitment or hiring method).
  2. Contractor and Subcontractors may verify that a worker is a Local Resident by following OEWD's domicile policy.
  3. All records described in this subsection shall at all times be open to inspection and examination by the duly authorized officers and agents of the City, including representatives of the awarding department and the OEWD.
- D. Monitoring. From time to time and in its sole discretion, OEWD and/or the awarding department may monitor and investigate compliance of Contractor and Subcontractors working on the Project with requirements of this Policy. Consistent with the Access to Work provisions of Paragraph 3.13 of the General Conditions (Document 00 72 00), Contractor shall allow representatives of OEWD and the awarding department, in the performance of their duties, to engage in random inspections of the Site. Contractor and all Subcontractors shall also allow representatives of OEWD and the awarding department to have access to employees of Contractor and Subcontractors and the records required to be maintained under the Policy.
- E. Noncompliance and Penalties. Failure of Contractor and/or its Subcontractors to comply with the requirements of the Policy and the obligations set forth in the Local Hiring Plan may subject Contractor to the consequences of noncompliance specified in Section 82.8(f) of the Administrative Code, including but not limited to the penalties prescribed in Section 82.8(f)(2). The assessment of penalties for noncompliance shall not preclude the City from exercising any other rights or remedies to which it is entitled. Refer to Administrative Code Section 82.8(f)(4) for a description of the recourse procedure applicable to penalty assessments under the Policy.

END OF DOCUMENT



CITY AND COUNTY OF SAN FRANCISCO  
 OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT  
 CITYBUILD PROGRAM



LOCAL HIRING PROGRAM  
 OEWD FORM 1  
 CONSTRUCTION CONTRACTS

**FORM 1: LOCAL HIRING WORKFORCE PROJECTION**

Contractor: \_\_\_\_\_ Project Name: \_\_\_\_\_ Contract #: \_\_\_\_\_

The Contractor must complete and submit this Local Hiring Workforce Projection (Form 1) within 15 calendar days from notice of award of the contract. The Contractor must include information regarding all of its Subcontractors who will perform construction work on the project regardless of Tier and Value Amount. Notice to Proceed (NTP) will not be issued until the City receives a completed Form 1 from Contractor. The Contractor shall be responsible for any delays to NTP and resulting damages incurred by the City caused by Contractor's failure to submit an accurate and complete Form 1 for its workforce and the workforce of its Subcontractors in a timely manner.

**Will you be able to meet the mandatory Local Hiring Requirements?**

- YES (Please provide information for all contractors performing construction work in Table 1 below.)
- NO (Please complete Table 1 below and Form 4: Conditional Waivers.)

**INSTRUCTIONS FOR COMPLETING TABLE 1:**

1. Please organize the contractors' information based on their Trade Craft work.
2. For contractors performing work in various Trade Craft, please list contractor name in each Trade Craft (i.e. if Contractor X will perform two trades, list Contractor X under two Trade categories.)
3. If you anticipate utilizing apprentices on this project, please note the requirement that 50% of apprentice hours must be performed by Local Residents.
4. Additional blank form is available at our Website: [www.oewd.org](http://www.oewd.org). For assistance or questions in completing this form, contact (415) 701-4894 or Email @ [Local.hire.ordinance@sfgov.org](mailto:Local.hire.ordinance@sfgov.org).

**TABLE 1: WORKFORCE PROJECTION**

Trade Craft	Contractor <i>List contractors by Trade Craft</i>		Est. Total Work Hours	Est. Total Local Work Hours	Est. Total Local Work Hours %
<i>Example:</i> Laborer	Contractor X	Journey	800	250	31%
		Apprentice	200	100	50%
<i>Example:</i> Laborer	Contractor Y	Journey	500	100	20%
		Apprentice	0	0	0
<i>Example:</i>	TOTAL LABORER	Journey	1300	350	27%
		Apprentice	200	100	50%
<i>Example:</i>	TOTAL		1500	450	30%
		Journey			
		Apprentice			
		Journey			
		Apprentice			
		Journey			
		Apprentice			

**DISCLAIMER:** If the Total Work Hours for a Trade Craft are less than 5% of the Total Project Work Hours, the Trade Craft is exempt from the Mandatory Requirement. Subsequently, if the Trade Craft exceeds 5% of the Total Project Work Hours at any time during the project, the Trade Craft is subject to the Mandatory Requirement.

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Name of Authorized Representative

Signature

Date

Phone

Email

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CITY AND COUNTY OF SAN FRANCISCO  
 OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT  
 CITYBUILD PROGRAM



LOCAL HIRING PROGRAM  
 LOCAL HIRING PROGRAM 2  
 OEWD FORM 2  
 CONSTRUCTION CONTRACTS  
 OEWD FORM 2  
 CONSTRUCTION CONTRACTS

**FORM 2: LOCAL HIRING PLAN**  
**FORM 2: LOCAL HIRING PLAN**

Contractor: \_\_\_\_\_ Project Name: \_\_\_\_\_ Contract #: \_\_\_\_\_

If the Engineer's Estimate for this Project exceeds \$1 million, then Contractor must submit a Local Hiring Plan using this Form 2 through the City's Project Reporting System. NTP will not be issued until Contractor submits a completed Form 2. Contractor shall be responsible for any delays to NTP and resulting damages incurred by the City caused by the Contractor's failure to submit a completed Form 2 in a timely manner. The Local Hiring Plan must be approved in writing by OEWD before any Application for Payment can be approved and progress payment paid to Contractor. The OEWD-approved Local Hiring Plan will be a Contract Document and will be the basis for determining Contractor's and its Subcontractors' compliance with the local hiring requirements. Any OEWD-approved Conditional Waivers (Form 4) will be incorporated into the OEWD-approved Local Hiring Plan.

**COMPLETE AND SUBMIT A SEPARATE FORM 2 FOR EACH TRADE THAT WILL BE UTILIZED ON THIS PROJECT.**

**INSTRUCTIONS:**

1. Please complete tables below for Contractor and all Subcontractors that will be contributing Project Work Hours to meet the Local Hiring Requirement.
2. Please note that a Form 2 will need to be developed and approved separately for each trade craft that will be utilized on this project.
3. If you anticipate utilizing apprentices on this project, please note the requirement that 50% of apprentice hours must be performed by Local Residents.
4. The Contractor and each Subcontractor identified in the Local Hiring Plan must sign this form before it will be considered for approval by OEWD.
5. If applicable, please attach all OEWD-approved Form 4 Conditional Waivers.
6. Additional blank form is available at our Website: [www.oewd.org](http://www.oewd.org). For assistance or questions in completing this form, contact (415) 701-4894 or Email @ [Local.hire.ordinance@sfgov.org](mailto:Local.hire.ordinance@sfgov.org).

*List Trade Craft. Add numerical values from Form 1: Local Hiring Workforce Projection and input in the table below.*

Trade Craft	Total Work Hours	Total Local Work Hours	Local Work Hours%	Total Apprentice Work Hours	Total Local Apprentice Work Hours	Local Apprentice Work Hours %
<i>Example: Laborer</i>	1500	450	30%	200	100	50%

*List all contractors contributing to the project work hours to meet the Local Hiring Requirements for the above Trade Craft*

Contractor and Authorized Representative	Local Journey Hours	Local Apprentice Hours	Total Local Work Hours	Start Date	Number of Working Days	*Contractor Signature
Contractor X Joe Smith	250	100	350	3/25/13	60	Joe Smith
Contractor Y Michael Lee	100	0	100	5/25/13	30	Michael Lee

**\*We the undersigned, have reviewed Form 2 and agree to deliver the hours set forth in this document.**

City Use Only	
OEWD Approval	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signature and Date:	





CITY AND COUNTY OF SAN FRANCISCO  
OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT  
CITYBUILD PROGRAM



LOCAL HIRING PROGRAM  
OEWD FORM 4  
CONSTRUCTION CONTRACTS

**FORM 4: CONDITIONAL WAIVERS**

Contractor: \_\_\_\_\_ Project Name: \_\_\_\_\_ Contract #: \_\_\_\_\_

Upon approval from OEWD, Contractors and Subcontractors may use one or more of the following pipeline and retention compliance mechanisms to receive a Conditional Waiver from the Local Hiring Requirements on a project-specific basis. Conditional Waivers must be approved by OEWD prior to approval of Contractor's first Application for Payment. If applicable, each contractor must submit their individual Waiver request to OEWD and copy their Prime Contractor.

**TRADE WAIVER INFORMATION:** Please provide information on the Trades you are requesting Waivers for:

Laborer Trade Craft	Est. Total Work Hours	Projected Deficient Local Work Hours	Laborer Trade Craft	Est. Total Work Hours	Projected Deficient Local Work Hours
1.			3.		
2.			4.		

Please check any of the following Conditional Waivers and complete the appropriate boxes for approval:

1. SPECIALIZED TRADES     2. SPONSOR APPRENTICE(S)     3. CREDIT FOR NON-COVERED PROJECTS or DIRECT ENTRY HIRE

**1. SPECIALIZED TRADES:** Will your firm be requesting Conditional Waivers for "Specialized Trades" designated by OEWD and listed on OEWD's website or project-specific Specialized Trades approved by OEWD during the bid period?  Yes     No

Please CHECK off the following Specialized Trades you are claiming for Condition Waiver:

- MARINE PILE DRIVER     HELICOPTER, CRANE, OR DERRICK BARGE OPERATOR     IRONWORKER CONNECTOR  
 STAINLESS STEEL WELDER     TUNNEL OPERATING ENGINEER     ELECTRICAL UTILITY LINEMAN     MILLWRIGHT  
 TRADE CRAFT IS LESS THAN 5% OF TOTAL WORK HOURS\*. LIST:  
\*WAIVER VOIDED IF TOTAL WORK HOURS EXCEED 5%.

a. List OEWD-approved project-specific Specialized Trades approved during the bid period:

OEWD APPROVAL: Yes No    OEWD Signature:

**2. SPONSORING APPRENTICES:** Will you be able to work with OEWD to sponsor an OEWD-specified number of new apprentices in the agreeable trades into California Department of Industrial Relations' Division of Apprenticeship Standards approved apprenticeship programs?  Yes     No

PLEASE PROVIDE DETAILS:

Construction Trade	Est. # of Sponsor Positions	Union (Yes / No)	If Yes, Local #	Est. Start Date	Est Duration of Working Days	Est Total Work Hours Performed
		Y <input type="checkbox"/> N <input type="checkbox"/>				
		Y <input type="checkbox"/> N <input type="checkbox"/>				

OEWD APPROVAL: Yes No    OEWD Signature:

**3. CREDIT for HIRING on NON-COVERED PROJECTS or DIRECT ENTRY HIRE:** If your firm cannot meet the mandatory local hiring requirement, will you be requesting credit for hiring Targeted Workers on Non-covered Projects or hiring workers with Direct Entry Agreements?  Yes     No

PLEASE PROVIDE DETAILS:

Labor Trade, Position, or Title	Est. # of Off-site Hires	Est Total Work Hours Performed	Offsite Project Name	Project Address
Journey				
Apprentice				

OEWD APPROVAL: Yes No    OEWD Signature:

**Appendix C  
Administrative Code Chapter 12X: Contractors in Certain States**

<http://sfgsa.org/chapter-12x-anti-lgbt-state-ban-list>

Proposers are hereby advised that Chapter 12X prohibits the City from entering into a contract with a Proposer that has its United States headquarters in a state on the Covered State List, or a Proposer that will perform any or all of the work on the contract in a state on the Covered State List, unless excepted under Administrative Code Section 12X.5(b).

I certify that my company's United States headquarters, if any, is at the following address and will notify the City if my company's United States headquarters moves:

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Signature

Date

I certify that the work on this contract will be performed in the following state or states:

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Signature

Date

**Appendix D  
Standard Forms**

The requirements described in this Appendix are separate from those described in Appendices A and B.

Before the City can award any contract to a contractor, that contractor must file electronically standard information which can be found at: <https://sfcitypartner.sfgov.org/> for information about the City and County of San Francisco's Supplier Portal and its financial system - Financials and Procurement System.

SF City Partner User Support Knowledge Center Online:  
<https://sfcitypartnersupport.sfgov.org/support/home> .

Email: [https://sfcitypartnersupport.sfgov.org/support/tickets/new/?form\\_1=true](https://sfcitypartnersupport.sfgov.org/support/tickets/new/?form_1=true). Phone: (415) 944-2442

**Appendix E  
Sample Agreement**

(Attached as separate file)

**Appendix F**  
**Bid Package Forms**

(Attached as separate file)

Bidders shall submit the attached forms in a sealed envelope:

<u>Form Title</u>	<u>Number</u>
Bid Form	00 41 00
Acknowledgment of Receipt of Addenda	00 42 54
Contractor/Subcontractor List	00 43 36
Highest General Prevailing Wage Rate Certification	00 43 43
Certificate of Bidder Regarding Apprenticeship Training Program	00 43 44
Bidder's Qualifications Statement	00 45 13
Certificate of Bidder Regarding Debarment and Suspension	00 45 14
Non-Collusion Affidavit	00 45 19
Certificate of Bidder Regarding Non-Discrimination in Contracts and Benefits	00 45 36
 Bid Security Forms	
Bid Bond, or	00 61 00
Irrevocable Letter of Credit	00 61 26

PRIOR OR SIMILAR APPROVED PSC

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

Department: AIRPORT COMMISSIONDept. Code: AIRType of Request:  Initial  Modification of an existing PSC (PSC # 4013-13/14)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Elevator, Escalator and Electric Walk Maintenance and Repair at SFOFunding Source: Airport Operating FundsPSC Original Approved Amount: \$28,000,000PSC Original Approved Duration: 01/01/14 - 12/13/18 (4 years 49 weeks)PSC Mod#1 Amount: \$8,000,000PSC Mod#1 Duration: 12/31/18-12/31/19 (1 year 2 weeks)PSC Cumulative Amount Proposed: \$36,000,000PSC Cumulative Duration Proposed: 6 years**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor shall be responsible for the maintenance, repair, annual inspection, hoist way rope replacement, load testing, and unlimited emergency call back of approximately 170 elevators, 130 escalators, and 40 electric walks in the following locations: International Terminal Building, Boarding Area A and Garage A, Boarding Area G and Garage G, Domestic Terminals 1, 2 and 3, Domestic Garage, Connectors, AirTrain Stations, Rental Car Facility, Long Term Parking Garage and various other buildings and garages throughout the SFO Campus.

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

These services are needed as the City does not have staff with the expertise to maintain this equipment 7 days a week, 24 hours a day. Denial will adversely impact the Airport ability to transport our customers, tenants, and employees throughout the Airport with their equipment and supplies as well as comply with various operating and building codes.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**  
PSC 4013-13/14**D. Will the contract(s) be renewed?**

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

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:**  
Need to align the end date with the contract term.**2. Reason(s) for the Request****A. Display all that apply**

Explain the qualifying circumstances:

no response from department

- B. Reason for the request for modification:  
Need to add time and money

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

- A. Specify required skills and/or expertise: Contractor must possess a current and active California Contractor's "C-11" License and have specialized experience in elevator, escalator, and electric walk maintenance.
- B. Which, if any, civil service class(es) normally perform(s) this work? 7205, Chief Stationary Engineer; 7333, Apprentice Stationary Engineer; 7334, Stationary Engineer; 7335, Senior Stationary Engineer;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, Contractor shall be responsible for providing all necessary tools, equipment, diagnostic devices, personnel, and equipment to perform tests substantiating Contractor's ability to maintain and provide safe and reliable equipment operation in accordance with the latest adopted editions of American Society Mechanical Engineers Standards (ASME) A17.1- Safety Code for Elevators and Escalators, A17.2 -Inspectors Guide for Elevators and Escalators, and A17.3- Safety Code for Existing Elevators and Escalators.

**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 Airport's mechanical maintenance staff will supervise the contracted work, however, the existing classifications do not have the required expertise and specialized skills related to the maintenance of these systems.
- 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: N/A.

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



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

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
Yes, ThyssenKrupp Elevator America

7. **Union Notification:** On 07/10/18, the Department notified the following employee organizations of this PSC/RFP request:  
Stationary Engineers, Local 39;

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

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: P.O. Box 8097, San Francisco, CA 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4013-13/14

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 07/18/2018

**August 19, 2013 Regular Meeting**

**MINUTES**

**Regular Meeting**

**August 19, 2013**

**2:00 p.m.**

**ROOM 400, CITY HALL**

**1 Dr. Carlton B. Goodlett Place**

CALL TO ORDER

2:01 p.m.

ROLL CALL

President Scott R. Heldfond	Present
Vice President E. Dennis Normandy	Present (Left at 3:38p.m., missed items 15 & 16)
Commissioner Douglas S. Chan	Present
Commissioner Kate Favetti	Excused (Notified Absence)
Commissioner Gina Roccanova	Present

REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA (Item No. 2)

None.

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of August 5, 2013

Recommendation: Adopted as amended. (Vote of 4 to 0)

ANNOUNCEMENTS (Item No. 4)

None.

Other announcements None.

HUMAN RESOURCES DIRECTOR'S REPORT

0225-13-1 Department of Human Resources Report on Position-Based Testing Program.  
(Item No. 5)

Speakers: John Kraus, Department of Human Resources

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

0226-13-1 Department of Human Resources Report on Provisional Appointments. (Item No. 6)

Speakers: John Kraus, Department of Human Resources

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

0227-13-1 Department of Human Resources Report of Exempt Positions Under Charter Sections 10.104-16 through 10.104-18. (Item No. 7)

Speakers: Kerry Ko, Department of Human Resources

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

0228-13-1 Department of Human Resources Report on Classification Consolidation.  
(Item No. 8)

Speakers:

Steve Ponder, Department of Human Resources

John Kraus, Department of Human Resources

Action:

Adopted the report. (Vote of 4 to 0)

EXECUTIVE OFFICER'S REPORT (Item No. 9)

None.

0224-13-8

Review of request for approval of proposed personal services contracts. (Item No. 10)

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4012-13/14	Airport Commission	\$300,000	The Transportation Security Administration (TSA) under federal regulation Part 1542 and the Federal Aviation Administration (FAA) under federal regulation Part 139 requires the Airport to provide security and safety trainings to airlines, tenants, vendors, constructors and government employees in order to receive an airport security badge and operate in the Airport environment. The Contractor will update and develop computer based training (CBT) course content for security and safety training modules in Security Identification Display Area (SIDA), Security Awareness, Authorized Signatory, Non-Movement Driving in Air Operations Area, Movement Driving in Air Operations Area, Fueling, Escort Privileges, and Passenger Boarding/Jet Bridge courses. The Contractor will also provide maintenance to the operating software/system of the CBT known as iLS (Instructional Learning System), update course content and develop additional program as required by regulatory changes.	Regular	12/31/2018
4013-13/14	Airport Commission	\$28,000,000	Contractor shall be responsible for the maintenance, repair, annual inspection, hoist way rope replacement, load testing, and unlimited emergency call back of approximately 170 elevators, 130 escalators, and 40 electric walks in the following locations: International Terminal Building, Boarding Area A and Garage A, Boarding Area G and Garage G, Domestic Terminals 1, 2 and 3, Domestic Garage, Connectors, AirTrain Stations, Rental Car Facility, Long Term Parking Garage and various other buildings and garages throughout the SFO Campus.	Regular	12/31/2018
4014-13/14	Municipal Transportation Agency	\$1,500,000	The consultant will provide full-service configuration design, implementation and support for SFMTA to integrate the Sustainable Streets Division's project management business needs into the on-going SFMTA's Capital Program and Control System (CPCS) implementation. CPCS is an agency-wide program controls software system capable of tracking capital project budgeting, financing, and contractor payments, project design scheduling, construction scheduling, and contract claims management. The consultant shall provide the following services: collect all project management and financial data (approximately 300 projects) and standardize data for analysis and input in the system; develop detailed requirements (including reporting requirements), technical design specifications, and configuration for integrating/customizing the various software components; build integration software and configuration; install software components; migrate data to the new solution; process design (to be) and implementation; testing; documentation; training; and solution rollout for production.	Regular	9/30/2014

4015-13/14	General Services Agency	\$95,000	The City's Sweatfree Contracting Ordinance (Administrative Code Section 12U) authorizes OLSE to monitor contractors' compliance with the Ordinance. The Ordinance provides that until such time as the City determines that it is able to adequately monitor compliance using city personnel, the City shall enter into a professional services contract with an independent non profit organization for assistance in monitoring compliance. The vendor will monitor compliance by contractors located outside of the Bay Area and abroad that provide goods to the City. Currently, the Ordinance applies only to apparel, garments (uniforms), related accessories and textiles.	Regular	9/28/2015
4016-13/14	Emergency Management	\$124,497	This Urban Area Security Initiative (UASI) 2012 Grant project (CSC approved contract number 4121-12/13 Tier I on May 20th, 2013) is designed to replace the existing Mobile VPN System for the Department of Emergency Management, Police Department (PD) and Fire Department (FD). The Mobile VPN System operates daily to allow field officers from PD and FD to communicate with back-end CAD (Computer-aided Dispatch) and other applications. This purchase will allow the selected vendor to provide technical support from year 2 to 5 for Department of Technology (DT) and Department of Emergency Management (DEM) to keep the system running and functioning properly.	Regular	11/30/2018
4115-11/12	Public Defender	Current Approved Amount \$108,166 Increase Amount Requested \$36,166 New Total Amount Requested \$144,332	Center on Juvenile and Criminal Justice (CJCJ) youth advocate services are necessary to provide community support and monitoring to youth at their school sites, in Court, in their homes and in their communities. CJCJ will provide an intensive case management approach to promote each youth's school and community adjustment by ensuring access to appropriate educational supports. The youth advocate will work as a team with the Public Defender education attorney. The Legal Education Advocacy Program (LEAP) attorney is the team leader and the education youth advocate works under the daily supervision of the LEAP attorney. The youth advocate is an agent of the attorney and protected by the attorney – client privilege. While the education attorney advocates for the legal educational rights of the youth, the youth advocate ensures that an individualized service plan is developed for the youth to provide consistent and close supervision of the youth in compliance with education plans. The youth advocate will be based in the community and will work daily in the schools, interacting with school teachers, administrators, and support staff. The youth advocate will also assist the LEAP attorney in advocating for educational system's reform by conducting education workshops for parents and guardians who are the education rights holders of youth, testifying before school board hearings and meetings, and interfacing with community based agencies to improve policies and procedures that impact school success for Public Defender juvenile clients. The LEAP youth advocate's sole goal and responsibility is to improve youth's educational performance as measured by increased attendance, improved behavior, improved grades, and ultimately matriculation through appropriate grade level and graduation.	Modification	3/31/2014
4123-05/06	Human Resources	Current Approved Amount \$574,500 Increase Amount Requested \$575,000 New Total Amount Requested \$1,149,500	The Department of Human Resources (DHR) must provide City unemployment insurance claims administration services, including unemployment claims processing, claims appeals, representation at unemployment insurance appeals hearings, regular audits of billing statements, records maintenance, reports and training.	Modification	6/30/2021

Speakers:

Cynthia Avakian & Amor Bauista, San Francisco International Airport spoke on PSC#4013-13/14  
Lucien Burgert & Leanne Nhan, Municipal Transportation Agency spoke on PSC #4014-13/14.

*A*

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

0229-13-1

San Francisco Municipal Transportation Agency Provisional Appointment Report.  
(Item No. 11)

Speakers: Clare Leung, Municipal Transportation Agency

Action: Adopted Report. (Vote of 4 to 0)

0230-13-1

San Francisco Municipal Transportation Agency Report on Appointments Exempt from Civil Service under Charter Section 10.104.16 through 10.104.18.  
(Item No. 12)

Speakers: Clare Leung, Municipal Transportation Agency

Action: Adopted the Report. (Vote of 4 to 0)

0202-13-4

Appeal by Richard Denton of 5602 Utility Specialist Position-Based Test Exam.  
(Item No. 13)

Speakers: David Hashemi, Public Utilities Commission

Richard Denton, Appellant

Action: Adopted the report and denied the appeal of Mr. Richard Denton.  
(Vote of 4 to 0)

0233-13-5

Department of Human Resources Proposal to Amend the Civil Service Commission Rules Applicable to the Uniformed Ranks of the Fire Department, Volume III Rule 311.5.2 – Examination without Charge. (Item No. 14)

**Speakers:** John Kraus, Department of Human Resources  
Carl Swander, Ph.D., President of National Testing Network  
Kevin Smith, San Francisco Black Firefighters Association  
Kim Carter, IFPTE Local 21  
Graham Hoffman, San Francisco Fire Department  
Craig Gordon, San Francisco Fire Department

**Action:** No action taken.

**Note:** The Department of Human Resources will report back to the Commission with a staff report to respond to the Commission's questions and requests to further explain the reasons that led to the Rule Proposal and the department's recommendation on having National Testing Network administer the entry-level fire exams.

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 15)

None.

ADJOURNMENT (Item No. 16)

3:50 p.m.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

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

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

Type of Service: Designated Aviation Channeling (DAC) Services

Funding Source: Airport Operating Funds

PSC Amount: \$4,800,000

PSC Est. Start Date: 07/01/2019

PSC Est. End Date 12/31/2027

**1. Description of Work**

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

The Transportation Security Administration (TSA) under Federal Regulation Part 1542.209 requires the Airport and airline operators to check the background of staff operating in and around the secured areas of the Airport, by processing fingerprint-based criminal history records checks and security threat assessments. The TSA has established Designated Aviation Channeling (DAC) system providers to support this federal regulatory requirement. Only firms that are TSA certified and Authorized To Operate may provide this service. The contract would cover support services and equipment related to the DAC system used by the Airport.

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

This service is required to support the DAC system and meet the regulatory requirements mandated by the TSA. The processing of fingerprint-based criminal history records checks and security threat assessments is a federally mandated requirement for anyone working in and around the secured areas of an Airport regulated by the TSA. Failure to meet this requirement would prevent the Airport from meeting this critical TSA regulation and would cease commercial air carrier operations at the Airport.

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

These services have been provided in the past through PSC# 41779-13/14.

D. Will the contract(s) be renewed?

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

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

The duration is to align with the resulting contract.

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

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

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

B. Explain the qualifying circumstances:

DAC services need to be completed by a TSA-approved provider. Federal Regulation Part 1542.209 requires the Airport and airline operators to check the background of those persons operating in and around the secured areas of the Airport, by processing fingerprint-based criminal history records checks and security threat assessments.



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

A. Specify required skills and/or expertise: TSA requires that only certified firms can provide DAC services. Currently, there are only three TSA certified firms.

B. Which, if any, civil service class(es) normally perform(s) this work? 1091, IT Operations Support Admin I; 1092, IT Operations Support Admin II; 1093, IT Operations Support Admn III;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

None, as no other City Department is certified by the TSA to perform this type of service.

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

A. Explain why civil service classes are not applicable.

Only TSA certified service providers are eligible to perform this work.

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, given that TSA certification is not granted to individuals, it would not be practical 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. No. Training will not be provided as the services must be performed by one of the three TSA certified firms.

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 02/12/2019, 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: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flsysfo.com

Address: PO Box 8097 San Francisco, CA 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48165 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [cynthia.avakian@flsfo.com](mailto:cynthia.avakian@flsfo.com)  
**To:** [Cynthia Avakian \(AIR\); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Janelle Dung-Sapantay \(AIR\); DHR-PSCCoordinator, DHR \(HRD\)  
\*\*Subject:\*\* Receipt of Notice for new PCS over \\$100K PSC # 48165 - 18/19  
\*\*Date:\*\* Tuesday, February 12, 2019 6:16:56 PM](mailto:Cynthia Avakian (AIR); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Janelle Dung-Sapantay (AIR); DHR-PSCCoordinator, DHR (HRD)

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RECEIPT for Union Notification for PSC 48165 - 18/19 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 48165 - 18/19 for \$4,800,000 for Initial Request services for the period 07/01/2019 – 12/31/2027. 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/12367> 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)**

TSA Press Release



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Security  
Administration

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## TSA awards new aviation channeling services provider agreement

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If you have questions about policies or procedures, please contact the TSA Contact Center.

Members of the news media may contact TSA Public Affairs.

### National Press Release

Friday, February 25, 2011

#### *Agreement will provide stakeholders choice while maintaining security*

WASHINGTON – The Transportation Security Administration (TSA) today announced channeling service provider agreements with three award recipients: American Association of Airport Executives (AAAE), L-1 and Telos ID. Through aviation channeling service providers, employee data is collected and submitted to TSA to conduct employee threat assessments necessary to work in an aviation environment.

TSA requires threat assessments be conducted for all airport and airline employees requiring access to the secure areas of an airport, including baggage workers, ground maintenance workers and restaurant and retail employees.

These agreements satisfy Congressional, stakeholder and airport operator requests that airports and airlines be given a choice of service providers and that there be competition between service providers.

"TSA has worked closely with industry to ensure a smooth transition of this important system, which helps keep our transportation systems secure by thoroughly vetting aviation workers," said TSA Assistant Administrator for Transportation Threat Assessment and Credentialing Greg Wellen. "By expanding our channeling service agreement to AAAE, L-1 and Telos ID, we are providing choices to our aviation partners through open competition."

The agreement awarded today succeeds a non-competitive agreement granted solely to AAAE in 2003. In addition to collecting and submitting employee information necessary for threat



Transportation Security Administration

Award recipients will now undergo thorough qualification testing and auditing to ensure compliance with policy and security requirements before TSA grants them the authority to operate.

###



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## List of Approved TSA certified firms

**List of TSA Approved Designated Aviation Channeling Services**

American Association of Airport Executives (AAAE)

Telos ID

L1 Identity Solutions (MorphoTrust Enrollment Solutions)

CFR Part 1542.209 TSA

§ 1542.209

(4) Deactivates or invalidates the original access medium until the individual returns the second access medium; and

(5) Provides that any second access media that is also used as identification media meet the criteria of § 1542.211(b).

§ 1542.209 Fingerprint-based criminal history records checks (CHRC).

(a) *Scope.* The following persons are within the scope of this section—

(1) Each airport operator and airport user.

(2) Each individual currently having unescorted access to a SIDA, and each individual with authority to authorize others to have unescorted access to a SIDA (referred to as unescorted access authority).

(3) Each individual seeking unescorted access authority.

(4) Each airport user and aircraft operator making a certification to an airport operator pursuant to paragraph (n) of this section, or 14 CFR 108.31(n) in effect prior to November 14, 2001 (see 14 CFR Parts 60 to 139 revised as of January 1, 2001). An airport user, for the purposes of this section only, is any person other than an aircraft operator subject to § 1544.229 of this chapter making a certification under this section.

(b) *Individuals seeking unescorted access authority.* Except as provided in paragraph (m) of this section, each airport operator must ensure that no individual is granted unescorted access authority unless the individual has undergone a fingerprint-based CHRC that does not disclose that he or she has a disqualifying criminal offense, as described in paragraph (d) of this section.

(c) *Individuals who have not had a CHRC.* (1) Except as provided in paragraph (m) of this section, each airport operator must ensure that after December 6, 2002, no individual retains unescorted access authority, unless the airport operator has obtained and submitted a fingerprint under this part.

(2) When a CHRC discloses a disqualifying criminal offense for which the conviction or finding of not guilty by reason of insanity was on or after December 6, 1991, the airport operator

49 CFR Ch. XII (10-1-11 Edition)

must immediately suspend that individual's authority.

(d) *Disqualifying criminal offenses.* An individual has a disqualifying criminal offense if the individual has been convicted, or found not guilty of by reason of insanity, of any of the disqualifying crimes listed in this paragraph (d) in any jurisdiction during the 10 years before the date of the individual's application for unescorted access authority, or while the individual has unescorted access authority. The disqualifying criminal offenses are as follows—

(1) Forgery of certificates, false marking of aircraft, and other aircraft registration violation; 49 U.S.C. 46306.

(2) Interference with air navigation; 49 U.S.C. 46308.

(3) Improper transportation of a hazardous material; 49 U.S.C. 46312.

(4) Aircraft piracy; 49 U.S.C. 46502.

(5) Interference with flight crew members or flight attendants; 49 U.S.C. 46504.

(6) Commission of certain crimes aboard aircraft in flight; 49 U.S.C. 46506.

(7) Carrying a weapon or explosive aboard aircraft; 49 U.S.C. 46505.

(8) Conveying false information and threats; 49 U.S.C. 46507.

(9) Aircraft piracy outside the special aircraft jurisdiction of the United States; 49 U.S.C. 46502(b).

(10) Lighting violations involving transporting controlled substances; 49 U.S.C. 46315.

(11) Unlawful entry into an aircraft or airport area that serves air carriers or foreign air carriers contrary to established security requirements; 49 U.S.C. 46314.

(12) Destruction of an aircraft or aircraft facility; 18 U.S.C. 32.

(13) Murder.

(14) Assault with intent to murder.

(15) Espionage.

(16) Sedition.

(17) Kidnapping or hostage taking.

(18) Treason.

(19) Rape or aggravated sexual abuse.

(20) Unlawful possession, use, sale, distribution, or manufacture of an explosive or weapon.

(21) Extortion.

(22) Armed or felony unarmed robbery.

- (23) Distribution of, or intent to distribute, a controlled substance.
- (24) Felony arson.
- (25) Felony involving a threat.
- (26) Felony involving—
- (i) Willful destruction of property;
  - (ii) Importation or manufacture of a controlled substance;
  - (iii) Burglary;
  - (iv) Theft;
  - (v) Dishonesty, fraud, or misrepresentation;
  - (vi) Possession or distribution of stolen property;
  - (vii) Aggravated assault;
  - (viii) Bribery; or
  - (ix) Illegal possession of a controlled substance punishable by a maximum term of imprisonment of more than 1 year.
- (27) Violence at international airports; 18 U.S.C. 37.
- (28) Conspiracy or attempt to commit any of the criminal acts listed in this paragraph (d).
- (e) *Fingerprint application and processing.* (1) At the time of fingerprinting, the airport operator must provide the individual to be fingerprinted a fingerprint application that includes only the following—
- (i) The disqualifying criminal offenses described in paragraph (d) of this section.
  - (ii) A statement that the individual signing the application does not have a disqualifying criminal offense.
  - (iii) A statement informing the individual that Federal regulations under 49 CFR 1542.209 (1) impose a continuing obligation to disclose to the airport operator within 24 hours if he or she is convicted of any disqualifying criminal offense that occurs while he or she has unescorted access authority. After February 17, 2002, the airport operator may use statements that have already been printed referring to 14 CFR 107.209 until stocks of such statements are used up.
  - (iv) A statement reading, "The information I have provided on this application is true, complete, and correct to the best of my knowledge and belief and is provided in good faith. I understand that a knowing and willful false statement on this application can be punished by fine or imprisonment or both. (See section 1001 of Title 18 United States Code.)"
  - (v) A line for the printed name of the individual.
  - (vi) A line for the individual's signature and date of signature.
- (2) Each individual must complete and sign the application prior to submitting his or her fingerprints.
- (3) The airport operator must verify the identity of the individual through two forms of identification prior to fingerprinting, and ensure that the printed name on the fingerprint application is legible. At least one of the two forms of identification must have been issued by a government authority, and at least one must include a photo.
- (4) The airport operator must advise the individual that:
- (i) A copy of the criminal record received from the FBI will be provided to the individual, if requested by the individual in writing; and
  - (ii) The ASC is the individual's point of contact if he or she has questions about the results of the CHRC.
- (5) The airport operator must collect, control, and process one set of legible and classifiable fingerprints under direct observation of the airport operator or a law enforcement officer.
- (6) Fingerprints may be obtained and processed electronically, or recorded on fingerprint cards approved by the FBI and distributed by TSA for that purpose.
- (7) The fingerprint submission must be forwarded to TSA in the manner specified by TSA.
- (f) *Fingerprinting fees.* Airport operators must pay for all fingerprints in a form and manner approved by TSA. The payment must be made at the designated rate (available from the local TSA security office) for each set of fingerprints submitted. Information about payment options is available through the designated TSA headquarters point of contact. Individual personal checks are not acceptable.
- (g) *Determination of arrest status.* (1) When a CHRC on an individual seeking unescorted access authority discloses an arrest for any disqualifying criminal offense listed in paragraph (d) of this section without indicating a disposition, the airport operator must determine, after investigation, that the arrest did not result in a disqualifying offense before granting that authority.

If there is no disposition, or if the disposition did not result in a conviction or in a finding of not guilty by reason of insanity of one of the offenses listed in paragraph (d) of this section, the individual is not disqualified under this section.

(2) When a CHRC on an individual with unescorted access authority discloses an arrest for any disqualifying criminal offense without indicating a disposition, the airport operator must suspend the individual's unescorted access authority not later than 45 days after obtaining the CHRC unless the airport operator determines, after investigation, that the arrest did not result in a disqualifying criminal offense. If there is no disposition, or if the disposition did not result in a conviction or in a finding of not guilty by reason of insanity of one of the offenses listed in paragraph (d) of this section, the individual is not disqualified under this section.

(3) The airport operator may only make the determinations required in paragraphs (g)(1) and (g)(2) of this section for individuals for whom it is issuing, or has issued, unescorted access authority, and who are not covered by a certification from an aircraft operator under paragraph (n) of this section. The airport operator may not make determinations for individuals described in § 1544.229 of this chapter.

(h) *Correction of FBI records and notification of disqualification.* (1) Before making a final decision to deny unescorted access authority to an individual described in paragraph (b) of this section, the airport operator must advise him or her that the FBI criminal record discloses information that would disqualify him or her from receiving or retaining unescorted access authority and provide the individual with a copy of the FBI record if he or she requests it.

(2) The airport operator must notify an individual that a final decision has been made to grant or deny unescorted access authority.

(3) Immediately following the suspension of unescorted access authority of an individual, the airport operator must advise him or her that the FBI criminal record discloses information that disqualifies him or her from re-

taining unescorted access authority and provide the individual with a copy of the FBI record if he or she requests it.

(i) *Corrective action by the individual.* The individual may contact the local jurisdiction responsible for the information and the FBI to complete or correct the information contained in his or her record, subject to the following conditions—

(1) For an individual seeking unescorted access authority on or after December 6, 2001, the following applies:

(i) Within 30 days after being advised that the criminal record received from the FBI discloses a disqualifying criminal offense, the individual must notify the airport operator in writing of his or her intent to correct any information he or she believes to be inaccurate. The airport operator must obtain a copy, or accept a copy from the individual, of the revised FBI record, or a certified true copy of the information from the appropriate court, prior to granting unescorted access authority.

(ii) If no notification, as described in paragraph (h)(1) of this section, is received within 30 days, the airport operator may make a final determination to deny unescorted access authority.

(2) For an individual with unescorted access authority before December 6, 2001, the following applies: Within 30 days after being advised of suspension because the criminal record received from the FBI discloses a disqualifying criminal offense, the individual must notify the airport operator in writing of his or her intent to correct any information he or she believes to be inaccurate. The airport operator must obtain a copy, or accept a copy from the individual, of the revised FBI record, or a certified true copy of the information from the appropriate court, prior to reinstating unescorted access authority.

(j) *Limits on dissemination of results.* Criminal record information provided by the FBI may be used only to carry out this section and § 1544.229 of this chapter. No person may disseminate the results of a CHRC to anyone other than:

(1) The individual to whom the record pertains, or that individual's authorized representative.

(2) Officials of other airport operators who are determining whether to grant unescorted access to the individual under this part.

(3) Aircraft operators who are determining whether to grant unescorted access to the individual or authorize the individual to perform screening functions under part 1544 of this chapter.

(4) Others designated by TSA.

(k) *Recordkeeping.* The airport operator must maintain the following information:

(1) *Investigations conducted before December 6, 2001.* The airport operator must maintain and control the access or employment history investigation files, including the criminal history records results portion, or the appropriate certifications, for investigations conducted before December 6, 2001.

(2) *Fingerprint application process on or after December 6, 2001.* Except when the airport operator has received a certification under paragraph (n) of this section, the airport operator must physically maintain, control, and, as appropriate, destroy the fingerprint application and the criminal record. Only direct airport operator employees may carry out the responsibility for maintaining, controlling, and destroying criminal records.

(3) *Certification on or after December 6, 2001.* The airport operator must maintain the certifications provided under paragraph (n) of this section.

(4) *Protection of records—all investigations.* The records required by this section must be maintained in a manner that is acceptable to TSA and in a manner that protects the confidentiality of the individual.

(5) *Duration—all investigations.* The records identified in this section with regard to an individual must be maintained until 180 days after the termination of the individual's unescorted access authority. When files are no longer maintained, the criminal record must be destroyed.

(1) *Continuing responsibilities.* (1) Each individual with unescorted access authority on December 6, 2001, who had a disqualifying criminal offense in paragraph (d) of this section on or after December 6, 1991, must, by January 7, 2002, report the conviction to the air-

port operator and surrender the SIDA access medium to the issuer.

(2) Each individual with unescorted access authority who has a disqualifying criminal offense must report the offense to the airport operator and surrender the SIDA access medium to the issuer within 24 hours of the conviction or the finding of not guilty by reason of insanity.

(3) If information becomes available to the airport operator or the airport user indicating that an individual with unescorted access authority has a disqualifying criminal offense, the airport operator must determine the status of the conviction. If a disqualifying offense is confirmed the airport operator must immediately revoke any unescorted access authority.

(m) *Exceptions.* Notwithstanding the requirements of this section, an airport operator must authorize the following individuals to have unescorted access authority:

(1) An employee of the Federal, state, or local government (including a law enforcement officer) who, as a condition of employment, has been subjected to an employment investigation that includes a criminal records check.

(2) Notwithstanding the requirements of this section, an airport operator may authorize the following individuals to have unescorted access authority:

(i) An individual who has been continuously employed in a position requiring unescorted access authority by another airport operator, airport user, or aircraft operator, or contractor to such an entity, provided the grant for his or her unescorted access authority was based upon a fingerprint-based CHRC through TSA or FAA.

(ii) An individual who has been continuously employed by an aircraft operator or aircraft operator contractor, in a position with authority to perform screening functions, provided the grant for his or her authority to perform screening functions was based upon a fingerprint-based CHRC through TSA or FAA.

(n) *Certifications by aircraft operators.* An airport operator is in compliance with its obligation under paragraph (b) or (c) of this section when the airport operator accepts, for each individual

seeking unescorted access authority, certification from an aircraft operator subject to part 1544 of this chapter indicating it has complied with § 1544.229 of this chapter for the aircraft operator's employees and contractors seeking unescorted access authority. If the airport operator accepts a certification from the aircraft operator, the airport operator may not require the aircraft operator to provide a copy of the CHRC.

(o) *Airport operator responsibility.* The airport operator must—

(1) Designate the ASC, in the security program, or a direct employee if the ASC is not a direct employee, to be responsible for maintaining, controlling, and destroying the criminal record files when their maintenance is no longer required by paragraph (k) of this section.

(2) Designate the ASC, in the security program, to serve as the contact to receive notification from individuals applying for unescorted access authority of their intent to seek correction of their FBI criminal record.

(3) Audit the employment history investigations performed by the airport operator in accordance with this section and 14 CFR 107.31 in effect prior to November 14, 2001 (see 14 CFR Parts 60 through 139 revised as of January 1, 2001), and those investigations conducted by the airport users who provided certification to the airport operator. The audit program must be set forth in the airport security program.

(p) *Airport user responsibility.* (1) The airport user must report to the airport operator information, as it becomes available, that indicates an individual with unescorted access authority may have a disqualifying criminal offense.

(2) The airport user must maintain and control, in compliance with paragraph (k) of this section, the employment history investigation files for investigations conducted before December 6, 2001, unless the airport operator decides to maintain and control the employment history investigation file.

(3) The airport user must provide the airport operator with either the name or title of the individual acting as custodian of the files described in this paragraph (p), the address of the location where the files are maintained,

and the phone number of that location. The airport user must provide the airport operator and TSA with access to these files.

#### § 1542.211 Identification systems.

(a) *Personnel identification system.* The personnel identification system under §§ 1542.201(b)(3) and 1542.205(b)(1) must include the following:

(1) Personnel identification media that—

(i) Convey a full-face image, full name, employer, and identification number of the individual to whom the identification medium is issued;

(ii) Indicate clearly the scope of the individual's access and movement privileges;

(iii) Indicate clearly an expiration date; and

(iv) Are of sufficient size and appearance as to be readily observable for challenge purposes.

(2) Procedures to ensure that each individual in the secured area or SIDA continuously displays the identification medium issued to that individual on the outermost garment above waist level, or is under escort.

(3) Procedures to ensure accountability through the following:

(i) Retrieving expired identification media and media of persons who no longer have unescorted access authority.

(ii) Reporting lost or stolen identification media.

(iii) Securing unissued identification media stock and supplies.

(iv) Auditing the system at a minimum of once a year or sooner, as necessary, to ensure the integrity and accountability of all identification media.

(v) As specified in the security program, revalidate the identification system or reissue identification media if a portion of all issued, unexpired identification media are lost, stolen, or otherwise unaccounted for, including identification media that are combined with access media.

(vi) Ensure that only one identification medium is issued to an individual at a time, except for personnel who are employed with more than one company and require additional identification media to carry out employment duties.



PRIOR OR SIMILAR APPROVED PSC

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION

Dept. Code: AR

Type of Request:  Initial  Modification of an existing PSC (PSC # 41779 - 13/14)

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

Type of Service: Designated Aviation Channeling (DAC) Services

Funding Source: Airport Operating Funds

PSC Original Approved Amount: \$1,000,000

PSC Original Approved Duration: 02/05/14 - 06/30/19 (5 years 20 weeks)

PSC Mod#1 Amount: \$500,000

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$700,000

PSC Mod#2 Duration: no duration added

PSC Cumulative Amount Proposed: \$2,200,000

PSC Cumulative Duration Proposed: 5 years 20 weeks

**1. Description of Work**

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

Transportation Security Regulations Part 1542.209 requires the Airport and airline operators to check the background of those persons operating in and around the secured areas of the Airport by processing fingerprint-based criminal history records checks and security threat assessments. The Transportation Security Administration (TSA) has established Designated Aviation Channeling (DAC) service providers to support this federal regulatory requirement. Only firms that are TSA certified and authorized to operate (ATO) may provide this service.

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

The processing of fingerprint-based criminal history records checks and security threat assessments is a federally mandated requirement for anyone working in and around the secured areas of an Airport regulated by the TSA. Failure to meet this requirement would prevent the Airport from meeting this critical TSA requirement and would cease commercial air carrier operations at the Airport.

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, under this PSC 41779-13/14

D. Will the contract(s) be renewed?

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

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 is to align with the resulting contract, which is an original term of three years with one two-year option to extend.

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

A. Display all that apply

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.

Explain the qualifying circumstances:

This service needs to be done by a TSA-approved provider.

B. Reason for the request for modification:

The increase in the amount is because of higher-than-expected activity from strong passenger growth, construction, and the Airport's enrollment in the new FBI Rap Back program, which provides continuous vetting of badge holders' criminal activity and immediate notification to the Airport of any changes in badge holders' criminal activity.

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

A. Specify required skills and/or expertise: TSA requires certified firms to provide this service and currently there are only three certified firms.

B. Which, if any, civil service class(es) normally perform(s) this work? 0923, Manager II;

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.

Only TSA certified service providers are eligible to perform this work.

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, given that TSA certification is not granted to individuals.

**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 is provided as the service has to be performed by TSA-approved agency.

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

No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.

No

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.

No

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

Yes, Transportation Security Clearinghouse

7. **Union Notification:** On 05/31/18, the Department notified the following employee organizations of this PSC/RFP request:

Municipal Executive Association; 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: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: PO Box 8097, San Francisco, CA, 94128

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41779 - 13/14

DHR Analysis/Recommendation:

07/16/2018

Commission Approval Required

Approved by Civil Service Commission

07/16/2018 DHR Approved for 07/16/2018

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CONTROLLER -- CON

Dept. Code: CON

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

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

Type of Service: Audit Services

Funding Source: SFPUC Revenue Oversight Bond Committee PSC Duration: 4 years 39 weeks

PSC Amount: \$1,400,000

**1. Description of Work**

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

Contractor is requested to perform audits to determine whether revenue bond funds are spent in accordance with the stated purposes and permissible uses of such bonds, as approved by the voters, and determine whether bond funds were used for impermissible administrative expenses.

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

Proposition C, passed by the City's voters in November 2003, amending City Charter Section 3.105 to instruct the Controller to also serve as the City Services Auditor. Per Section FI (112) of Appendix F, "the Controller shall be authorized to contract with outside, independent experts to assist in performing the requirements of this Appendix. In doing so, the Controller shall make good faith efforts as defined in Chapter 12D of the Administrative Code to comply with the provisions of Chapter 12 et seq. of the Administrative Code, but shall not be subject to the approval processes of other City Agencies."

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 the first time the Revenue Bond Oversight Committee has requested for audits of its revenue bonds.

D. Will the contract(s) be renewed?

Contracts may be renewed depending on needs of Revenue Oversight Bond Committee (RBOC).

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.

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

Cases where future funding is so uncertain that the establishment of new civil service positions, classes or programs is not feasible (including situations where there is grant funding).

B. Explain the qualifying circumstances:

Request for this audit services was unanticipated, short-term, and specialized in nature. Our current employees do not have the necessary expertise skills to perform the audits.

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

A. Specify required skills and/or expertise: Contractors must have successfully performed at least two or more projects in a specified service area/type for a complex governmental organization or related enterprise and demonstrate expertise through firm and staff qualifications, project plans and approaches, and client references. The contractor should also have expertise auditing bond programs and capital projects in accordance to generally accepted government auditing standards.

B. Which, if any, civil service class(es) normally perform(s) this work? 1684, Auditor II; 1686, Auditor III; 1867, Auditor I; 0931, Manager III; 0933, Manager V;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:  
No.

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

The current civil service classes/employees do not possess the required subject matter expertise to perform requested services.

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

A. Explain why civil service classes are not applicable.

Current civil service classes do not possess expertise for highly specialized audits.

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 short-term, intermittent, and 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 contract? If so, please explain what that will entail; if not, explain why not.

No. At this time, the contractor is not providing training because the objective of the project is for the contractor to perform and complete bond audits. If at a later date this project becomes long-term and staff resources are available, then the contractor will train staff (1867, 1684, 1686, 0931, 0933) to learn the skills.

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 02/15/2019, the Department notified the following employee organizations of this PSC/RFP request:  
Management & Superv Local 21; Municipal Executive Association; 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: Joyce Kimotsuki Phone: (415) 554-6562 Email: joyce.kimotsuki@sfgov.org

Address: City Hall, 1 Dr. Carlton B. Goodlett Place, Room 306 San Francisco, CA 94102

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 47575 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

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**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [joyce.kimotsuki@sfgov.org](mailto:joyce.kimotsuki@sfgov.org)  
**To:** [\(mailto:Kimotsuki, Joyce \(CON\); amakayan@ifpte21.org; Christina@sfmea.com; staff@sfmea.com; ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Kimotsuki, Joyce \(CON\); DHR-PSCCoordinator, DHR \(HRD\)\)](mailto:Kimotsuki, Joyce (CON); amakayan@ifpte21.org; Christina@sfmea.com; staff@sfmea.com; ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Kimotsuki, Joyce (CON); DHR-PSCCoordinator, DHR (HRD))  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 47575 - 18/19  
**Date:** Friday, February 15, 2019 3:19:08 PM

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RECEIPT for Union Notification for PSC 47575 - 18/19 more than \$100k

The CONTROLLER -- CON has submitted a request for a Personal Services Contract (PSC) 47575 - 18/19 for \$1,400,000 for Initial Request services for the period 04/01/2019 – 12/31/2023. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/12601> 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 Controller

**REQUEST FOR QUALIFICATIONS FOR  
AUDIT SERVICES  
RFQ#CON2017-13**

**CONTACT: [CentralContracts@sfgov.org](mailto:CentralContracts@sfgov.org)**

**Background**

The City seeks responses from firms demonstrating successful experience in public sector audit services, particularly with municipal general purpose governments. These services will help the Office of the Controller-City Services Auditor (CSA) provide objective, rigorous assessment of City service levels and effectiveness. The City seeks responses from firms demonstrating successful experience in one (1) or more of the following two (2) Service Areas: Service Area 1: Performance Audit, Financial Audit and Attestation Engagement Services; Service Area 2: Forensic Accounting and Investigative Services.

**Intent of this Request for Qualification (RFQ)**

It is the intent of the Controller's Office to create a pre-qualified list of firms from which interested City departments, boards, or commissions may choose prospective contractors on an as-needed basis for up to four (4) years from the prequalification notification date. Firms prequalified under this RFQ are not guaranteed a contract.

**Anticipated Contract Period**

The anticipated contract term for contracts resulting from this RFQ may last up to three (3) years, with the option to extend the contract for up to two (2) additional years. Actual contract term may vary, depending upon service and project needs at the City's sole, absolute discretion.

**Anticipated Contract Budget**

For each contract resulting from this RFQ, the anticipated not-to-exceed contract budget is \$400,000 annually. Actual contract compensation may vary, depending upon service and project needs and at the City's sole, absolute discretion.

<b>Schedule*</b>	
RFQ Issued	10-20-2017
Deadline for RFQ Questions	10-25-2017(1 pm PT)
CMD Informational Conference Call (via tel. 888-363-4735, code 937137)	10-26-2017(11 am PT)
RFQ Answers available online	10-30-2017
Deadline for Courtesy e-mail for Intent to Respond	11-06-2017(1 pm PT)
CMD Technical Assistance Period (via <a href="mailto:Ryan.B.Young@sfgov.org">Ryan.B.Young@sfgov.org</a> , tel. 415-581-2301)	10-30-2017 to 11-13-2017
Deadline for RFQ Responses	11-15-2017 (1 pm PT)
Prequalification Notification	12-11-2017

**Important City's Supplier and Bidder Resources**

City Supplier and Bidder Portal:  
<https://sfcitypartner.sfgov.org/>

Bidder & Supplier Registration:  
<https://sfcitypartner.sfgov.org/Vendor/Login>

Job Aids for Response Submission via City Portal:  
[https://sfcitypartnersupport.sfgov.org/support/search?term=bid&authenticity\\_token=egAx%2FIZwyPsAjDIggpmWzve1PpE9GL8uZW1gpHcvSg%3D](https://sfcitypartnersupport.sfgov.org/support/search?term=bid&authenticity_token=egAx%2FIZwyPsAjDIggpmWzve1PpE9GL8uZW1gpHcvSg%3D)

City's Sourcing Events (Bid Opportunities)  
<https://sfsupplierportal.sfgov.org/psp/supplier/SUPPLIER/ERP/h/?tab=DEFAULT>

Supplier Compliance Questions  
[sfcitypartnersupport@sfgov.org](mailto:sfcitypartnersupport@sfgov.org)  
User Support tel. (415) 944-2442

**Subcontracting Requirement**

The S.F. Administrative Code Chapter 14B Local Business Enterprise (LBE) subcontracting requirement for this RFQ and resulting contract(s) is 10% (ten percent) of the total value of the goods and/or services procured. In order to be responsive, Respondents must meet the LBE goal and perform the requisite Good Faith Outreach. If Respondent meets/exceeds LBE participation by 35% (i.e. 13.5% LBE participation), Good Faith Outreach requirements will be waived. See the RFQ Attachment II for more information.

**Submission of Responses Requirements**

Responses and all related materials, including all CMD forms, must be received by **Deadline for RFQ Responses. You must be a registered Bidder to apply to this RFQ so it is important to follow the instructions at the above links.**

Responses must be submitted electronically using BOTH methods:

- (1) Via the City's Supplier Portal listed under Sourcing Events, "RFQ#CON2017-13 Audit Services":

<https://sfsupplierportal.sfgov.org/psp/supplier/SUPPLIER/ERP/h/?tab=DEFAULT>

And

- (2) Via e-mail to [CentralContracts@sfgov.org](mailto:CentralContracts@sfgov.org)

\*Each date subject to change. Check link for updates:  
<https://sfsupplierportal.sfgov.org/psp/supplier/SUPPLIER/ERP/h/?tab=DEFAULT>

## 1. Introduction

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### 1.1 General terms used in this RFQ

Terms and abbreviations used throughout this RFQ include:

- **CCSF or The City** – The City and County of San Francisco.
- **City Services Auditor (CSA)** – A division of the Controller's Office.
- **CMD** – San Francisco Contract Monitoring Division, a department of the City and County of San Francisco.
- **Contractor** – The Respondent(s) awarded a contract for services subsequent to pre-qualification under this Request for Qualifications (RFQ).
- **Controller's Office** – The City and County of San Francisco Controller's Office.
- **Firm** – Any business entity including, but not limited to, companies, nonprofit organizations, educational institutions, and individuals.
- **Local Business Enterprise (LBE)** – A business that is certified as an LBE under S.F. Administrative Code §14B.3. Only certified Small and Micro-LBEs can be used to satisfy the LBE subcontracting participation goal.
- **Respondent** – Any entity submitting a response/qualifications to this Request for Qualifications (RFQ) to be considered for inclusion on a pre-qualified consultant list.
- **Response** – The qualifications submitted by a Respondent.

### 1.2 Background of the City Services Auditor

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 services provided by the City include public protection, public transportation, construction and maintenance of all public facilities, water, parks, public health systems, social services, planning, tax collection, and many others.

The City Controller is the chief accounting officer and auditor for the City and responsible for all financial management systems, procedures, internal control processes and reports that disclose the fiscal condition of the City to managers, policy makers and citizens. The City Controller is also the auditor for the City performing financial and performance audits of departments, agencies, concessions and contracts.

Proposition C, passed by the City's voters in November 2003, amended City Charter Section 3.105 to instruct the Controller to also serve as City Services Auditor. With this role, the Controller's Office is responsible for providing objective, rigorous assessment and measurement of City service levels and effectiveness and is authorized to contract with outside, independent *experts* for a variety of audit services. For more information regarding City Services Auditor roles and responsibilities, visit <http://www.sfcontroller.org>.

### **1.3 Statement of Need and Intent**

#### What Does the City Seek?

The City seeks responses from firms with expertise in public sector audit services, particularly with municipal general purpose governments. These services will help the City Services Auditor (CSA) provide objective, rigorous audits and assessment of City service levels and effectiveness. The City is interested in expertise in the following Service Areas:

The RFQ is divided into two (2) Service Areas, including:

1. Performance Audit, Financial Audit and Attestation Engagement Services.
2. Forensic Accounting and Investigative Services.

#### With Whom Will Contractors Work?

Selected firms will work with the Controller's Office and may be selected by other interested City departments, boards and/or commissions. Firms on the prequalified list may additionally be utilized by other City departments for selection and negotiation of contracts for the scope of services described herein.

#### What is the City's Intent with this RFQ?

It is the intent of the City to create a prequalified list of firms from which the City may select prospective Contractors on an as-needed basis for services indicated below in Section 2, Scope of Work. The City may use the prequalified list, at its sole and absolute discretion, for selection of firms and negotiations of contracts for up to four years following establishment of the pre-qualification notification date. Contracts issued to prequalified firms will have terms of varying lengths depending on the City's needs, but in no case longer than five (5) years. The City reserves the right to procure services similar or identical to the services specified in this RFQ by any other means. Multiple contracts may be awarded at the City's sole and absolute discretion in accordance to San Francisco Administrative Code, Section 21.8. No prequalified Respondent is guaranteed a contract.

### **1.4 Companies Headquartered in 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. 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.

## 2. Scope of Work

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This scope of work is a general guide to the work the City anticipates and is not a complete listing of all services that may be required or desired. The City is soliciting qualifications to create a prequalified list of firms that may be selected in accordance with RFQ Section 5, Evaluation Process below, to provide a comprehensive range of services related to performance audits, financial audits, attestation engagements, and investigative experience or other work product requested by the City.

To minimize duplication of effort and to allow the City to coordinate data requests and data available for the multiple projects solicited within this RFQ, as well as for previous and future projects, the selected Contractors' findings and data may be shared by the City with other City Contractors, as deemed appropriate by the City.

### What if My Firm is Interested in Being Considered for More than One Service Area?

Respondents are asked to indicate the Service Areas for which they would like to be considered in RFQ Attachment V, Response Template. Given the broad range of possible opportunities, we encourage firms to respond for all Service Areas for which they meet or exceed minimum qualifications as described in this RFQ. Please note that qualifications are evaluated separately for each Service Area.

Is My Firm Expected to Propose for a Specific Project? No. The Controller's Office will create a list of prequalified consultant firms. Each Respondent should demonstrate its capabilities by providing concise, but comprehensive responses in RFQ Attachment V, Response Template. The City will negotiate the specific scope of services, budget, deliverables and timeline with prequalified firms selected for contract negotiations. For example, for the contracts resulting from this RFQ, the contractor(s) may work on a project basis, with an engagement agreement for each project/task specifying the maximum number of hours, due date and hourly rate to be charged. There is no guarantee of a minimum amount of work or compensation for any Respondent(s) selected for contract negotiations. The City may select Contractors from the prequalified list in its sole and absolute discretion.

Does the City prefer firms to form a large group or consortium to cover more services, or to focus on an area of expertise and respond individually? The City prefers individual firm responses focused on the Service Areas that the firm and its lead staff can demonstrate possession of appropriate qualifications. For any proposed Respondent partnerships, at least 50% of proposed work effort on the City's projects must come from the lead Respondent firm.

Possible Contract Deliverables include, but are not limited to:

- Performance audit reports;
- Financial and financial-related audit reports;
- Audit report on basic financial statements;
- Quarterly review engagements of City investments;
- Single audit report relative to direct and pass-through federal financial assistance programs;
- Financial and internal control reviews;
- Management letters indicating deficiencies or opportunities for accounting and reporting improvements, specifically identifying any reportable condition or material weakness; and
- Disclosures of fraud, illegal acts, non-compliance, and abuse.

Demonstrated expertise is requested, but is not limited to, the following:

## **2.1 Service Area 1: Performance Audit, Financial Audit and Attestation Engagement Services**

Certified Public Accountants are highly desirable.

- **Performance Audit Services:** Performance audits are engagements that provide assurance or conclusions based on an evaluation of sufficient, appropriate evidence against stated criteria, such as specific requirements, measures, or defined business practices. Performance audits include assessments of program effectiveness, economy, and efficiency; internal control; compliance; and prospective analyses. The subject of compliance performance audits may include compliance with laws, regulations, contract provisions, grant agreements, and other requirements.

Performance audit services may include concessionaire, lease, or franchise fee compliance audits (such as golf courses or food and beverage concessions). In addition, the subject matter of audits under Service Area 1 may include a variety of City contracts, grants, and other agreements; City department and agency programs, operations, and financial information; and revenue and general obligation bond programs, among other subject matter.

- **Financial Audit Services:** Financial audits performed include financial statement audits and other related financial audits. Financial audits provide an independent assessment of and reasonable assurance about whether an entity's reported financial condition, results, and use of resources are presented fairly in accordance with recognized criteria. Reporting on financial audits also includes reports on internal control, compliance with laws and regulations, and provisions of contracts and grant agreements as they relate to financial transactions, systems, and processes.
- **Attestation Engagements:** Attestation engagements concern examining, reviewing, or performing agreed upon procedures on a subject matter or an assertion about a subject matter and reporting on the results. The subject matter of an attestation engagement may take many forms, including historical or prospective performance or condition, historical events, analyses, or systems and processes. Attestation engagements cover a broad range of financial or nonfinancial objectives about a subject matter or assertion. Examples of objectives of attestation engagements include reporting on an entity's internal control over financial reporting or an entity's compliance with requirements of specified laws, regulations, rules, contracts, or grants. Attestation engagements include quarterly review engagements of the City's investments and other agreed-upon procedures.

All audit work performed under Service Area 1 shall be conducted in accordance with generally accepted government auditing standards unless otherwise specified by the City.

## **2.2 Service Area 2: Forensic Accounting and Investigative Services**

Certified Forensic Accountants or Certified Fraud Examiners are highly desirable.

- The City seeks qualified firms with extensive experience to assist with performing investigations of complaints submitted to the City's Whistleblower Program. Qualified firms should have experience in conducting investigations and evaluating internal controls by combining accounting, auditing, and investigative expertise. Investigative services may include administrative (personnel) investigations and forensic accounting

investigations of employees about the city's operations, financial reporting and management.

Respondents must demonstrate experience as described in at least one (1) of the two (2) service areas listed above. Demonstrating experience for one (1) of the service areas does not prequalify a Respondent for all of the service areas. Respondents will be prequalified for only the service area(s) for which they have provided experience. The City recognizes the broad range of work to be performed, and asks that Respondents submit both their general approach and methodology to providing the above services, as well as a more detailed approach related to their area of expertise.

The services listed above may not be comprehensive of all work that will be needed. The City may reach out to the prequalified Respondent pool as a result of this RFQ to solicit additional consulting work not included on this list.

### **3. City-Respondent Communications**

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*There will not be a Pre-Response Conference for this RFQ. Respondents are specifically directed NOT to contact any employees or officials of the City other than those specifically designated in this RFQ and its Attachments. Unauthorized contact may be cause for rejection of responses at the City's sole and absolute discretion.*

#### **3.1 Deadline for RFQ Questions**

Questions must be e-mailed to [CentralContracts@sfgov.org](mailto:CentralContracts@sfgov.org) and received before the **Deadline for RFQ Questions**. No questions will be accepted after this time with the exception of those concerning City vendor compliance. No oral questions will be accepted. All inquiries should include the number and title of the RFQ. Substantive replies will be memorialized in written addenda to be made part of this RFQ. This RFQ will only be governed by information provided through written addenda.

#### **3.2 Summary of Information Requested and Presented**

A summary of all addenda, questions and answers pertaining to this RFQ will be posted on the City's website at the following link listed under Sourcing Events, "RFQ#CON2017-13 Audit Services": <https://sfsupplierportal.sfgov.org/psp/supplier/SUPPLIER/ERP/h/?tab=DEFAULT>

It is the Respondents' responsibility to check this Website for any updates. The City recommends that Respondents check the Website for updates on a daily basis at a minimum.

#### **3.3 City Communication Following Receipt of Responses**

The City may contact the Respondents for clarification or correction of minor errors or deficiencies in their Responses prior to deeming a Response as non-responsive. Clarifications are "limited exchanges" between the City and a Respondent for the purpose of clarifying certain aspects of the Responses, and do not give a Respondent the opportunity to revise or modify its Response. Minor errors or deficiencies are defined as those that do not materially impact the City's evaluation of the Response. For information regarding the City's Evaluation Process, see RFQ Section 5 - Evaluation Process.



## **4. Response Submission Requirements**

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### **4.1 Submission of Responses Requirements**

Responses and all related materials, including all CMD forms, must be received by **Deadline for RFQ Responses**.

Responses must be submitted electronically using BOTH methods:

- (3) Via the City's Supplier Portal listed under Sourcing Events, "RFQ#CON2017-13 Audit Services":

<https://sfsupplierportal.sfgov.org/psp/supplier/SUPPLIER/ERP/h/?tab=DEFAULT>

And

- (4) Via e-mail to [CentralContracts@sfgov.org](mailto:CentralContracts@sfgov.org)

### **4.2 FORMAT**

Complete, but concise responses, are recommended for ease of review by the Evaluation Team. Responses should provide a straightforward, concise description of the Respondent's capabilities to satisfy the requirements of the RFQ. Marketing and sales type information should be excluded. All parts, pages, figures, and tables should be numbered and clearly labeled.

For word processing documents, the department prefers that text be unjustified (i.e., with a ragged-right margin) and use a serif font (e.g., Times Roman, and not Arial), and that pages have margins of at least 1" on all sides (excluding headers and footers). Please include a Table of Contents.

<p><b>The following items must be included in your response and clearly marked RFQ#CON201713 Audit Services:</b></p>
<p><b>Response Item Checklist</b></p>
<p><b>RFQ Attachment I</b> – Acknowledgement of RFQ Terms and Conditions</p> <p><b>RFQ Attachment II</b> – Contract Monitoring Division’s (CMD) Local Business Enterprise Form 2A, Form 2B (with supporting documentation), Form 3, Form 4 (if applicable), and Form 5.</p> <p><b>RFQ Attachment III</b> – City’s Administrative Requirements – submit proof of starting City compliance process, or proof of compliance for existing City Suppliers.</p> <p><b>RFQ Attachment IV</b> – City’s Agreement Terms and Conditions</p> <p><b>RFQ Attachment V</b> – Response Template. If applicable, include copies of recent peer review reports and resumes to RFQ Attachment V.</p> <p>Each Attachment must include all documents submitted for that Attachment in one, separate, complete file. Each of these separate files must be titled with Respondent’s name and Attachment number (e.g. <b>ABC Company Attachment I</b>). Each file should include signatures, where applicable.</p> <p>Respondents are advised to review RFQ Attachments I through IV <u>before</u> beginning work on Response Template in RFQ Attachment V to ensure that City’s requirements can be met.</p>

**4.3 Content**

Firms interested in responding to this RFQ must submit the information required in Section 5, in the order specified in Attachment V: Response Template. Even if using an alternative format for your response, the information in Attachment V must be included in the order specified to be scored appropriately.

Responses received under this RFQ that fail to address each of the requested items in sufficient and complete detail to substantiate that the Respondent can meet the City’s minimum qualifications, will be deemed non-responsive and will not be considered for prequalification. Note that responses stating, “to be provided upon request” or “to be determined” or the like, or that do not otherwise provide the information requested (left blank) are not acceptable and shall be deemed non-responsive.

**4.4 Redact Confidential or Proprietary Information**

All documents under this solicitation process are subject to public disclosure per section 67.24 of the San Francisco Administrative Code, “The San Francisco Sunshine Ordinance of 1999.”

**4.4.1** Responses to RFQs, contracts, and all other records of communications between the City and Respondents shall be open to inspection immediately after a contract has been awarded. Nothing in this Administrative Code 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 benefit *until and unless that person or organization is awarded the contract.*

**4.4.2** Respondents may redact any confidential or proprietary information, as appropriate, prior to submitting a response to this RFQ.

- 4.4.3 Respondents should clearly indicate net worth or other proprietary financial data that the City should redact should the RFQ response be publicly disclosed, with the understanding that this information cannot be redacted or withheld should a contract be awarded to the Respondent.

## 5. Evaluation Process

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This section describes the guidelines used for analyzing and evaluating the responses and for Respondent prequalification. It is the City's intent to prequalify Respondent(s) that provide the best overall qualifications to the City that will provide the best overall service package inclusive of fee considerations. Consultant firms selected for prequalification are not guaranteed a contract. This RFQ does not in any way limit the City's right to solicit contracts for similar or identical services if, in the City's sole and absolute discretion, it determines the prequalified list is inadequate to satisfy its needs. There are two phases to the evaluation process. City and CMD staff first perform an Initial Screening as described in Section 5.1. Responses that pass the Initial Screening process (5.1) including Minimum Qualifications (5.2) will proceed to the Evaluation of Firms (that met Minimum Qualifications) described in Section 5.3.

City representatives will serve as the Evaluation Team responsible for evaluating Respondents. Specifically, the team will be responsible for the evaluation and rating of the responses for prequalification.

### 5.1 Initial Screening

The City will review each response for initial determination on responsiveness and acceptability in an Initial Screening process. Elements reviewed during the Initial Screening include, without limitation: compliance with CMD submission requirements; compliance with Minimum Qualification requirements (Section 5.2), compliance with format requirements, response completeness, and verifiable references.

Responses are not scored during the Initial Screening process. Initial Screening is a pass/fail determination as to whether a response meets the threshold requirements described above. **By Deadline for RFQ Responses**, any response that does not demonstrate that Respondent meets requirements in Section 5.1 will not be eligible for consideration in the Evaluation of Firms (that met Minimum Qualifications) described below in Section 5.3. The City reserves the right to request clarification from the Respondent prior to rejecting a response for failure to meet the Initial Screening requirements. Clarifications are "limited exchanges" between the City and a Respondent for the purpose of clarifying certain aspects of the Response, and will not give a Respondent the opportunity to revise or modify its response.

#### 5.1.1 Local Business Enterprise Goals and Outreach

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>

### 5.1.1.1 CMD documents due by Deadline for RFQ Responses

At the RFQ stage, firms shall submit the following documents by the **Deadline for RFQ Responses**:

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 5.1.1.1 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. If you have any questions regarding the CMD LBE requirements, please contact Ryan Young, the CMD Contract Compliance Officer for the Controller’s Office at 415-581-2301 or [Ryan.B.Young@sfgov.org](mailto:Ryan.B.Young@sfgov.org).

### 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>

### 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 S.F. Administrative Code Chapter 14B Local Business Enterprise (LBE) **subcontracting requirement** for this RFQ and resulting contracts is **10% (ten percent)** of the total value of the goods and/or services procured. In order to be responsive, Respondents must meet the LBE goal and perform the requisite Good Faith Outreach. If Respondent meets/exceeds LBE participation by 35% (i.e. **13.5%** LBE participation), Good Faith Outreach requirements will be waived.

The availability of Minority Business Enterprises (“MBE”), Woman Business Enterprises (“WBE”) and Other Business Enterprises (“OBE”) to perform sub work on this project is as follows: 8.9% MBE, 1.1% WBE, and 0.0% OBE. Respondents should be advised that they may not discriminate in the selection of subs on the basis of race, gender, or other basis prohibited by law, and that they shall undertake all required good faith outreach steps in such a manner as to ensure that neither MBEs nor WBEs nor OBEs are unfairly or arbitrarily excluded from the required outreach.

### Link to LBE Sub-consultant Directory

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

[http://mission.sfgov.org/hrc\\_certification/](http://mission.sfgov.org/hrc_certification/)

### 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.

#### **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. 13.5% LBE participation for this contract), Good Faith Outreach documentation is not required.*

#### **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 Small or Micro LBEs; or
- b) A 5% bonus to a joint venture with LBE participation that equals or exceeds 35%, but is under 40%; or a CMD certified SBA-LBE.
- 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.

#### **Application of the Rating bonus:**

The following rating bonus shall apply at each stage of the selection process, i.e., qualifications, Responses, 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 response submitted by a CMD certified Small or Micro LBE. Responses 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 response submitted by a CMD certified

Small or Micro-LBE. Pursuant to Section 14B.7(E), a 5% rating bonus will be applied to any response 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 Respondent 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 response 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 Respondents.
  - ii. 5% for each JV which includes at least 35% (but less than 40%) participation by Small and/or Micro-LBE prime Respondents.
  - iii. 7.5% for each JV that includes 40% or more in participation by Small and/or Micro-LBE prime Respondents.
  - 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.

#### **Department's Justification for Sub-Consulting Requirement Under 20%**

As required under SF Administrative Code Chapter 14B.8(A)2, the LBE participation requirement is below 20% because the services requested in the RFQ require special licenses, including Certified Forensic Accountant, Certified Public Accountant, and Certified Fraud Examiner.

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

#### **5.2 Minimum Qualifications**

Any response that does not demonstrate that the Respondent meets these minimum qualifications by the response deadline will be considered non-responsive and will not be evaluated or eligible for award of any subsequent contract(s).

A) **EXPERIENCE:** Has submitted no more and no fewer than two (2) Prior Project Descriptions, as part of RFQ Attachment V response, for EACH SERVICE AREA for which it would like to be considered for pre-qualification. The services described in the Prior Project Descriptions must have been provided to public sector clients within five (5) years from the date of this RFQ.

B) **STAFFING:** The lead staff proposed to be assigned to the City's project(s) must individually have had a similar lead role in both of the Prior Project Descriptions submitted for EACH SERVICE AREA.

### 5.3 Evaluation Criteria for Prequalification (100 points)

#### Evaluation Team

City representatives will serve as the Evaluation Team responsible for evaluating Respondents. Specifically, the team will be responsible for the evaluation and rating of the responses for prequalification, for conducting reference checks, and for interviews, if desired by the City.

Each RFQ response that meets the Minimum Qualifications will be evaluated in accordance with the criteria below. A Respondent must receive a score of 70 points or above out of the 100 total possible points to be prequalified. There is no numerical limit to the number of firms that may be prequalified.

#### 5.3.1 Firm Qualifications – 20 points

- a) Respondent's firm history and structure, including total staff size and composition.
- b) Litigation, pending litigation, or threatened litigation related to consulting audit services provided by the firm, if any within the past five years of this RFQ issue date.
- c) Client relationships severed for reasons other than convenience.
- d) Respondent's capacity and resources to provide the services under this RFQ.

#### 5.3.2 Staff Qualifications – 40 points

Qualifications and educational background of audit principals and key staff members, including subcontractor staff, if applicable, proposed to perform services for the City.

- a) SERVICE AREA 1: Performance Audit, Financial Audit and Attestation Engagements
  - a. Experience with performance audit services. Includes assessments of program effectiveness, economy, and efficiency; internal control; compliance; and prospective analyses. Subject may include compliance with laws, regulations, contract provisions, grant agreements, and other requirements.
  - b. Experience with financial statement audits. Includes financial statement audits and other related financial audits. Reporting on financial audits includes reports on internal control, compliance with laws and regulations, and provisions of contracts and grant agreements as they relate to financial transactions, systems, and processes.
  - c. Experience with attestation engagements. Includes examinations, reviews, or agreed upon procedures on a subject matter. Subject may include compliance with laws, regulations, contract provisions, grant agreements, and other requirements.
  - d. Possession of Certified Public Accountant license/certification.
- b) SERVICE AREA 2: Forensic Accounting and Investigative Services
  - a. Experience with forensic accounting and investigative services, specifically investigative expertise within a public sector context combining accounting, auditing, and investigative expertise.
  - b. Possession of a Certified Forensic Accountant or Certified Fraud Examiner license/certification.

### **5.3.3 Approach and Cost – 30 points**

- a) Client involvement or level of effort is appropriate, including (1) approach to providing audit services to public sector clients, and (2) firm's expectations and/or assumptions of the City's involvement or level of effort. Questions demonstrate experience with providing services to comparable clients.
- b) Sufficient expertise or methodology to create competitive differences that will be beneficial to the City is demonstrated.
- c) Cost response is sufficiently detailed, reasonable and appropriate

### **5.3.4 Completeness of Response Submission – 10 points**

- a) Response conforms with RFQ requirements and concisely but comprehensively addresses RFQ requirements.
- b) Response is professionally presented and contains organized content and format.

## **5.4 Prequalification Process**

Respondents scoring 70 points and above will be added to the Prequalified List of Consultants for as-needed services. Due to the varied nature of the services to be performed, the City reserves the right to contract with any or all prequalified Respondents.

### **Reference Checks**

Reference checks, including but not limited to, prior clients as indicated in Attachment V, Response Template, may be used to determine the applicability of Respondent experience to the services the City is requesting and the quality of services and staffing provided to prior clients, as well as adherence to schedules/budgets and Respondent's problem-solving, project management and communication abilities, as well as performance on deliverables and outcomes, and effectiveness in meeting or exceeding project objectives. If reference checks deem that information included in a Prior Project Description, staffing qualifications, or elsewhere in the response is untruthful, then the City may reject the response.

### **Release and Waiver Agreement**

To effectuate the candid completion of the reference checks above, Respondent is required to sign the RFQ Attachment I, Section 14, Release of Liability.

## **5.5 Selection from Prequalified Lists of Consultants**

The City may select Contractors from the Prequalified List in its sole and absolute discretion. After the Prequalified List of Consultants has been established, the City may issue Request(s) for Quotes or Request(s) for Proposals, Oral Selection Interviews/Demonstrations, conduct Reference Checks to the prequalified consultant list to better assess qualifications for a specific scope of service, which may include staffing, scheduling, deliverable, and cost considerations. The City reserves the right to request proposals or quotes from vendors in one service category or multiple service categories simultaneously. Award of contracts will be made in a manner consistent with San Francisco Administrative Code Chapter 21 Section 21.4(c).

## **5.6 Other Terms and Conditions**

The selection of any prequalified Respondent for contract negotiations 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 prequalified Respondent, then the City, in its sole discretion, may terminate negotiations and begin contract negotiations with any other remaining prequalified 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. Such approvals will not be unreasonably withheld.

## **6. Protest Procedures**

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### **6.1 Protest of RFQ Terms**

Failure of a Respondent to comply with the protest procedures set forth in this section will render a protest inadequate and non-responsive, and will result in rejection of the protest.

Should a prospective Respondent object on any ground to any provision or legal requirement set forth in the RFQ (including all Appendices and all Addenda), including but not limited to Protests based on allegations that: (i) the RFQ is unlawful in whole or in part, (ii) one or more of the requirements of the RFQ is onerous, unfair, or unclear; (iii) the structure of the RFQ does not provide a correct or optimal process for the solicitation of the Services; (iv) the RFQ contains one or more ambiguity, conflict, discrepancy or other error; or (v) the RFQ unnecessarily precludes alternative solutions to the Services or project at issue, the prospective Respondent must provide timely written notice of Protest as set forth below.

By 5:00 p.m. P.S.T on the third (3<sup>rd</sup>) working day of the issuance of the RFQ, any Respondent may submit a written notice of Protest via e-mail to [CentralContracts@sfgov.org](mailto:CentralContracts@sfgov.org) as directed by Section 6.1. Protests or notices of Protests delivered orally (e.g., by telephone) will not be considered.

The Protest shall state the basis for the Protest, refer to the specific requirement or portion of the RFQ at issue, and shall describe the modification to the RFQ sought by the prospective Respondent. The Protest shall also include the name, address, telephone number, and email address of the person representing the prospective Respondent.

If required, the City may extend the response submittal deadline to allow sufficient time to review and investigate the Protest, and issue Addenda to incorporate any necessary changes to the RFQ.

### **6.2 Protest of Non-Responsiveness Determination**

By 5:00 p.m. PST on the fifth (5<sup>th</sup>) working day of the City's issuance of a notice of non-responsiveness, any Respondent that has submitted a response and believes that the City has incorrectly determined that its response is non-responsive, may submit a written notice of protest by e-mail (fax is not acceptable) as directed in Section 6.4. Such notice of protest must be received by the City on or before 5 p.m. PST of the fifth (5<sup>th</sup>) 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 reason 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.

### **6.3 Protest of Establishment of Prequalified Consultant List**

By 5:00 p.m. PST on the fifth (5<sup>th</sup>) working day of the City's issuance of a Notice of Intent to Establish a Prequalified Consultant List, any consultant firm that has submitted a responsive response and believes that the City has incorrectly selected another Respondent for pre-qualification may submit a written notice of protest as directed in Section 6.4. Such notice of

protest must be received by the City on or before 5 p.m. PST of the fifth (5<sup>th</sup>) working day after the City's issuance of the Notice of Intent to Establish a Prequalified Consultant List.

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.

#### **6.4 Delivery of Protests**

All protests must be received by the specified dates and time deadlines specified in Section 6.1, 6.2 and 6.3. Protests or notice of protests made orally (e.g., by telephone) or by fax will not be considered.

Protests must be delivered via:

E-mail: [CentralContracts@sfgov.org](mailto:CentralContracts@sfgov.org)

#### **6.5 Protest Review**

The Controller's Office will confirm receipt of notice of protest by Respondent which must be submitted in accordance to Section 6.1, 6.2, 6.3, and 6.4.

If a Respondent submits a complete and timely protest, the Controller's Office will review notice of protest soon after receipt of the protest to determine validity of notice, including, but not limited to: (1) receipt by due date; (2) inclusion of a written statement specifying in detail each and every one of the grounds asserted for the protest; (3) signed by an individual authorized to represent the Respondent; (4) citation of the law, rule, local ordinance, procedure or RFQ provision on which the protest is based; and (5) specification of facts and evidence sufficient for the City to determine the validity of the protest.

A Respondent may not rely on a Protest submitted by another Respondent, but must timely pursue its own Protest.

The City, at its discretion, may make a determination regarding a protest without requesting further documents or information from the Respondent who submitted the protest. Accordingly, the initial protest must include all grounds of protest and all supporting documentation or evidence reasonably available to the prospective Respondent at the time the protest is submitted. If the Respondent later raises new grounds or evidence that were not included in the initial protest, but which could have been raised at that time, then the City may not consider such new grounds or new evidence.

If the notice of protest is determined to be valid, the Controller's Office shall review facts and evidence to determine the outcome of the protest, citing any applicable laws, rules, ordinances, procedures, and/or provisions. The review shall be an informal process conducted by the Controller's Office or its designee and will be based upon the information submitted by the Respondent in its protest letter. The Controller's Office may seek input from the City Attorney's Office, Office of Contract Administration, Contract Monitoring Division, and/or other City departments as needed or appropriate. The Controller's Office will notify the Respondent in writing of its decision at the conclusion of the review. The Controller or his designee shall make the final determination regarding the outcome of the protest. The decision of the Controller's Office is final.

## **7. Vendor Compliance**

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DISTRICT ATTORNEY -- DAT

Dept. Code: DAT

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

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

Type of Service: Case Management System

Funding Source: General Fund

PSC Amount: \$616,000

PSC Est. Start Date: 01/23/2019

PSC Est. End Date 01/17/2021

**1. Description of Work**

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

The San Francisco Office of the District Attorney George Gascón (SFDA) is working to replace their case management system. The new system will completely replace the existing system with enhanced functionality and will expand to support all SFDA business units.

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

To implement a secure, integrated case management solution that addresses the needs of SFDA's core business.

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

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.

two year duration

**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:

Replace current 20 year old case management system.

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

A. Specify required skills and/or expertise: We are looking to implement a prosecutorial case management system that is specific to the District Attorney's Office. The software is proprietary to the vendor and are the only ones certified to work on the implementation of their case management solution.

B. Which, if any, civil service class(es) normally perform(s) this work? 1064, IS Prg Analyst-Principal;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:  
none

**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.

This is a proprietary solution that can only be installed by the vendor.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. It would be impractical to adopt a new civil service class as the software will only be installed and used by the SFDA's Office and will not be replaced for another 10+ years. As the current system is over 20 years old.

**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 hands-on training to IT Staff and Business Analysts for supporting end-user issues; as well as classroom training for staff on how to use the 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 01/23/2019, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21

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

Name: Sheila Arcelona Phone: 415 734 3018 Email: sheila.arcelona@sfgov.org

Address: 850 Bryant Street, Room 322 San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48560 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

**Choi, Suzanne (HRD)**

---

**From:** dhr-psccoordinator@sfgov.org on behalf of sheila.arcelona@sfgov.org  
**Sent:** Wednesday, January 23, 2019 11:30 AM  
**To:** Arcelona, Sheila (DAT); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Garrido, Lorna (DAT); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 48560 - 18/19

RECEIPT for Union Notification for PSC 48560 - 18/19 more than \$100k

The DISTRICT ATTORNEY -- DAT has submitted a request for a Personal Services Contract (PSC) 48560 - 18/19 for \$616,000 for Initial Request services for the period 01/23/2019 – 01/17/2021. 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/12479> 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)**



# **Case Management Software RFP**

**RFP #: SFDARFPCM-007**

**Posting Date: May 02, 2017**



**City and County of San Francisco  
Office of District Attorney George Gascon  
New Case Management Software RFP**

The City and County of San Francisco is requesting proposals from vendors that can provide a web-based Case Management solution for the San Francisco Office of the District Attorney (SFDA). The solution must include a robust, fully integrated document repository.

The San Francisco District Attorney's Office investigates and prosecutes crimes committed in San Francisco. The Office's Criminal Division prosecutes homicide, gang, child abuse, sexual assault, domestic violence, felony and misdemeanor offenses in the City while the White-Collar Criminal Division targets crimes of fraud, public integrity and environmental harm, to name but a few.

Recognizing that crime reduction requires a preventative dimension, the Office's Crime Strategies Unit, Victim Services Division, and Alternate Programs and Initiatives work aggressively to identify and uproot the factors that often drive crime and criminal behavior.

We support a staff of 275-300 users most of whom have access to our current case management system. Approximate number of cases in 2015:

	Misdemeanors	Felonies	Supervision Violations
Cases Reviewed	8,500	7,800	
Cases Prosecuted	3,300	3,100	1,100

Total storage requirements vary widely by case from 1GB to more than 125GB for some case types. In general, misdemeanors average 3GB per case and felonies average 75GB per case.

**Schedule\***

RFP Issued: 5/02/17

Questions Due:

By 12pm on 5/12/17

Answers Posted:

By COB on 05/16/17

Deadline for RFP Responses:

By 12pm on 05/22/17

*\*Dates are subject to change*

**Questions and Communications**

To ensure fair and equal access to information about this RFP, all questions, requests for clarification, and requests for additional information must be submitted via email to:

[Judy.Pietrzak@sfgov.org](mailto:Judy.Pietrzak@sfgov.org)

Attn: Judy Pietrzak, Business Analyst-Principal



City and County of San Francisco  
Office of District Attorney George Gascon  
New Case Management Software RFP

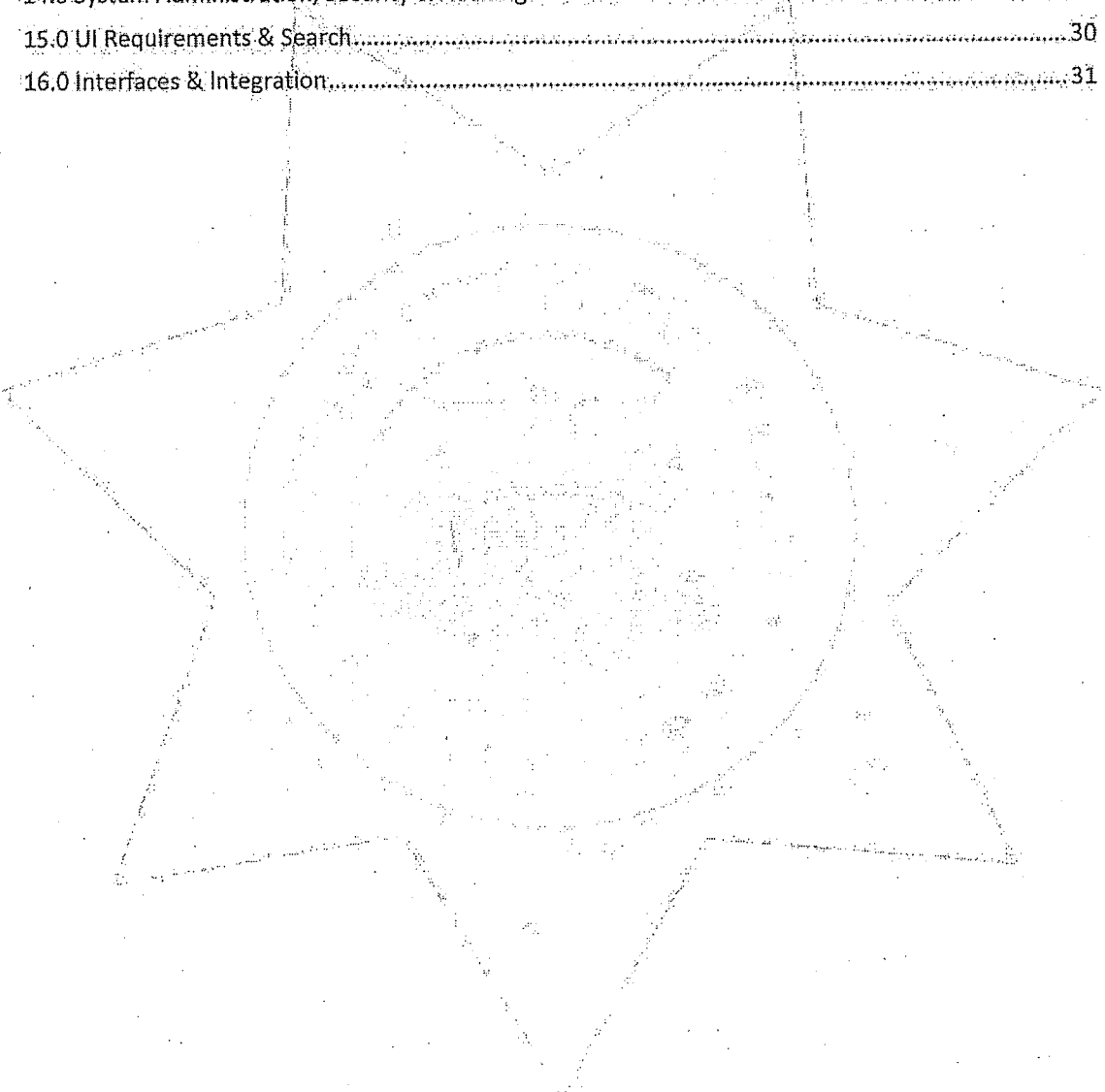
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**I. Introduction**

The San Francisco Office of the District Attorney George Gascon (SFDA) is seeking proposals to replace their case management system. The new system will completely replace the existing system with enhanced functionality and will expand to support additional business units currently not using the existing system.

Business Units that will use the new system include, but not limited to:

<b>Criminal</b>	<ul style="list-style-type: none"> <li>• Misdemeanor</li> <li>• General Felonies</li> <li>• Appellate</li> <li>• Child and Sex Assault</li> <li>• Gangs</li> <li>• Domestic Violence</li> <li>• Homicide</li> <li>• Trial Integrity</li> </ul>
<b>Juvenile</b>	
<b>White Collar Crime</b>	<ul style="list-style-type: none"> <li>• Special Prosecution</li> <li>• Economic Crimes</li> </ul>
<b>Alternative Programs</b>	<ul style="list-style-type: none"> <li>• Mental Health</li> <li>• Alternative Courts (Collaborative Courts)</li> </ul>
<b>Victim Services</b>	<ul style="list-style-type: none"> <li>• Victim Compensation</li> <li>• Victim Witness Assistance</li> </ul>
<b>Investigations</b>	<ul style="list-style-type: none"> <li>• Criminal Unit</li> <li>• White Collar Unit</li> </ul>
<b>Crime Strategies</b>	
<b>Finance &amp; Administration</b>	<ul style="list-style-type: none"> <li>• Legal Support Services</li> <li>• General Administration</li> </ul>
<b>Independent Investigation Bureau</b>	

Our goal is to implement a secure, integrated case management solution that addresses the needs of SFDA's core business.

In addition, implementation of a new system must provide the flexibility to adapt to future needs through advanced administrative management. Examples of this include: administrator management of new data fields, administrator creation and management of automated



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workflows, administrator creation of system populated forms, user customized dashboards, and enhanced ad hoc reporting tools.

This RFP establishes minimum mandatory requirements that the vendor must meet to be eligible for consideration. This RFP also specifies the information that must be included in the submitted proposal. Eligibility is restricted to the Tier 1 vendors currently pre-qualified through the Technology Marketplace list of the Office of Contract Administration, General Services Agency, City and County of San Francisco.

The contract shall have an original term of three (3) years. In addition, the City shall have one (1) option to extend the term for a period of two (2) years, which the City may exercise in its sole, absolute discretion. The initial maximum contract period shall not be more than five (5) years.

## II. Scope of Work

This scope of work is a general guide to the work that SFDA expects the proposer to perform. It is not a complete listing of all services that may be required of the selected vendor. Vendor responsibilities include:

- Development of a detailed Statement of Work (SOW)
- Development of estimated project timeline (Gantt Chart)
- Participation in team meetings as requested
- Collaboration in refinement of project approach, migration strategy, project plan, and detail requirements.
- Documentation of functional design solution that clearly demonstrates how detail requirements will be satisfied
- Regular progress and status reports to the Project Manager
- Documentation of solution options including time/cost estimates for Change Requests
- Delivery of a fully configured, tested, operational solution as described in the contract and the Statement of Work (SOW).
- Mutually agreed upon, timely resolution of issues identified during User Acceptance Testing and the post-implementation support period
- Completion of data migration and system implementation into the production environment including post-implementation support as defined in the contract
- On-going maintenance and production support for the solution



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The following are deliverables and responsibilities assumed necessary to the implementation of a new case management solution. Proposers may suggest a modified scope as part of their proposal.

Milestone	Deliverables	Primary Responsibility
1. RFI (Completed 4/2017)	<ul style="list-style-type: none"> <li>• High-level Requirements</li> <li>• RFI</li> <li>• Results of Vendor Demos</li> </ul>	<ul style="list-style-type: none"> <li>• SFDA IT Project Management</li> </ul>
2. RFP	<ul style="list-style-type: none"> <li>• Prioritized Requirements</li> <li>• RFP</li> <li>• Vendor Selected</li> </ul>	<ul style="list-style-type: none"> <li>• SFDA IT Project Management</li> </ul>
3. Planning	<ul style="list-style-type: none"> <li>• Vendor Contract</li> <li>• Vendor Statement of Work (SOW)</li> <li>• High-level Migration Strategy</li> <li>• Project Plan</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Contract:</b> SFDA Management/Vendor</li> <li>• <b>SOW:</b> Vendor</li> <li>• <b>High-level Migration Strategy:</b> SFDA IT Project Management/Vendor</li> <li>• <b>Project Plan:</b> SFDA IT Project Management</li> </ul>
4. Build	<ul style="list-style-type: none"> <li>• Detail Requirements</li> <li>• Functional Design</li> <li>• System Ready for User Acceptance Testing (UAT)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Detail Requirements:</b> SFDA IT Project Management</li> <li>• <b>Functional Design:</b> Vendor</li> <li>• <b>Configured System:</b> Vendor</li> </ul>
5. User Testing	<ul style="list-style-type: none"> <li>• System Tested and Approved by Users</li> </ul>	<ul style="list-style-type: none"> <li>• Project Team led by SFDA IT Project Management</li> </ul>
6. Implementation	<ul style="list-style-type: none"> <li>• Production System</li> <li>• Trained Users and Administrators</li> <li>• Migrated Data and Documents</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor</li> <li>• Validation of the production system and migrated data will be performed by the Project Team and other SMEs.</li> </ul>

**III. Submission Requirements**

A. Time and Place for Submission of Proposals

Proposals must be received by 12:00 p.m., on 5/22/17. Proposals must be emailed to:

[Judy.Pietrzak@sfgov.org](mailto:Judy.Pietrzak@sfgov.org)

Attn: Judy Pietrzak, Business Analyst- Principal

Late submissions will not be considered.





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B. Format

SFDA will distribute proposals electronically for the evaluation team review. The Evaluation Team may print the documents individually, so provide the proposal in PDF format for ease and consistency. Please include a table of contents.

Any marketing materials, brochures, or other materials beyond the required proposal documentation must be included in a separate PDF.

C. Content

Firms interested in responding to this RFP must submit the following information, in the following order:

- Introduction and Executive Summary (up to 2 pages)
- Firm Qualification (up to 2 pages)
- Fit-Gap Analysis (up to 40 pages)
- Project Approach (up to 10 pages)
- Technical Design (up to 5 pages)
- Team Qualification (up to 5 pages)
- Fee Proposal (up to 5 pages)
- SOW (up to 5 pages)
- Project Timeline (high-level based on provided requirements)

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

Submit a letter of introduction and executive summary of the proposal. The letter must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal. Submission of the letter will constitute a representation by your firm that your firm is willing and able to perform the commitments contained in the proposal.

2. Firm Qualifications (up to 2 pages)

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

- a. Name, address, and telephone number of a contact person
- b. A brief description of your firm, as well as how any joint venture or association would be structured



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- c. A description of at least four but not more than five implementations of your proposed product in organizations similar in size and scope to SFDA. Include client, reference and telephone numbers, number of staff members who worked on each project, budget, dates of engagement, and project summary including software implemented and technical environment.
- d. A description of your support and maintenance processes. Describe the size, location and hours of your support staff. How would your organization support the technical solution including product customizations? What are your schedules and procedures for implementing system upgrades and new releases? What is your procedure for managing post-implementation change requests? What is your typical interval between receipt of a request and implementation?

3. Fit-Gap Analysis (up to 40 pages)

Provide a Fit-Gap Analysis of how your product will satisfy our business requirements.

See Appendix A for a list of our business requirements. Based on your understanding of each requirement, indicate if your product is a fit or a gap. Include further information for each fit and gap as described in the table below:

	Description	Further Information Required in RFP Response
Fit	Requirement is fully satisfied and available in the existing product	Provide a brief statement of how your product satisfies the requirement
Gap	Existing product does not fully satisfy requirement	Describe a recommendation(s) for resolution of the gap. Recommendations could include information such as: <ul style="list-style-type: none"><li>• Planned system enhancement (estimated timeline for delivery)</li><li>• System customization required (include estimated timeline for delivery and estimated costs)</li><li>• Workaround required (explain what other functions and/or process steps</li></ul>



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		could be used to satisfy the requirement) • Justification why you believe requirement is not necessary
--	--	---

4. Project Approach (up to 10 pages)

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

- a. Overall scope of work tasks
- b. Overview of proposed development methodology (Waterfall, Agile, Custom, etc.)
- c. Recommended project implementation strategy - Phased or Big Bang (if phased give examples of potential project phases)
- d. Recommended migration strategy (including data and document migration)
- e. Recommended training plan
- f. Proposed project timeline
- g. Assignment of work within your firm's work team.

5. Technical Design (up to 5 pages)

Provide a brief description of the overall software and architectural design of your product including but not limited to the following:

- a. Feature listings
- b. Database structure
- c. System workflows
- d. Data Interface tools and protocols
- e. Any required or recommended 3rd party software products (e.g., Ad Hoc reporting tool, document repository system)
- f. Any technical constraints or limitations
  - i. What browsers are supported
  - ii. System software versions required



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iii. Hardware requirements

Describe how your proposed solution addresses the following technical requirements:

- a. CA-DOJ, CJIS and HIPAA Compliance
  - b. Web-based, 24/7 availability, remote access capability, mobile device access
  - c. Data and file storage (on premise vs cloud)
  - d. If you are proposing a Cloud-based solution (preferred) include the following information if available; if not please explain how the item will be addressed:
    - i. Cloud computing service provider(s)
    - ii. Physical location of servers
    - iii. CA-DOJ Adjudication Certificate if hosted solution
    - iv. Who has access to the servers
    - v. Server maintenance and update procedures
    - vi. Disaster recovery procedures
  - e. Flexible implementation and support of interfaces both from and to other internal and external systems
  - f. Integration with our SFDA Active Directory
    - i. Availability and management of multiple environments including environments to support; vendor configuration and build, system testing/ end-to-end testing, acceptance testing/training, production
6. Team Qualifications (up to 5 pages)

Provide a list identifying:

- a. The project manager(s) of your team
- b. Other key people on the proposed project team
- c. The role each person will play in the project
- d. A brief description of the experience and qualifications of the key project team members (if you would like to include resumes, submit them in a separate PDF).



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Include a written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval.

7. Fee Proposal (up to 5 pages)

The City intends to award this contract to the vendor it considers will provide the best overall program services. The City reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

Provide a fee proposal that includes the following:

- a. Cost of any software or hardware SFDA will be required to purchase. Include estimated cost of any 3rd party software required or recommended to satisfy business requirements
- b. Estimated cost of professional services required including:
  - i. Total fee for each of the vendor responsibilities identified in the Scope of Work. This must include a not-to-exceed figure.
  - ii. Hourly rates for all team members. Hourly rates and itemized costs may be used to negotiate changes in the Scope of Work if necessary.
  - iii. Any travel and all incidental expense, incurred by the vendor in association with the execution of this project, must be included in the vendor's response to this RFP.
- c. Estimated annual maintenance and server hosting fees

IV. Evaluation and Selection Criteria

A. Minimum Qualifications

The firm must be capable of providing a web-based, comprehensive, proven solution:

- Proposed product customizations (required to satisfy identified gaps) must be clearly identified and must include estimated cost and delivery timeline.
- Proposal must include estimates for implementation of required



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data interface exchanges (see Requirements in Appendix A for more information regarding data exchanges).

- The firm must be an established firm with a minimum of five years of experience in prosecutor case management solutions.
- The proposed prosecutorial Case Management solution must be in production in at least 3 other prosecutor offices of comparable size and complexity.
- The proposal must include scope and cost estimates of on-going maintenance and support.
- RFP content must adhere to page limitations as defined in Section II C of this document. If you wish to provide additional supplemental materials, they must be included in a separate PDF clearly labeled as supplemental materials.

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

The proposals that have been found to meet the minimum requirements outlined in this RFP will be evaluated by a selection committee comprised of parties with legal, project management, and technical expertise. The City intends to evaluate the proposals in accordance with the criteria itemized below.

The criteria used to evaluate the written proposal includes:

- **Fit-Gap Analysis (30 points)**  
The Fit-Gap Analysis will be evaluated to determine how well the product satisfies the business requirements. Gaps will be reviewed to evaluate feasibility and potential support issues related to proposed gap resolutions.
- **Ongoing Support and Maintenance Considerations (20 points)**  
The evaluation of ongoing support and maintenance will be based on flexibility of the system (how easily can interfaces can be implemented/modified, new fields added, workflows added or modified), production support, procedures for implementing new releases and product upgrades.
- **Technical Design (15 points)**



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The Technical Approach will be evaluated to determine how well the approach satisfies technical requirements. The feasibility of the technical solution and any potential technical support issues will be considered in the evaluation.

- **Project Approach (15 points)**  
The Project Approach will be evaluated to determine the vendor understanding of the project work to be performed including project organization, work scheduling, staffing needs, and cost estimates.
- **Experience of Firm and Project Team (10 points)**  
The evaluation will be based on the firm's established presence in prosecutor case management software, as well as, the proposed project team's level of experience with the product and with their designated role.
- **Cost of the Solution (10 points)**  
The evaluation of cost of the proposed solution based upon licensing, hosting, training and project team (project manager, integrator, engineer, etc.) members cost.

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

**V. Contract Award**

SFDA will select a proposer with whom SFDA 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, SFDA, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.



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**VI. Administrative Requirements**

Below is a list of the minimum requirements (Appendix A) that must be met prior to a vendor being awarded the winning bid:

A. Inquiries and Questions Regarding RFP

Inquiries regarding the RFP, must be submitted via email by 12:00pm on the Questions Due Date (5/12/17) and must be directed to:

[Judy.Pietrzak@sfgov.org](mailto:Judy.Pietrzak@sfgov.org)

Attn: Judy Pietrzak, Business Analyst- Principal

A consolidated Questions and Answers document will be emailed to all vendors by the close of business on 5/16/17.

B. Submission of RFP

All submissions regarding this RFP, must be submitted via email by 12:00pm on the Submission Due Date (5/22/17) and must be directed to:

[Judy.Pietrzak@sfgov.org](mailto:Judy.Pietrzak@sfgov.org)

Attn: Judy Pietrzak, Business Analyst- Principal

- The District Attorney's Office reserves the right to reject any or all quotes received at its sole discretion.
- This initiative may be extended beyond its scope should unidentified work be discovered in any phase of this project.

**IMPORTANT:** Eligibility is limited to Tier 1 vendors belonging to the Technology Marketplace pre-qualified pool of technology vendors created by the City and County of San Francisco. Other vendors may only apply as a subcontractor of a Tier 1 vendor. The Tier 1 vendor must submit the application.





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**Appendix A – Business Requirements**

1.0 New Case Creation

1.0			NEW CASE INITIATION
	1.1		<b>AUTOMATED CASE CREATION</b>
		1.1.1	Automated Case Creation: The system must initiate & populate new cases based on booking input data received from a partner criminal justice system. This includes both single suspect and multi-suspect cases
		1.1.2	System must provide method for users to review new case data prior to creation of a case by the automated data feed (quality control process)
		1.1.3	Automated data feed must perform a search for existing person records prior to creation of a new person record. (see People Management requirements for further details)
		1.1.4	SFDA's office will specify what criminal justice partner system/s will be used for automated case creation.
	1.2		<b>MANUAL CASE CREATION</b>
		1.2.1	Manual Case Creation: The system must provide method for manual creation of new cases and specify required data fields (for cases not on the partner criminal justice system interface)
		1.2.2	System must support creation of a suspect level "report" and a defendant level "case" once the charging attorneys have filed charges with the courts
	1.3		<b>PRE-CRIMINAL CASE MANAGEMENT</b>
		1.3.1	The system must retain data (investigation data, victim services data) prior to and after a case is initiated. Subsequently, this data must be attached to the case when it is created
		1.3.2	System must support issuance of warrants prior to case initiation.
		1.3.3	System must provide method for users to link warrant cases to cases created by the automated data feed to ensure updates from our criminal justice partners continue
		1.3.4	System must provide a fast method of creating a record of referrals from businesses or agencies. (Not all referrals are acted on and not all referrals become investigation or criminal cases. Minimal information is needed simply to reflect that a referral was received and evaluated)
	1.4		<b>LINKING / DELINKING CASES</b>



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	1.4.1	User must have the ability to link a manually created case to an automated case to ensure regular updates from our criminal justice partners.
	1.4.2	Users should have the ability to view a summary status of all related cases (which are still open, which have been completed, etc.)
1.5		<b>CASE MERGE</b>
	1.5.1	Case Merge - System must provide method of merging cases
	1.5.2	The newly merged case must retain links/keys to JUST.I.S Partner systems so that future information received from JUST.I.S Partner systems can be applied to the case/defendant.
	1.5.3	System must provide a method of un-merging a case if a merge is made in error.
1.6		<b>PERSON CREATION</b>
	1.6.1	Person Creation - System must provide a method of creating a person record and linking that record to a case
	1.6.2	System must provide method of linking existing person records to a case
	1.6.3	System must have the ability to link or delink a co-defendant from a case
1.7		<b>CHARGING</b>
	1.7.1	The system must capture initial booking details and record charging decisions made at rebooking
	1.7.2	System must retain a record of the original booking information including charges, arresting officer, suspect names, etc.
	1.7.3	System must allow for the discharging of individual charges, suspects or the full case
	1.7.4	System must support e-filing with the courts through a direct data feed
	1.7.5	System must record disposition codes, when they were disposed, who disposed them.
	1.7.6	System must allow users to add new charges at the suspect or defendant level
	1.7.7	System must have the ability to replicate data to the same suspect, or to other suspects or defendants on a case (including but not limited to charges, evidence, priors, victim names, locations, arrest dates, etc.)
	1.7.8	System should provide method for user to view & select old charge codes for assignment of priors to a person



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2.0 Case Management

2		<b>CASE MANAGEMENT</b>
	2.1	<b>MULTI-DEFENDANT CASES</b>
	2.1.1	Multi-Defendant Criminal Adult Cases: System must provide method of tracking information that is defendant specific (i.e.: Separate tracking of data from the overall case, such as Court Numbers, Events, Charges, Dispositions, Etc.)
	2.1.2	Multi-Defendant (aka: Co-Minors) Juvenile Cases (YGC): System must provide method of tracking information that is both case specific or defendant specific without linking co-minors together on a single case.
	2.1.3	Must have ability to capture and store case and person numbers from other agencies. (e.g., CHP incident number, FBI number, CII number, etc.)
	2.1.4	The system must capture and update data both by user entry and via system interfaces throughout the case lifecycle.
	2.1.5	Juvenile Cases - System must allow for the management of a juvenile's criminal history through a single case number despite potentially having multiple separate cases.
	2.2	<b>CASE SEALING</b>
	2.2.1	Juvenile Cases - System must provide a method of sealing a case.
	2.3	<b>FLAGGING INFORMATION ON CASES</b>
	2.3.1	System must allow user to flag cases and charges based on type codes and other associations for reporting needs
	2.4	<b>GENERAL CASE MANAGEMENT</b>
	2.4.1	System must allow administrators to perform batch updates to cases to change their status whether that includes adding a discharge code, adding an event, etc.
	2.4.2	System must allow for partner criminal justice systems to update cases (including but not limited to charges, dispositions, custody status, ADA assignment, sentencing information, court events, person information)
	2.4.3	System must track trial outcomes, including but not limited to multiple plea offers and counter offers, custody status, probation status, etc.
	2.4.4	The history of the charges must be tracked throughout the case.
	2.4.5	System must allow for the management of criminal case components, including but not limited to chronology entries, new trial information and event details, even after that case has been closed
	2.4.6	User must be able to quickly see all investigators who have worked on service requests or tasks related to a case



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	2.4.7	User must be able to quickly see any advocate or victim services staff member who has been assigned to work on a case
2.5		<b>SUBPOENAS</b>
	2.5.1	System must support the issuance of subpoenas including electronic subpoenas for non-civilian witnesses
	2.5.2	ADA's must have the ability to request subpoenas for specified witnesses (both civilian and non-civilian)
	2.5.3	The ADA must be able to request that a subpoena be served in person (by DAI) (workflow)
	2.5.4	System must facilitate sending electronic subpoenas via email
	2.5.5	System must track the subpoena request & issuance workflow (request, generate the subpoena, send or issue the subpoena, receive signed subpoena)
2.6		<b>WRITS &amp; APPEALS</b>
	2.6.1	System must support, track, and report on Writs & Appeals
	2.6.2	Writs and Appeals must be related to the original case
	2.6.3	Tracking and assignment of writs and appeals must utilize system workflow & alert functionality

3.0 Discovery

3		<b>DISCOVERY</b>
	3.1	<b>DISCOVERY MANAGEMENT</b>
	3.1.1	The system must have capability for creating, storing, tracking, Bates stamping, indexing and delivering discovery packets
	3.1.2	Discovery materials must be able to include documents or media files
	3.1.3	Discovery production must automatically pull in generated or uploaded materials to the case. Once included in a discovery package, those files cannot be deleted from a case.
	3.1.4	System must provide method of sealing or unsealing discovery packages (sealing a package prevents any further changes)
	3.1.5	System must provide a method of viewing all materials included in a discovery package
	3.1.6	System must record (via chronology) when any CLETS (Criminal Record) information is included in a Discovery Packet. This information will be included in reporting for the DOJ
	3.1.7	System must provide a method of organizing discovery by type of file



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	3.1.8	System must allow for the generation of different discovery packages that contain the same materials (some packages may be defendant specific, others may be case specific). Having the ability to replicate a package would be ideal
3.2		<b>SHARING DISCOVERY PACKAGES</b>
	3.2.1	System must facilitate sharing of discovery packets with outside entities (public defender, private defense, etc.). This includes both delivery of materials in electronic format via web portal or fax, and burning of materials to disc.
	3.2.2	System must provide a method of tracking costs and payments of discovery packages, including the use of an online payment tool during electronic transferring of packages
	3.2.3	Discovery package should only be downloadable after invoice has been paid by defense

4.0 Collaborative Courts & Diversion Programs

4		<b>COLLABORATIVE COURTS &amp; DIVERSION PROGRAMS</b>
	4.1	<b>COLLABORATIVE COURTS</b>
	4.1.1	System must support referrals to Collaborative Courts and other diversion programs (this includes a workflow that allows collaborative court to accept or decline a case)
	4.1.2	System must allow for referrals to collaborative courts prior to filing of a criminal case.
	4.1.3	Collaborative court data must be captured & stored in a HIPPA compliant manner.
	4.1.4	System must allow for the transfer of ownership over a case from one unit to another (i.e.: A collaborative court case may move back and forth from Criminal)
	4.2	<b>DIVERSION PROGRAMS</b>
	4.2.1	System must allow for tracking of diversion program progress, status of the defendant within that program, and chronological notes related to the case.

5.0 Supplemental Case Materials & Tracking

5		<b>SUPPLEMENTAL CASE MATERIALS &amp; TRACKING</b>
	5.1	<b>RECORDS ROOM</b>
	5.1.1	System must facilitate tracking of paper file location.
	5.2	<b>FINANCE</b>
	5.2.1	System must facilitate the tracking of expenses related to a case.



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5.3		<b>TRANSFER OF JURISDICTION</b>
	5.3.1	System must flag & alert via email the assigned ADA when a transfer of jurisdiction takes place (i.e., another agency picks up the suspect).
5.4		<b>ASSET FORFEITURE</b>
	5.4.1	System must facilitate asset forfeiture tracking
5.5		<b>PROBATION STATUS</b>
	5.5.1	System must track a defendant's probation status and end date & send an email alert to the ADA prior to probation ending
	5.5.2	System must allow for the tracking of changes to a defendant's or suspect's probationary status, along with the frequency of those changes.

6.0 Document and Legal Form Generation

6		<b>DOCUMENT AND LEGAL FORM GENERATION</b>
	6.1	<b>DOCUMENT GENERATION</b>
	6.1.1	System should allow user to generate letters, legal forms, and documents that are populated with data stored against a suspect, defendant, witness, victim, case, event, etc. in the system
	6.1.2	System must provide a method for administrators to build new forms that are populated by data stored in the system
	6.1.3	System must provide a method for the user to manually edit a generated document and seamlessly save those edits back to the system
	6.1.4	User must have the ability to generate a form in Word, PDF, Excel, XML, TXT, CSV
	6.1.5	Forms that are generated in the system must be automatically saved and retained by the system
	6.1.6	System must integrate legal form generation with email and fax for electronic delivery
	6.1.7	System should provide user with a warning prior to regenerating a form to ensure user intends to re-generate rather than just view the form (thus losing edits made to the original form).
	6.1.8	System must have the ability to allow users to electronically sign forms (integration with DocuSign and/or Adobe)
	6.1.9	System Administrators must have ability to deactivate a form.
	6.1.10	Every field on the database must be available for insertion to a form
	6.1.11	Forms must be able to pull in paragraphs of information from other forms during document generation



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	6.1.12	Forms/templates existing in the current system must be migrated to or recreated in the new system
	6.1.13	System must track, retain and display information regarding who generated the form and when (date/time) it was generated.
	6.1.14	System must provide a method of locking a generated document from edit so they cannot be changed once filed with the courts.
	6.1.15	User must be able to generate criminal documents prior to a criminal case being filed (i.e.: warrants)

7.0 Other SFDA Programs

7		<b>OTHER SFDA PROGRAMS</b>
	7.1	<b>INVESTIGATIONS</b>
	7.1.1	The system must record investigative information
	7.1.2	System must allow for the collection and storage of investigative information and materials prior to the criminal filing of a case.
	7.1.3	Once a criminal case is filed, system must allow user to link that investigation case to the criminal case
	7.1.4	System must allow for the tracking of investigation case information and/or investigation tasks regardless of whether or not the investigation becomes a criminal case (Allied Agency Assists - task requests)
	7.2	<b>VICTIM SERVICE CASE MANAGEMENT</b>
	7.2.1	The system must facilitate the collection of information, facilitate case assignment, and track services provided to victims and witnesses
	7.2.2	System must facilitate collection of victim information for both charged and uncharged cases
	7.2.3	System must provide a queue of new cases in which violent crimes were charged so that Victim Service supervisors can review and initiate a new Victim Services case or link to an existing Victim Services case
	7.2.4	System must have ability to link and track multi-victim cases
	7.2.5	System must support assignment of new cases to specific staff members within Victim Services
	7.2.6	System must display information about both the case and the client to assist the supervisor in making the decision regarding how to assign the new case.



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	7.2.7	Staff should have the ability to quickly view information regarding other cases the client may have been involved with (as a suspect, defendant, victim, witness, etc.) and any advocates the client may have worked with in the past
	7.3	<b>VICTIM RESTITUTION</b>
	7.3.1	System must track victim restitution, orders for defendant to pay restitution, and how restitution is enforced (including missed payments made to CCU by the defendant, probation status, probation expiration date, etc.)
	7.3.2	System must track correspondence between SFDA's office and victim
	7.3.3	System must track what the losses are to the victim due to a crime.
	7.4	<b>BAD CHECK MANAGEMENT</b>
	7.4.1	System must facilitate a method of tracking bad check writing reports against a suspect, correspond with that suspect, fee issuance and payment of fee

8.0 Person Management

8		<b>PERSON MANAGEMENT</b>
	8.1	<b>PERSON RECORD</b>
	8.1.1	System must accommodate multiple aliases for the same person.
	8.1.2	System must allow for a single person record to be used on multiple cases and for a single person to be identified in multiple roles on each case (civilian witness, non-civilian witness, victim, suspect, defendant, etc.)
	8.1.3	System must collect and maintain current and historical information about people (i.e., suspects, defendants, witnesses, victims)
	8.1.4	System must allow for the identification of juveniles based on birth date and apply necessary security based on that identification.
	8.1.5	System must allow for the collection of Business information and the assignment of a business as a victim, defendant, suspect, etc.
	8.1.6	When the automated data feed runs it must identify possible duplicate matches to be validated by a user prior to creating a new person record.
	8.1.7	System must relate all cases in the system for which a person is involved
	8.1.8	System must provide the ability to "merge" people or business records when duplicate person records are identified and provide support for "separating" people when they have been merged in error
	8.1.9	System must provide a method of storing documents against a person record that are specific to that individual (and that may be unrelated to an existing case)
	8.1.10	System must provide a method of flagging a person record with a variety of information (gang affiliation, 3rd strike, Brady, registered offender, etc.)





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	8.1.11	System must provide method of relating person records to other person records in which they have a relationship (family, friend, gang, etc.)
	8.1.12	System must provide a method of viewing all cases related to a person from a single screen, and have access to that information directly from any one of those related cases
	8.1.13	System should provide method of tracking priors associated with a person and add those priors to a case that the person is associated with if those priors apply to that case
8.2		<b>BRADY STATUS MANAGEMENT</b>
	8.2.1	System must facilitate the tracking of Brady information against a law enforcement officer person record
	8.2.2	System must provide a method of flagging and visually indicating Brady officer person records
	8.2.3	System must track current and historic Brady status of officers and provide a method of alerting staff when their Brady status must be reconfirmed.
	8.2.4	System must provide a method of securing Brady information on a person record so it is only visible to authorized personnel
	8.2.5	System must provide a method of sending requests to the SFPD system to obtain updated Brady status on officers.

9.0 Workflows, Service Requests & Alerts

9		<b>WORKFLOWS, SERVICE REQUESTS &amp; ALERTS</b>
	9.1	<b>WORKFLOWS</b>
	9.1.1	The system must facilitate creation, management, and tracking of automated workflows
	9.1.2	System must automatically trigger workflows based on defined criteria. Examples are: entry of a specific event type, generation of specific form(s), receipt of specific document(s), or defined data entries (manually or via interface)
	9.1.3	A workflow may relate to a case, an individual, an event, a form, a document, a packet of forms or documents
	9.1.4	System should track when a workflow is triggered, what user triggered the flow, when it was triggered
	9.1.5	System must support approval workflows with support for delegation of approval authority
	9.1.6	System Administrators must have ability to create new workflows, modify workflows, and eliminate workflows that are no longer needed.



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	9.1.7	Managers should have the ability to view overdue tasks, reassign tasks, follow tasks or close tasks.
	9.1.8	Workflows must have ability to trigger multiple person tasks
	9.1.9	Workflow management must allow a user to return a task to the workflow originator
	9.1.10	Users must be able to attach documents or shortcuts to documents directly to workflow entries (attached files should also reside in the document repository)
9.2		<b>SERVICE REQUEST</b>
	9.2.1	System must allow users to request, assign and track tasks (i.e., service requests)
	9.2.2	System must send alerts via email when request is due/overdue
	9.2.3	System must allow supervisors to view and manage service request & tasks assigned to their staff
	9.2.4	Must have ability to attach legal forms (e.g., subpoena) and other documentation or media files to a service request
	9.2.5	System must track time spent on service requests for reporting purposes
	9.2.6	System should track who requested service, their department, the number of hours spent satisfying the request (reported by the investigator). This will be used for internal reporting and analysis.
	9.2.7	User must be able to create a task (or service request) that is not directly linked to an existing case
	9.2.8	User must be able to view all service requests made for a case.
9.3		<b>ALERTS</b>
	9.3.1	System must alert an individual or a team when a task is assigned or overdue
	9.3.2	System alerts must be available in a variety of formats that a user can choose from (in-system alerts, emails, SMS, etc.)
	9.3.3	System must provide a method of identifying specific events that will trigger alerts
9.4		<b>DASHBOARD</b>
	9.4.1	System must provide a customizable User Dashboard home screen that displays information about the user's specific caseload, alerts and calendar events
	9.4.2	System should provide users with ability to securely message other system users
9.5		<b>FOLLOWING CASES</b>



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		9.5.1	System must provide a method for a user or supervisor to select & follow the progress of a case
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10.0 Calendars

10			CALENDARS
	10		COURT CALENDARS
		10.1.1	The system must maintain an integrated calendar of court events, docket, event locations and event dates
		10.1.2	System must have a master calendar of all court events. This calendar must be viewable by all staff
		10.1.3	System must have a user specific calendar that lists all events related to cases they're assigned to or following
		10.1.4	Users must have the ability to add events to their Outlook calendar
		10.1.5	System must auto-update the calendar based on events input from partner criminal justice systems
		10.1.6	System must maintain department/unit/person calendar views
		10.1.7	Court Calendar must integrate with Microsoft Outlook
		10.1.8	Some calendar information should be restricted from view by specified users (or available for view by specified users)

11.0 Case Chronologies & Grant Tracking

11			CASE CHRONOLOGIES & GRANT TRACKING
	11		CASE CHRONOLOGY
		11.1.1	System must provide a method for entry of case events and chronology of actions taken by SFDA staff against a case
		11.1.2	Chronology entries must be able to be secured by team or user
		11.1.3	Chronology entry window must be customizable based on user type or team
		11.1.4	Chronology must be searchable
		11.1.5	Completion of certain events or tasks should auto-create chronology entries
		11.1.6	Chronology entries must be locked once saved and unable to be edited by anyone other than an administrator
		11.1.7	Chronology entries must follow a case, not a person
		11.1.8	The functionality around entering chronologies to a case must be separate from entering a case event



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	11.2		<b>GRANT TRACKING</b>
		11.2.1	Users must be able to identify grant/s that apply to a case
		11.2.2	System must allow for the tracking of progress through collaborative courts and diversion programs for the purpose of grant reporting

12.0 Media Repository

12			<b>MEDIA REPOSITORY</b>
	12		<b>REPOSITORY</b>
		12.1.1	The system must store and retrieve documents and other media including proprietary media formats
		12.1.2	Repository must store various media types including but not limited to documents, audio and video (including proprietary formats)
		12.1.3	System must provide a method for users to play proprietary media types directly from the repository
		12.1.4	Repository must be fully integrated within the system
		12.1.5	Repository must have advanced search functions and support user defined meta tags
		12.1.6	Repository must support versioning (at least 3 versions back)
		12.1.7	Repository must support security policies that will limit the ability to view, edit or delete a document based on a user's profile.
		12.1.8	System must provide a method of applying automated purge rules for repository entries.
		12.1.9	Repository should scan files for viruses prior to being loaded to the repository
		12.1.10	An item in the repository may be related to more than one case or person
		12.1.11	Users must have the ability to virtually organize repository items in virtual case files
		12.1.12	Repository must be centralized and allow for the quick viewing and access of all files related to the criminal case or linked investigations & victim services cases (or other related/linked cases)

13.0 Reports

13			<b>REPORTS</b>
	13		<b>STANDARD REPORTS</b>



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	13.1.1	System should generate statistical reports for internal use and for reporting to DOJ.
	13.1.2	System should provide reports regarding hours spent on a grant, what cases a staff member worked on or consulted on that were grant related.
	13.1.3	The system must support generation of both standard (production) reports and ad hoc reports
	13.1.4	Administrators should have the ability to convert an ad hoc report into a Standard Report
	13.1.5	System must support scheduled reporting (automate the generation of a report based on a specified date/time)
13.2	<b>AD HOC REPORTS</b>	
	13.2.1	Administrators must have the ability to build ad hoc reports that query and calculate results from any capture data element in the system
	13.2.2	Analysts and users should not be allowed to run reports with detailed information on cases/defendants, etc. that they do not have authority to view. But users should have the ability to run statistical/aggregate reports that include counts of confidential cases/defendants/witnesses/etc.
	13.2.3	Users must have the ability to generate reports in PDF, Word, Excel, CSV, Text, and XML formats
	13.2.4	Production and saved ad hoc reports existing in the current system need to be implemented and functional in the new system
	13.2.5	System must provide a method of scheduling a frequently used report and emailing the reports to a specific user or group of users
	13.2.6	System should have the ability to export reports into other systems for statically reporting

14.0 System Administration, Security & Auditing

14		<b>SYSTEM ADMINISTRATION, SECURITY &amp; AUDITING</b>	
	14	<b>SYSTEM AUDITING</b>	
	14.1.1	The system must track history of actions taken both by the system and by the staff; this history should be maintained for a period of no less than 90 days or 3 edited versions. Retention details will be evaluated with the selected vendor.	
	14.1.2	System record user who entered, edited or deleted information, their business unit at the time of the change the date/time the change was made.	



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	14.1.3	System must track staff time for hours spent on cases eligible for grants or other specified programs
	14.1.4	System must keep a history of all past and present ADAs, Investigators, and other staff members who have been assigned to a case
	14.1.5	System should audit and have ability to report on which users are viewing confidential data
	14.1.6	System should provide a mechanism for reporting on the audit log, including reporting on actions of a user, actions against a case, actions against a defendant, or actions within a timeframe
	14.1.7	System must track who has created or edited a discovery package, and all of the events that occur between creation, sealing & sharing
14		<b>SYSTEM ADMINISTRATION</b>
	14.2.1	System Administrators (IT/Business Analysts) must have ability to easily set up new users, including applying their security parameters
	14.2.2	System administrators should have the ability to define new user roles
	14.2.3	System Administrators must have capability to modify and/or remove any confidentiality flags
	14.2.4	System Administrators (i.e. SFDA Business Analysts) must have the ability to add new user defined fields and associated dropdown list of valid values. All user created values & fields must be available for reporting
	14.2.5	System Administrator should have the ability to deactivate any value so that it cannot be used in the future
	14.2.6	System must maintain a full list of statute codes, charge text, and other related fields
	14.2.7	System must provide a method of quickly viewing charge/statute text for reference when working on a case
14		<b>SECURITY</b>
	14.3.1	The system must define and manage user access based on user roles and team/department affiliations
	14.3.2	System must enforce data confidentiality rules (including case and document security)
	14.3.3	Role based security must be able to be applied at the Team, Unit or Person level
	14.3.4	Must have the ability to exclude a specific user/s from viewing a specific case (when there is a conflict of interest)
	14.3.5	System must provide method of identifying cases, people, documents discovery, media, events, etc. that are confidential to anyone not designated as having viewing rights



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14		TECHNICAL REQUIREMENTS	
	14.4.1		System should be cloud based, CJIS and HIPAA compliant
	14.4.2		System must integrate with Active Directory for login/password administration
	14.4.3		Must have ability to easily ramp up storage capacity as data storage needs grow. (Especially critical for the repository)
	14.4.4		System must have a disaster recovery site and processes in place
	14.4.5		System must be web-based and available through most standard browsers and mobile devices
	14.4.6		System must support 2nd level authentication for remote/mobile access
	14.4.7		System must be available 24/7/365 days
	14.4.8		Application upgrades and list of impacted functionality must be communicated in writing 14 business days in advance, and scheduled at times that minimize user impacts
	14.4.9		Must have multiple instances of the system (production, training, development, UAT, staging) available to SFDA
	14.4.10		Data must be encrypted in transit and at rest
	14.4.11		Disaster recovery testing should take place at least annually, with 30-day advance notice and verified testing by SFDA staff

15.0 UI Requirements & Search

15		UI REQUIREMENTS & SEARCH	
15		USER INTERFACE REQUIREMENTS	
	15.1.1		System must have an intuitive user friendly interface to allow easy navigation
	15.1.2		System must have strong search capabilities (i.e. search results can be defined by end-user for information within a case or system wide)
	15.1.3		System must provide autofill suggestions when entering data
	15.1.4		Screens should be intuitive. Should be defined so that all data required for standard function are available on same screen in positions that follows standard workflows. (i.e., functions like charging, victim/witness intake, etc. should not require users to toggle among various screens to review and input required data)
	15.1.5		There must be context based online help for users
	15.1.6		Systems must have clear and specific error messaging (i.e. text based error, etc.)



City and County of San Francisco  
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	15.1.7	System must provide a court room interface that would provide an interactive list of all court cases being addressed in a court room on a given day
	15.1.8	System must provide a method of referencing and checking off a list of common required activities that must be completed on a case
	15.1.9	System must provide a method of accessing commonly used external websites via a shortcut directly from the system
15.2		<b>SEARCH</b>
	15.2.1	User must have the ability to search cases and people based on various case and defendant numbers
	15.2.2	Must have the ability to quickly see all cases related to an individual (suspect, defendant, victim, witness), see summary information about the cases, and have the ability to drill down into any of the cases for further information
	15.2.3	System must provide a method of searching for cases in which a Brady officer is involved
	15.2.4	System must provide a method for searching on common data elements from both the system and document repository: (e.g., SSN, Case#, Court#, SF#, etc.)
	15.2.5	System must provide a method of searching the system for information stored within a document that was uploaded to or generated from the system

16.0 Interfaces & Integration

16		<b>INTERFACES &amp; INTEGRATIONS</b>
	16	<b>CRIMINAL JUSTICE INTERFACES AND DATA FEEDS</b>
	16.1.1	System must have bulk data load and update utilities (i.e. Excel, CSV, XML, etc.)
	16.1.2	System must support interfaces and/or links to other JUST.I.S Partner systems and external system and websites
	16.1.3	System must provide a method of producing an export file (i.e. CSV, Excel, XML, etc.) for uploading to a partner system
	16.1.4	System must provide a method of uploading a data file (XML, flat file, etc.) from a partner system
	16.1.5	System must integrate with (at a minimum) the following criminal justice partner systems:





City and County of San Francisco  
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		<p>CMS: The existing Court Management System and is the system of record for all court events and criminal case information</p> <p>C-Track: The system that will be replacing CMS for the Courts. It is a Thomson Reuters application and its Go Live date is TBD.</p> <p>JMS: The Jail Management System and the system of record for all booking information</p> <p>JUST.I.S. Hub: XML and Event driven cloud service transactional data exchange for criminal justice partners</p> <p>Laser Fiche: The SFPD police report repository</p>
16		<b>INTEGRATION OPPORTUNITIES</b>
	16.2.1	Further information will be provided during the functional design phase.
16.3		<b>DATA MIGRATION</b>
	16.3.1	Migration from the existing system must include case and people data, legal forms, document templates, standard reports, events and other documents uploaded to or produced in DAMION.
	16.3.2	Any case migrated must remain in sync with JUST.I.S Partner systems so that future updates/events are updated on the system.
	16.3.3	Generated legal forms and discovery packages must be migrated for any cases migrated
	16.3.4	Data, codes, and values from existing administrative tables must be used to the extent possible (including statute tables)
	16.3.5	All Business or Agency contact information should be migrated to the new system
	16.3.6	All data that is migrated from DAMION must be flagged in the system to indicate it is migrated information
16		<b>DATA REQUIREMENTS</b>
	16.4.1	Vendor must supply the SFDA's office with a documented data model and/or data dictionary
	16.4.2	Vendor must provide the SFDA's office with direct access to the production database (regardless of hosting) for reporting purposes

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: RECREATION AND PARK COMMISSION -- REC

Dept. Code: REC

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

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

Type of Service: 900 Innes - Hazardous Materials Remediation Design Services

Funding Source: Capital Funds / SF Bay Restoration Grant

PSC Amount: \$1,100,000 PSC Est. Start Date: 04/01/2019 PSC Est. End Date 01/31/2024

**1. Description of Work**

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

Overall remedial engineering and dredge design services for the 900 Innes Park Project in San Francisco's Bay View Hunters Point Neighborhood. The work to be performed includes in-water sediment and hazardous building materials testing, treatment and stabilization analyses, hydrodynamic modeling, chemical partitioning and breakthrough analysis, preparation of cap design criteria to ensure cap performance, preparation of construction documentation for public bidding and construction administration. Sub-consultant services include surveying and regulatory permitting support to complete the regulatory permit approval process. Work to be performed by sub-consultants include bathymetric, topographic, boundary and utilities location/surveying.

Other work required includes responding to queries from the various agencies arising from the permitting process, preparation of additional exhibits and figures, and compensatory mitigation analysis and planning for addressing potential loss/impacts to aquatic habitat.

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

Before the park development can begin, the site (900 Innes) must undergo an environmental cleanup. Soil and sediment characterization reports for the site reveal environmental impacts and degraded habitat as a result of the historical, industrial boat-building and repair activities performed at the site. Contaminants include metals, polychlorinated biphenyls (PCBs), polyaromatic hydrocarbons (PAHs), and petroleum hydrocarbons at varying levels. Groundwater at this property also contains levels of various metals, PAHs, and petroleum hydrocarbons. The remediation of the soil and sediment at 900 Innes will include the (1) dredging, excavation, and offsite disposal of soil and sediment from three- to five-feet below ground surface, (2) the covering of soil and sediment in place, (3) the import and backfilling of soil and sediment excavation areas, and (4) the grading and re-contouring of the site to create elevations for the park and to support future vegetated intertidal areas. Marine debris including creosote-treated piles, abandoned marine infrastructure (i.e. docks and launch ramps) and buildings and piers that have crumbled into the intertidal and subtidal areas of the site will also be removed. In addition to cleaning and preparing the site for park development, the elimination of blighted structures will reduce the existing issues of trespassing, vandalism, and homeless encampments and will also discourage the littering and illegal disposal at the site, which leads to unwanted pollutants in the Bay. The remediation of sediments will allow and facilitate the development a more connected mudflat, tidal marsh and wetlands, and upland buffer and transition zone to support the variety of flora and fauna, including migratory birds, that would benefit from this habitat. As importantly, the proposed marsh and wetland edge and upland buffer habitat will provide a resilient shoreline that can adapt with rising sea levels, improve water quality through filtration of nutrients and sediments in groundwater runoff, and help stabilize soils and minimize erosion in these areas. And lastly, the cleanup of this contaminated site will help to alleviate negative health consequences to the Bayview Hunters Point community.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.  
In general, remedial design services or provided through as-needed contracts or one-time contracts due to the specialized nature of the work.

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.

B. Explain the qualifying circumstances:

This is a short-term, one time project for remediation design services for this project prior to actual development.

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

A. Specify required skills and/or expertise: The site conditions do not comply with the Federal Clean Water Act and the State Porter-Cologne Act. The work requires hiring an engineering firm with experience and expertise to develop a remediation program to comply with State and Federal resource requirements to remove contaminated material impairing biological and aquatic habitat. Expertise includes coastal engineering and environmental engineering, dredge and remediation construction documentation, treatment and stabilization analysis, hydrodynamic and coastal modeling, back-fill cap design, and compensatory mitigation development, regulatory permitting, and federal consultations. Other skills include developing Sampling and Analysis Plans (SAP), Quality Assurance Project Plans (QAPP), characterization reports.

B. Which, if any, civil service class(es) normally perform(s) this work? 5241, Engineer;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

Generally, environmental and remediation design and oversight services are contracted out by the City and County of San Francisco. Public Works does not have staff who are experienced in remediation engineering.

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

A. Explain why civil service classes are not applicable.

The Department of Public Works does not provide remediation engineering design for contaminated in-water sediments, or soil backfill and sediment cap modeling.

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 has been the policy of the City that it is best to contract out these services.

**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 will not be provided as City employees will not be doing this work in the future.
- 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 02/15/2019, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, Local 21

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

Name: Sean McFadden Phone: 415 831 2779 Email: sean.mcfadden@sfgov.org

Address: McLaren Lodge, 501 Stanyan Street San Francisco, CA.94117

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41604 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

**Choi, Suzanne (HRD)**

---

**From:** dhr-psccordinator@sfgov.org on behalf of sean.mcfadden@sfgov.org  
**Sent:** Friday, February 15, 2019 9:54 AM  
**To:** McFadden, Sean (REC); Wanless, Annie (HRD); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; McFadden, Sean (REC); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 41604 - 18/19

RECEIPT for Union Notification for PSC 41604 - 18/19 more than \$100k

The RECREATION AND PARK COMMISSION -- REC has submitted a request for a Personal Services Contract (PSC) 41604 - 18/19 for \$1,100,000 for Initial Request services for the period 04/01/2019 – 01/31/2024. 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/12599> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPH

Dept. Code: DPH

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

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

Type of Service: As-needed facilities planning, bonds and capital planning initiative services

Funding Source: General Fund, State, Federal, Bonds

PSC Duration: 4 years

PSC Amount: \$2,500,000

**1. Description of Work**

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

Healthcare reform has led to the Department's need for specialized, limited-term projects. The contractor will provide intermittent, as-needed project management and technical services program support for specialized, limited-term projects and Department programs, focusing on new and existing information technology projects, facilities re-programming, and municipal bond/capital planning projects and initiatives.

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

The services are necessary to implement mandated reforms in order for the Department to meet its obligations to funders and regulatory agencies and to deliver effective services to patients/clients/consumers. Denial will result in delays in the roll-out of new initiatives and may impact the delivery of services, as well as the City's ability to access reimbursements from federal and State funding sources.

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 were previously provided under PSC 46624-14/15, which ends June 30, 2019, and includes additional service areas not included in this new PSC request.

D. Will the contract(s) be renewed?

Only if there is an ongoing need.

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

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

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

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

B. Explain the qualifying circumstances:

The contractor will provide intermittent, as-needed project management and technical services program support for specialized, limited-term projects and Department programs.

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

- A. Specify required skills and/or expertise: Access to individuals with project and program management experience in the areas of information technology, including expertise in web design, Hypertext Markup Language (HTML)/Cascading Style Sheets (CSS), and web content management systems such as Drupal and Word Press; project and program management experience in the areas of facilities projects and capital planning; technical expertise in various health care-related technology focus areas such new and legacy electronic medical record systems, billing systems, decision support systems, clinical systems.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 5502, Project Manager 1; 5504, Project Manager 2; 5506, Project Manager 3; 5508, Project Manager 4;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:  
No.

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

The Department continues to utilize existing civil service staff to implement these special projects. The contractor will provide specialized, as-needed, executive-level services to assist Department management in implementing specific, time-limited projects.

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

- A. Explain why civil service classes are not applicable.  
Civil service classes are not applicable because the work will be for intermittent, limited-term projects.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, as the contractor has specialized knowledge and experience which supports the work of ongoing civil service staff to implement these time-limited, intermittent projects, and is only needed for specific work on these specific projects.

**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. For all positions which may be impacted by this request the Civil Service staff will be able to obtain up to date knowledge and skills in the area of project and program management through their interactions with the selected vendors.
- 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 02/14/2019, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

Name: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 1380 Howard Street, Room 421b San Francisco, CA 94103

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 40417 - 18/19

DHR Analysis/Recommendation:  
Commission Approval Required  
DHR Approved for 04/15/2019

Civil Service Commission Action:

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

## Choi, Suzanne (HRD)

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**From:** dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org  
**Sent:** Thursday, February 14, 2019 11:08 AM  
**To:** Hale, Jacquie (DPH); amakayan@ifpte21.org; Wanless, Annie (HRD); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Rossi, Ron (DPH); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 40417 - 18/19

RECEIPT for Union Notification for PSC 40417 - 18/19 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 40417 - 18/19 for \$2,500,000 for Initial Request services for the period 07/01/2019 – 06/30/2023. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/12595> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

## **Additional Attachment(s)**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPH Dept. Code: DPH

Type of Request: [X] Initial [ ] Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval: [ ] Expedited [X] Regular ([ ] Omit Posting)

Type of Service: As Needed project and program management services

Funding Source: Genl Fund, State, Federal, Bonds PSC Duration: 4 years 34 weeks
PSC Amount: \$8,000,000 PSC Est. Start Date: 11/01/2014 PSC Est. End Date: 06/30/2019

1. Description of Work

A. Scope of Work:

Healthcare reform and the San Francisco General Rebuild project have led to the need for specialized limited term projects for the Department of Public Health. The contractor(s) will provide as-needed project management, Clinical Nurse Informaticsts (CNI's), technical services program support, and staffing services for specialized limited term projects and Department programs that will focus on a variety of new and existing information technology projects, system of care integration projects, facilities reprogramming, the San Francisco General rebuild project, bond and capital planning initiatives, and program and project support for innovative new and existing projects in the areas of delivery of services, telemedicine, patient experience and process improvement. Clinical Nurse Informaticsts and other specialists are needed to assist nursing with designing and integrating daily work activity with new technology in a safe and controlled environment. This is especially critical for technology in the rebuild. As needed CNIs are needed to fill the rebuild technology work design and to assist SFGH in building an internal CNI program to manage ongoing needs.

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

The services are necessary in order to fully implement and carry out mandated reforms in order for the Department to meet various obligations of funders, regulatory agencies, complete the SFGH rebuild, and to deliver effective services to consumers. Denial will result in delays in the roll out of new initiatives, the opening of the new San Francisco General Hospital, and may impact the delivery of services, and the ability to access reimbursements from Federal and State funding sources.

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

D. Will the contract(s) be renewed? Only if there is an ongoing need.

2. Union Notification: On 09/19/2014, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21; Management & Superv Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engr

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46624 - 14/15

DHR Analysis/Recommendation:

12/01/2014

Commission Approval Required

DHR Approved for 12/01/2014

Approved by Civil Service Commission with conditions

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

A. Specify required skills and/or expertise:

Access to individuals with project and program management experience in the areas of information technology projects such as networking, data security, electronic medical records; project and program management experience in the areas of facilities projects, and or information technology integration within in complex facilities projects; \* See attachment 1 for full answer \*

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

1053,1054,1043,1044,1070,1091,1092,1093,1094,1095,5502,5504,5506,5508,1823,1824,2119,2320,

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

No.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

Civil service classes are not applicable because the work will be for limited term projects and are needed primarily to implement the program or project.

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

It is not practical to adopt a new Civil Service class because the services are intermittent, project based, and as-needed. In IT alone, for FY 14-15 the Department has 25 positions going through the HR hiring process and hiring of staff should be completed by January 2015. \* See attachment 1 for full answer \*

**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?	<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 09/20/2014 BY:

Name: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 101 Grove St., Rm. 307 San Francisco, CA 94102

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPH

Dept. Code: DPH

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

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

Type of Service: Business Continuity & Disaster Recovery Services for Electronic Health Record Implementation

Funding Source: General Fund

PSC Duration: 3 years 39 weeks

PSC Amount: \$4,000,000

**1. Description of Work**

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

Contractor(s) will provide comprehensive services for safeguarding critical support systems and information technology operations by identifying potential problem areas and points of failure that may result in interruptions of critical infrastructure systems to be integrated with the new Electronic Health Record (EHR) system and other critical applications. Contractor(s) will integrate business impact, patient safety, public health, risk management, core business functions, regulatory requirements, IT security incident response, and City-required elements into Continuity of Operations Plans (COOPs) for the overall Department of Public Health, for the Department's acute and skilled nursing hospitals, for Department clinics and disaster recovery planning and problem solving.

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

The Department is undertaking implementation of a new integrated Electronic Health Record (EHR) system. As part of the EHR project, several critical infrastructure systems, support systems and information technology operations systems require safeguarding in case of EHR failure or widespread emergency at the Department and/or in the San Francisco Health Network. If this service is denied, the Department will be unable to respond effectively in disaster situations during the EHR implementation, resulting in consequences which may include business failures, such as a security breach or loss of critical patient data, massive disruptions, prolonged interruptions in patient care delivery due to infrastructure failures all across the Department and the SFDPH Health Network; business failures that put patient lives at risk; the Department's inability to recover organizational infrastructure and critical applications in a significant crisis or unforeseen disaster event; loss of revenue, productivity and critical or important patient data; failure to comply with Health Insurance Portability and Accountability Act (HIPAA) Business Continuity standards and requirements, resulting in penalties and funding reductions.

**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 PSC.

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

If there is a continued need for services.

**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.

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

B. Explain the qualifying circumstances:

The need for services is effectively immediate, as it is needed in advance of the EHR go-live in August 2019. The services will enable the Department to safeguard critical infrastructure systems, support systems and information technology operations in the event of EHR failure or of a widespread emergency at the Department and/or the San Francisco Health Network. The City does not possess the resources to provide these services, which will be needed only on a short-term, intermittent basis to provide services during the implementation of the EHR project.

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

A. Specify required skills and/or expertise: Contractor(s) must have experience in business continuity management development and programs in complex, multi-site environments in an institution similar in size and complexity to the Department of Public Health. Contractor(s) must be flexible, scalable, cost-effective, and meet all applicable healthcare regulatory requirements, including those of the Health Insurance Portability and Accountability Act (HIPAA.)

B. Which, if any, civil service class(es) normally perform(s) this work? 1070, IS Project Director; 1071, IS Manager; 0922, Manager I; 0923, Manager II;

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

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

The City does not possess the resources to fulfill the services mentioned in this request. Contractor(s) will be needed only on a short-term, intermittent basis to provide services during the implementation of the EHR project.

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

A. Explain why civil service classes are not applicable.

Although civil service classes may be applicable, the period to successfully complete the Civil Service hiring process makes it infeasible to meet the critical implementation timeline. The timeliness of onboarding services is critical, and delays may result in grave consequences for the Department, and the San Francisco Health Network, and patients. In addition, the requested services are intermittent and as-needed. Once the services are completed, the final report/plan will be turned over to City. At completion, City employees will assume the ongoing maintenance of the plan.

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(s) will provide services only during the transitional go-live phase of the new EHR system. Civil service staff will provide ongoing maintenance.



**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 contractor will develop custom training materials and testing of materials, which will be turned over to Department employees, specifically Department employees working directly with the new EHR system. During this training process, contractor(s) will be provide knowledge transfer to City and Department employees. The Department has reached out to the Department of Technology and the San Francisco Department of Human Resources Workforce Development Director to request trainers in this profession, who have confirmed that the City does not provide this type of 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 02/14/2019, 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

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: 1380 Howard Street, Room 421B San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 46530 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [jacquie.hale@sfdph.org](mailto:jacquie.hale@sfdph.org)  
**To:** [Hale, Jacquie \(DPH\); amakayan@ifpte21.org; Christina@sfmea.com; staff@sfmea.com; Wanless, Annie \(HRD\); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org](mailto:Hale,Jacquie(DPH);amakayan@ifpte21.org;Christina@sfmea.com;staff@sfmea.com;Wanless,Annie(HRD);ecassidy@ifpte21.org;WendyWong26@yahoo.com;wendywong26@yahoo.com;tmathews@ifpte21.org;kschumacher@ifpte21.org;kpage@ifpte21.org;eerbach@ifpte21.org;pkim@ifpte21.org;L21PSCReview@ifpte21.org); [Hale, Jacquie \(DPH\); DHR-PSCCoordinator, DHR \(HRD\)](mailto:Hale,Jacquie(DPH);DHR-PSCCoordinator,DHR(HRD))  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 46530 - 18/19  
**Date:** Thursday, February 14, 2019 3:17:41 PM

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RECEIPT for Union Notification for PSC 46530 - 18/19 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 46530 - 18/19 for \$4,000,000 for Initial Request services for the period 05/01/2019 – 01/31/2023. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/12536> 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  
London Breed, Mayor

## San Francisco Department of Public Health

Dr. Grant Colfax  
Director of Health

DATE: March 20, 2019

TO: Suzanne Choi, DHR PSC Coordinator

FROM: Jacquie Hale, Manager, DPH Office of Contract Management and Compliance,  
DPH Business Office

RE: PSC 46530-18/19 Business Continuity & Disaster Recovery Services for  
Electronic Health Record Implementation

This is to request that the above Personal Services Contract be calendared for the April 15, 2019, meeting of the Civil Service Commission.

This PSC is for services which are part of the implementation of the Department of Public Health's Electronic Health Record implementation.

DPH met with the Municipal Executives Association on February 27, 2019, to provide information on this PSC. Notes of that meeting are attached. At the conclusion of that meeting, MEA stated that they had no problems with this PSC.

Please let me know if you need further information.

Thank you.

cc: Mario Moreno, Director, Office of Contracts Management and Compliance

**From:** [Hale, Jacquie \(DPH\)](#)  
**To:** ["Raquel Silva"](#)  
**Subject:** RE: PSC 46530-18/19 AND PSC#42206 - 18/19 mODIFICATIONS  
**Date:** Wednesday, March 20, 2019 4:40:00 PM  
**Attachments:** [46530-1819 Notes Mtg MEA 2-27-19.pdf](#)

---

No, I neglected to attach the attachments! Sorry, here you are.

**From:** Raquel Silva <[raquel@sfmea.com](mailto:raquel@sfmea.com)>  
**Sent:** Wednesday, March 20, 2019 4:23 PM  
**To:** Hale, Jacquie (DPH) <[jacquie.hale@sfdph.org](mailto:jacquie.hale@sfdph.org)>  
**Subject:** Re: PSC 46530-18/19 AND PSC#42206 - 18/19 mODIFICATIONS

Jacquie:

No notes are attached... or did you mean emails?

Raquel Silva  
Executive Director  
San Francisco Municipal Executives Association  
870 Market Street, Suite 840  
San Francisco, CA 94102  
1-415-989-7244 (office)  
1-415-989-7077 (fax)

On Wed, Mar 20, 2019 at 4:21 PM Hale, Jacquie (DPH) <[jacquie.hale@sfdph.org](mailto:jacquie.hale@sfdph.org)> wrote:

Raquel,

Hi. Here are my notes from our meeting on February 27, 2019. I've uploaded these into the PSC database, and I'll be submitting them with the PSC to DHR for posting/calendaring for the Civil Service Commission meeting of April 15, 2019.

Thank you,

Jacquie Hale  
Manager, Office of Contracts Management and Compliance, DPH Business Office  
1380 Howard Street #421B / San Francisco, CA 94103 / [Jacquie.Hale@SFDPH.org](mailto:Jacquie.Hale@SFDPH.org)  
(415) 255-3508

This e-mail is not a secured data transmission for Protected Health Information (PHI) as defined by the Healthcare Portability and Accountability Act (HIPAA), and it is the responsibility of all parties involved to take all reasonable actions to protect this message from non-authorized disclosure. This e-mail is intended for the recipient only. If you receive this e-mail in error, you should notify the sender and destroy the e-mail immediately. Disclosure of the information contained herein could subject to disclosure to civil or criminal penalties under state and federal privacy laws.

**From:** Raquel Silva <[raquel@sfmea.com](mailto:raquel@sfmea.com)>  
**Sent:** Friday, February 22, 2019 5:04 PM

**To:** Hale, Jacquie (DPH) <jacquie.hale@sfdph.org>  
**Subject:** Re: PSC 46530-18/19 AND PSC#42206 - 18/19 mODIFICATIONS

February 27th 10 - 12 noon

Raquel  
1-415-989-7244 (office)  
1-415-989-7077 (fax)

On Fri, Feb 22, 2019 at 4:33 PM Hale, Jacquie (DPH) <jacquie.hale@sfdph.org> wrote:

I'm trying to coordinate calendars right now, and expecting to hear back from DPH representatives as to when they can attend. Are there any other times next week that would work for you, just in case?

**From:** Raquel Silva <raquel@sfmea.com>  
**Sent:** Friday, February 22, 2019 4:24 PM  
**To:** Hale, Jacquie (DPH) <jacquie.hale@sfdph.org>  
**Cc:** Longhitano, Robert (DPH) <robert.longhitano@sfdph.org>  
**Subject:** Re: PSC 46530-18/19 AND PSC#42206 - 18/19 mODIFICATIONS

Jacquie:

Sorry, I just saw this email. Can we reschedule to Monday after 3 pm? Let me know.

Regards,

Raquel  
1-415-989-7244 (office)  
1-415-989-7077 (fax)

On Fri, Feb 22, 2019 at 11:02 AM Hale, Jacquie (DPH) <jacquie.hale@sfdph.org> wrote:

Raquel,

Hi. Thanks for your email.

As PSC Coordinator, I try to coordinate all of DPH's PSCs, but I'm not necessarily the most knowledgeable on the details of services. I'd like to invite Rob Longhitano, a Contracts Office Manager, who manages these contracts, and possibly someone from DPH IT who also has more information, to join our meeting. We could make it a conference call, if that's OK with you. We have a line that we can use. I can send you a meeting request and the number.

Rob, would you be available today at 4:00 p.m.?

Jacquie

(415) 554-2609


---

**From:** Raquel Silva <[raquel@sfmea.com](mailto:raquel@sfmea.com)>

**Sent:** Friday, February 22, 2019 10:43 AM

**To:** Hale, Jacquie (DPH) <[jacquie.hale@sfdph.org](mailto:jacquie.hale@sfdph.org)>

**Subject:** PSC 46530-18/19 AND PSC#42206 - 18/19 mODIFICATIONS

 This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Jacquie:

I would like to speak to you about these requests as well as the funding for the Electronic Health Record System. I will be available to talk today around 4 pm or next week if it works for you. Let me know. I don't want to challenge these without understanding the necessity for these ongoing requests. Thank you.

Raquel Silva  
Executive Director  
San Francisco Municipal Executives Association  
870 Market Street, Suite 840  
San Francisco, CA 94102  
1-415-989-7244 (office)  
1-415-989-7077 (fax)



**Union Information and Questions Conference Call Meeting: February 27, 2019**

**Item: PSC 46530-18/19 Business Continuity and Disaster Recovery for EHR**

**Attendance:**

- Raquel Silva, Executive Director, San Francisco Municipal Executives Association
- Winona Mindolovich, Acting Chief Information Officer, Epic Project Team, DPH
- Jacque Hale, PSC Coordinator, Manager, DPH Contracts Office

**Notes:**

MEA noted that there had been previous meetings regarding an expedited hiring process for IT, asked why those methods were not being used to fill some of the classifications listed in the PSC, and noted that the PSC did not list a 9978 Technology Expert II.

Ms. Mindolovich explained that these positions are being utilized in IT and for Epic. The positions still take a considerable time to hire and do not have the depth of expertise from a company that does this type of work in the time frame needed. Ms. Mindolovich explained that the Department needs a deep bench of expertise for EHR business continuity functions since the Phase I the new Electronic Health Record (HER) system will go live in August 2019, and the Department has been working to hire staff for several ongoing civil service positions—including a Chief Information Security Officer (CISO)—for several months and a Business Continuity engineer. She noted that a new CISO was expected to start late in March. It would not be practical to expect him to catch up with the current backlog of critical issues and address the business continuity and disaster recovery without assistance.

Ms. Silva asked why this was not addressed with Epic during contract. Ms. Mindolovich explained that while Epic does have a state-of-the-art hosting solution, it does not resolve the risk associated with all critical systems that are interfaced and integrated with Epic. There are over 125 systems that are interfaced with Epic. IT must meet City requirements (see Committee On Information Technology/COIT requirements for a Continuity Of Operations Plan, or COOP) as well as best practices to be prepared for not only business continuity, but disaster recovery. Installing Epic only makes this effort more critical and time sensitive.

Ms. Hale noted that the list of classifications in the PSC did not exclude classifications. Ms. Mindolovich pointed out that there was a current 9978 vacancy on EHR staff.

Ms. Silva asked for confirmation that once the contracted work was done, the previously discussed civil service staff positions would take over the ongoing work.

Ms. Mindolovich noted that had not changed, there was just a lot of work that needed to be done before EHR go-live and during Epic stabilization.

Ms. Silva noted that MEA had no problems with the PSC.

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 - Workforce Technical Assistance and Training

Funding Source: General Fund

PSC Duration: 4 years 13 weeks

PSC Amount: \$450,000

**1. Description of Work**

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

The Office of Economic and Workforce Development ("OEWD") seeks consultants to provide technical assistance to nonprofit community-based workforce entities to build capacity of organizational staff to improve overall workforce programming. Activities may include the following:

Workforce Development and Design: Advising and recommending effective and sustainable employment service models for specific populations, including (but not limited to): at-risk and in-risk young adults, transitional age youth, women, Veterans, re-entry, residents of public housing, individuals with barriers to employment, and the long-term unemployed. Planning and implementing new workforce initiatives and innovative models that have proven success in connected job seekers to viable employment, including (but not limited to): accelerated learning/skills development, project-based learning, experiential learning, competency-based training and assessment, prior learning assessments, apprenticeship, learning labs and learning networks, and innovation process strategies.

Training and Technical Assistance on Regulatory Compliance: Providing technical assistance and training to service providers on administrative compliance with the State and Federal fund sources with an emphasis on Workforce Innovation and Opportunity Act (WIOA) funds and appropriate activities.

Training of Best Practices in Workforce Development: Design, develop, deploy and/or facilitate trainings for best practices in workforce programming. Trainings may be delivered online or in person and include interactive, highly participatory activities on topics promoting skills development in one or more of the following areas: Client customer service - motivational interviews and strength-based interviews; effective case management to enhance participant success; competency based assessments; retention best practices; strategies for effective job development and employer engagement; strategies to utilize external resources outside of workforce system to support clients; using Labor Market Information (LMI) to best inform programming; common measures to identifying "job readiness" across workforce system; innovation in incentivizing participants to submit required documentation (i.e. employment/education verification); employment matching based on skills, interests and sustainable wage occupations; and strategies for removing employment barriers.

- B. Explain why this service is necessary and the consequence of denial:  
 Technical assistance and training for OEWD's Workforce System service providers is pivotal in ensuring that program staff have the knowledge and resources necessary to properly address the needs of our job seeker and employer communities. Denial of this request will result in reduced efficacy of our programs.
- 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.  
 Capacity building efforts were once provided through OEWD's Strategic Initiative's team to build capacity of program staff, but the team no longer has the ability to meet the demand for services.
- 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):
- Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.
  - Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- B. Explain the qualifying circumstances:  
 Services will be provided on a periodic basis, depending on the need for training. The Contractor must have specific skills that are not currently available within the Department.

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

- A. Specify required skills and/or expertise: The following specific skills in regards to capacity building and training around workforce development are required: A successful track record providing assistance to workforce community organizations; success in increasing capacity of community organizations and their staff; a successful track record working with low-capacity organizations; a successful track record providing trainings on workforce best practices; a successful track record working in San Francisco and partnering with the City or other public agencies on similar strategies; and experience in developing and facilitating training curriculum around workforce development best practices.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative 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?**

This work is exclusive to workforce development and developing the capacity of our community based partners through training, and we have not found departments besides OEWD carrying out this type of work.

**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 periodic 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, because this is a periodic project which requires specific skills.

**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 direct training will be provided, but Contractor will be supporting OEWD Program Operations Director (0923) and staff (9772, 9774, 9775) to provide training to workforce system community based partners.

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 01/31/2019, 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: Marissa Bloom Phone: 415-701-4887 Email: marissa.bloom@sfgov.org

Address: 1 South Van Ness, 5th Floor San Francisco, CA, 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 49873 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

## Receipt of Notice for new PCS over \$100K PSC # 49873 - 18/19

dhr-psccordinator@sfgov.org on behalf of marissa.bloom@sfgov.org

Thu 1/31/2019 12:42 PM

To: Bloom, Marissa (ECN) <marissa.bloom@sfgov.org>; ecassidy@ifpte21.org <ecassidy@ifpte21.org>; WendyWong26@yahoo.com <WendyWong26@yahoo.com>; WendyWong26@yahoo.com <WendyWong26@yahoo.com>; tmathews@ifpte21.org <tmathews@ifpte21.org>; kschumacher@ifpte21.org <kschumacher@ifpte21.org>; pkim@ifpte21.org <pkim@ifpte21.org>; amakayan@ifpte21.org <amakayan@ifpte21.org>; L21PSCReview@ifpte21.org <L21PSCReview@ifpte21.org>; Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>;

RECEIPT for Union Notification for PSC 49873 - 18/19 more than \$100k

The ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN has submitted a request for a Personal Services Contract (PSC) 49873 - 18/19 for \$450,000 for Initial Request services for the period 04/01/2019 – 06/30/2023. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/12526> 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)**





# Request for Qualifications #210

**City and County of San Francisco**

Office of Economic and Workforce Development

*for*

**Consulting Services for Economic and Workforce Development Projects**



# Request for Qualifications #210

Date of Issue: Friday, October 19, 2018

**Deadline for Responses:**

**Thursday, November 15, 2018 by 5:00 PM**

**1 complete response package may be submitted via email to**

**[oezd.procurement@sfgov.org](mailto:oezd.procurement@sfgov.org)**

**(Preferred Method)**

**OR**

**1 copy of the completed response package including all supplementary materials may be hand-delivered by the deadline or received by OEWD by mail by the deadline at the following address:**

Office of Economic and Workforce Development

1 South Van Ness Avenue, 5th Floor

San Francisco, CA 94103

Attention: Contracts and Grants Director

**HAND DELIVERY RECOMMENDED IF SUBMITTING HARD COPY**

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## A. Background

The City and County of San Francisco's Office of Economic and Workforce Development (OEWD) supports the City's ongoing economic and cultural vitality through key programs focused on neighborhood commercial corridors, small business assistance, industry focused business recruitment and retention, international business development, joint development projects, and workforce development. OEWD's goal is to work continually, across industries and programs, together with diverse community stakeholders, to make San Francisco a better place to live, work, visit and do business. OEWD seeks to support the economic and community vitality of the City and to create equitable pathways for good paying jobs so that all San Franciscans may fulfill their deepest aspirations and benefit from the economic prosperity of our City. Through this Request for Qualifications (RFQ), OEWD seeks to develop a list of qualified contractors to provide a variety of consulting services, with a focus on advancing equity and shared prosperity for all residents.

## B. Project Descriptions

OEWD is seeking to develop a list of qualified contractors to provide a variety of consulting services as described in Section E of this document. Selections for future projects will be based on the competitive qualifications, experience, and hourly rate quoted in the proposals responding to this RFQ. After the pre-qualified list is established, one or more qualified contractors may be asked to provide further details, portfolios of work and additional price information based on the needs of specific projects. Interested parties may submit one response package for consideration under one or more Areas defined in Section E, Scope of Work, below, or interested parties may submit separate proposals for each Area of interest. **Please define clearly in the overview of your submission under what Area(s) the package should be reviewed.**

Below is an overview of the types of work being sought in this RFQ. Details on each Area can be found in the subsequent pages of this RFQ.

Area number	Title	Subsections/Categories
Area 1	Developing and Implementing a Racial Equity, Diversity and Inclusion Plan	Yes; subsections a. through d.
Area 2	Real Estate Analysis and Technical Assistance	None
Area 3	Community Benefit District/Business Improvement District	None
Area 4	Architectural Services	None
Area 5	Logo/Branding Design	None

Area number	Title	Subsections/Categories
Area 6	Photography Services	None
Area 7	Storefront and Corridor Vacancy Assessment and Feasibility Analysis	Yes; subsections a. and b.
Area 8	Commercial Building Assessment	None
Area 9	Real Estate Case Management Services	None
Area 10	Tenant Coordination/Program Management	None
Area 11	Mission Commercial Space Broker Services and Business Attraction Services	None
Area 12	Chinatown Vacancy Activation Pilot	None
Area 13	Architectural and Interior Design Services for Healthy Retail SF Program	None
Area 14	Small Business Services through the SBDC	Yes; subsections a. through bb.
Area 15	Workforce Technical Assistance and Training	Yes; subsections a. through c.
Area 16	Workforce Policy Tracking and Analysis and Designing Workforce Solutions	None
Area 17	City Build As-Needed Training Consultants	None
Area 18	Employment Training Panel (ETP) Technical Assistance and Management	None
Area 19	Economic and Labor Market Analysis	Yes; subsections a. through b.
Area 20	Development Agreement SharePoint Tracking System	None
Area 21	Technology Consultation	Yes; subsections a. through c.

Area number	Title	Subsections/Categories
Area 22	Stakeholder Engagement and Facilitation	Yes; subsections a. through d.
Area 23	Marketing, Branding, Collateral and Website Development	Yes; subsections a. through p.
Area 24	Fiscal Services	None
Area 25	Legal Advice for Cannabis Equity Applicants	None
Area 26	Small Business Needs Assessment	None
Area 27	Nonprofit Capacity Building	Yes; subsections a. through q.

OEWD may fund contracts and/or grants under this RFQ with a variety of federal, state or local funding as appropriate, including, but not limited to: the Workforce Innovation and Opportunity Act (WIOA), Community Development Block Grant (CDBG), California Career Pathways Trust (CCPT) funds, American Apprenticeship Grants through the Department of Labor, and City general funds.

### C. RFQ Timeline

RFQ Issued	Friday, October 19, 2018
Question submission period ends	Wednesday, October 31, 2018 at noon
Final questions and answers posted	Tuesday, November 6, 2018 by end of day
Proposals Due (no exceptions)	Thursday, November 15, 2018 at 5:00 PM
Notifications to Proposers	Anticipated by close of business Thursday, November 29, 2018
Appeal Period Ends (no exceptions)	Five (5) calendar days after notification date

This RFQ will be in effect for two years from the date that notifications are sent to proposers. OEWD may use this RFQ to justify contracts/grants with a term start date within the two year timeframe and for any necessary amendments to those agreements. The term of any agreements (and their amendments) do not need to conclude within the two year timeframe. Contractors whose minimum qualifications were confirmed for consulting work through OEWD's Request for Qualifications (RFQ) #204 in Spring 2017 do not need to reapply to this RFQ unless they wish to also prequalify themselves

for the additional project areas outlined on the following pages or reapply under similar areas to extend their prequalified status. The list of prequalified firms created through RFQ 204 will be active until March 2019. Contractors whose minimum qualifications were confirmed for consulting work through OEWD's Request for Qualifications (RFQ) #207 in Fall 2017 do not need to reapply to this RFQ unless they wish to also prequalify themselves for the additional subsections outlined on the following pages or reapply under similar subsections to extend their prequalified status. The list of prequalified firms created through RFQ 207 will be active until October 2019.

**Schedule may change if necessary.**

Any updates to the schedule or changes to the content of the RFQ will be posted to the RFQ 210 specific page linked to <https://oewd.org/bid-opportunities/rfq-210> It is the proposer's responsibility to review all changes posted and adjust responses as needed.

## **D. Respondents' Questions**

Respondents may request clarification or ask questions about this document by emailing [oewd.procurement@sfgov.org](mailto:oewd.procurement@sfgov.org) through **October 31, 2018 at noon** (preferred method). Respondents may alternatively drop off written questions to the Office of Economic and Workforce Development, 1 South Van Ness Avenue 5th Floor, San Francisco, CA before the deadline noted above.

No phone or fax questions will be answered. A consolidated list of questions and answers will be posted to the RFQ 210 specific page linked to <https://oewd.org/bid-opportunities/rfq-210> no later than end of day **November 6, 2018**. Periodic posting of questions and answers may occur prior to that deadline. Proposers are responsible to review the website periodically and incorporate guidance as appropriate.

## **E. Scope of Work**

OEWD seeks to develop a list of qualified consultants in the following areas:

### **1. Developing and Implementing a Racial Equity, Diversity and Inclusion Plan**

OEWD is seeking qualified consulting nonprofit and/or for profit firm(s) to: 1) conduct an assessment of department practices regarding racial equity, diversity and inclusion; 2) develop a framework that is built on the central pillars of racial equity, diversity and inclusion; 3) provide training and meeting facilitation on racial equity, diversity and inclusion, and create a plan for subsequent trainings; and 4) develop a Racial Equity Plan based on the framework and assist with implementing the plan across the department's units, programs, policies, and practices.

Activities under this section may include:

#### **A. Assessment and Evaluation**

- Survey and interview all OEWD staff or a diverse subset of staff to assess beliefs, attitudes and practices regarding racial equity;
- Provide a summary of data that protects the identity of individuals who participate;
- Assist in the assessment of components which should be included in a department-wide Racial Equity Plan that will be developed by OEWD's Government Alliance on Racial Equity (GARE) cohort; and
- Assist in the evaluation of OEWD's programs, policies and practices to optimize consistency with the Racial Equity Plan and its principles.

B. Plan Development

- Develop a framework built around racial equity, diversity and inclusion
- Develop a Racial Equity Plan based on the framework
  - Plan and program design will have an emphasis on staff development.

C. Training and Facilitation

- Develop and provide meeting facilitation and training to Racial Equity Working Group members;
- Utilize best practices in establishing a framework which ensures that racial equity, diversity, and inclusion are key values of the department, including developing a shared understanding of key terms and concepts;
- Provide racial equity training and facilitation at all-staff meetings;
- Facilitate the development of a shared vision for a more inclusive and equitable organizational culture; and
- Build staff and organizational capacity, skills and competencies and provide recommendations for developing programs, policies and practices that support and advance racial equity over time.

D. Implementation

- Provide and develop tools and assist in the operationalization of the tools in the Racial Equity Plan to increase inclusion and racial equity across OEWD's programs, policies, and practices.

Minimum Qualifications:

- Expertise with racial equity, diversity and inclusion focused program design and facilitation, organizational development, human resource management, and research and evaluation services.
- Familiarity with Economic and Workforce development principles and concepts.

Preferred Qualifications:

- Familiarity with the social, physical and economic infrastructure of San Francisco's low-income neighborhoods and communities of color.

Supplementary Questions and Requirements:

1. Provide a description of at least 2 similar or relevant projects completed in the last 5 years; include challenges, successes, and impacts of the projects.
2. Provide links to websites and/or attach relevant supplemental materials such as a final report on the effectiveness or impact of prior work experience that is relevant to this area.

**2. Real Estate Analysis and Technical Assistance**

OEWD seeks consultants to provide real estate analysis services for commercial and mixed-use projects, including real estate consulting to nonprofit organizations, owners of community assets, and community groups.

Activities under this section may include:



- Estimate development and operation and maintenance costs for proposed development projects or portions of mixed-use projects (i.e. commercial portion only)
- Review development proposals and business terms for complex real estate projects
- Assess feasibility of different development finance tools, organizational structures, and proposed tenants/uses
- Perform stakeholder research to inform the evaluation of a proposed development project, a potential partnership, a proposed tenant/user, a development financing tool or organizational structure's feasibility
- Facilitate partnership agreements with developers
- Facilitate financing agreements with funders

Minimum Qualifications:

- Experience planning or implementing complex mixed-use real estate projects with multiple partners
- Experience estimating costs, developing pro formas, implementing finance tools, and structuring partnerships
- Track record providing assistance or partnering with nonprofit community organizations and neighborhood stakeholders

Preferred Qualifications:

- Track record working in San Francisco neighborhoods on successful commercial and mixed-use projects
- Track record partnering with the City or other public agencies on real estate projects

Supplementary Questions and Requirements: No supplemental information or questions are required.

### 3. Community Benefit District/Business Improvement District

OEWD is seeking Community Benefit District/Business Improvement District (CBD/BID) program support services for City of San Francisco staff members, property and business owners, and other organizations on an as-needed basis. CBDs/BIDs strive to improve the overall quality of life in targeted commercial districts and mixed-use neighborhoods through a partnership between the City and local communities. OEWD offers programs that help small businesses thrive, increase quality of life, improve physical conditions, and build community capacity.

Activities under this section may include:

- Development of legal documents for forming or renewing districts; including, but not limited to the Management District Plan and Engineer's Report
- Overall management of CBD/BID from renewal through a successful election
- Working with OEWD to determine the effectiveness of the CBD/BID program or individual CBDs/BIDs
- Strategic planning for the CBD/BID program or individuals CBDs/BIDs

Minimum Qualifications:

- A strong track record of forming and/or managing CBDs/BIDs in San Francisco and/or the State of California
- Previous experience in strategic planning

- Previous experience in reporting the impact and effectiveness of CBDs/BIDs or citywide related programs

Preferred Qualifications:

- Previous work in strategic planning for CBDs/BIDs
- Previous work in reporting the effectiveness of individual CBDs/BIDs and/or citywide related programs
- Registered Supplier with the City and County of San Francisco

Supplementary Questions and Requirements:

1. Provide a list of all CBDs/BIDs your organization formed in the City and County of San Francisco and/or the State of California
2. Provide links to websites or attach an example of a final strategic plan your organization completed on behalf of a CBD/BID
3. Provide links to websites or attach an example of a final report on the effectiveness or impact of individual CBDs/BIDs or on a citywide program.

**4. Architectural Services**

OEWD is seeking services from architects to provide design services and technical assistance for City of San Francisco staff members, property and business owners, and other organizations on an as-needed basis. OEWD offers programs that provide grants and design assistance to improve visual identity, commercial façades, and business interiors to help small businesses thrive, increase quality of life, improve physical conditions, and build community capacity.

Activities under this section may include:

- Attend meetings with small business owners and OEWD staff to discuss the proposed scope of work and establish the goals and parameters of the project.
- Review historic information, reports, previous building permits and planning requirements for each project. Conduct field measurements and photographing existing conditions.
- Work with OEWD staff and applicant to develop a minimum of two conceptual designs for the improvements.
- Create design development and construction documents drawings. Coordinate revisions with OEWD staff, applicant and Department of Building Inspection (DBI).
- Obtain all required building permit approvals.
- Develop a scope of work for bidding; attend contractors' walk-through; provide assistance during the bidding phase including responding to questions from contractors.
- Review bids and assisting OEWD staff to provide recommendations on choosing lowest price qualified contractor.
- Provide construction administration as needed including site visits, field reports and review and approval of contractor invoices. Answer questions from contractors and OEWD staff.
- Conduct final walk-through with OEWD staff, contractor and applicant upon project completion. Inspect the work for compliance with applicable City guidelines and signing the Certificate of Completion.

Minimum Qualifications:

- Five years verifiable experience providing architectural services to small business and/or building owners similar to the services noted in the application section(s) above
- Licensed architect with the State of California.

- Three commercial façade and/or tenant improvement projects completed in the past 5 years.
- Note: The following Minimum Qualification is only a requirement under limited circumstances and may not be required depending on the type of project and Scope of Work that is negotiated after applicant has been notified that their proposal was successful:
  - If this Minimum Qualification is applicable based on the post-award, final, negotiated Scope of Work, any contractors that the awardee of this RFP uses must be registered in the State Department of Industrial Relations Public Works Contractor database. Contractors responsible for covered construction or maintenance projects must comply with all relevant local, state and federal prevailing wage laws at the point of bidding to be eligible for a contract award. Please visit <http://sfgov.org/olse/prevailing-wage> and <https://www.dir.ca.gov/PublicWorks/Contractor-Registration.html> for more information.

Preferred Qualifications:

- Experience working with small business owners unfamiliar with the design process

Supplementary Questions and Requirements: No supplemental information or questions are required.

## 5. Logo/Branding Design

OEWD is seeking services from branding designers to provide design services and technical assistance for City of San Francisco staff members, property and business owners, and other organizations on an as-needed basis. OEWD offers programs that provide grants and design assistance to improve visual identity, commercial façades, and business interiors to help small businesses thrive, increase quality of life, improve physical conditions, and build community capacity.

Activities under this section may include:

- Attend meetings with the applicant and OEWD staff to discuss the proposed scope of work and establish the goals and parameters of the project.
- Research and evaluate the business concept, customer perception, and other brands in the field.
- Work with OEWD staff and applicant to develop a minimum of three conceptual designs for a visual identity that could include logos, color schemes, signage, and environmental graphics.
- Submit digital files of all designs and a visual identity guideline document for the business.
- Communicate with contractors to specify design and material.
- Providing before and after high quality photographs of the project.

Minimum Qualifications:

- Five years of verifiable experience and three commercial space branding projects completed within the past five years.
- Experience designing signage.

Supplementary Questions and Requirements: No supplemental information or questions are required.

## 6. Photography Services

OEWD is seeking photography services for City of San Francisco staff members, property and business owners, and other organizations on an as-needed basis. OEWD offers programs that provide grants and design assistance to improve visual identity, commercial façades, and business interiors to help small businesses thrive, increase quality of life, improve physical conditions, and build community capacity.

Activities under this section may include:

- Conduct and facilitate planning and conceptualization meeting with OEWD staff.
- Review program information, goals, past projects, and communications needs.
- Develop detailed production work plan including shoot times and travel needs.
- Take photos that highlight the work of programs and services to small businesses and commercial corridors.
- Obtain necessary releases from people and property owners included in the shoots.
- Present proof photos for selection by OEWD.
- Edit chosen photos for photo retouching and file conversion to attain the standard and quality required by OEWD.
- Deliver digital files of final images by method approved by OEWD.

### Minimum Qualifications:

- Five years verifiable experience providing photography for events, real estate, non-profit, and/or commercial purposes.

### Preferred Qualifications:

- Experience working with small business owners.
- Experience working in San Francisco neighborhoods and commercial corridors.

Supplementary Questions and Requirements: No supplemental information or questions are required.

## 7. Storefront and Corridor Vacancy Assessment and Feasibility Analysis

OEWD seeks economic consulting services to assess corridor and storefront vacancies to inform City engagement to activate commercial storefronts.

Activities under this section may include:

- A. Storefront Vacancy Assessment and Feasibility Analysis (single storefront)
  - Use observation and key informant interviews (i.e. broker, building manager or landlord) to determine why a space is vacant. The possible factors will be provided by OEWD as a template.

- Use observation and findings about the neighborhood, including adjacent and nearby businesses, to assess the feasibility of the proposed or projected type of business that would occupy the space.
- Write up summary, including list of business types with the highest likelihood for sustainable success, and activation recommendations.

**B. Corridor Vacancy Assessment**

- Use vacancy data and additional data and interviews to analyze a corridor's general conditions, its uses and makeup, existing building/use (sq. ft.) inventory, and vacancies, and determine whether it is a problem and whether it is an opportunity for government intervention to solve.

Minimum Qualifications:

- Applicants must be fully established nonprofit or for profit entities eligible to do business with the City and County of San Francisco
- At least three years of experience conducting similar assessments surveying and researching
- Analyzed neighborhood and/or regional economic composition, industry clusters, or local factor conditions
- Performed quantitative or qualitative market research in neighborhoods
- Researched and analyzed real estate market conditions and trends, performed stakeholder interviews and research

Supplementary Questions and Requirements:

1. Please describe your understanding of what these assessments may include and for what purpose.

**8. Commercial Building Assessment**

OEWD is seeking commercial building assessment services to support a business attraction storefront activation program.

Activities under this section may include:

- Conducting site visits
- Determining infrastructure needs (mechanical, electrical, plumbing, accessibility, life safety compliance requirements, etc.) to bring the building up to date and to code to be marketable.
- Providing costs estimates of necessary improvements

Minimum Qualifications:

- Applicants must be fully established nonprofit or for profit entities eligible to do business with the City and County of San Francisco
- Experience inspecting and providing assessment of commercial real estate property in San Francisco to determine structural and building systems issues including at a minimum assessment of the building's exterior, electrical, plumbing, HVAC, systems and structural elements
- Experience providing construction cost estimates in San Francisco

Preferred Qualifications:

- Certified commercial property inspector with experience in San Francisco.

Supplementary Questions and Requirements:

1. Please provide an example of commercial building assessment that you have performed for a building in San Francisco.

**9. Real Estate Case Management Services**

OEWD seeks commercial real estate broker services to support a storefront activation and retention program.

Activities under this section may include:

- Work with OEWD to identify and prioritize storefronts to activate
- Work with landlords to fill vacant storefronts.
- Assist tenant pipeline businesses in representing them, negotiating leases, assessing zoning and permitting, and drafting letters of intent.
- Assist existing businesses in representing them, negotiating leases, and drafting letters of intent.
- Provide OEWD with real estate data such as development pipeline information, tenants in the market, and aggregate demand.

Minimum Qualifications:

- At least three years of experience providing real estate or broker services for commercial properties.
- Success providing real estate services to small businesses with varying needs.
- Experience working in San Francisco neighborhood commercial real estate market

Preferred Qualifications:

- California licensed real estate broker

Supplementary Questions and Requirements:

1. Describe recruitment methods for attracting neighborhood serving businesses.
2. Describe how you interpret broker services and business attraction services.
3. Describe accomplishments and successes in supporting small businesses within San Francisco
4. Describe your experience in negotiating leases and drafting letters of intent
5. Describe research and sources of information to be used to ensure that negotiated rents are reasonable
6. Describe your experience partnering with property owners, businesses, nonprofits, leasing agents, residents and the City to implement cultural and/or economic development strategies.
7. Describe your knowledge of challenges and opportunities in leasing spaces for small businesses in San Francisco.

**10. Tenant Coordination/Program Management**

OEWD is seeking a project manager to provide direct real estate services and manage a program that coordinates and supports storefront activation services.

Activities under this section may include:

- Partner and work closely with City team and neighborhood stakeholders to identify neighborhood business retention and attraction efforts and priorities.
- Coordinate with OEWD to prioritize corridors and storefronts for activation and retention based on assessment reports
- Facilitate coordination with Community based organization partners, vacancy assessments, and real estate brokers.
- Conduct direct, proactive, iterative business outreach to businesses that may be considering expanding to San Francisco, have opened in San Francisco or who may be interested in investing in San Francisco
- Provide real estate services and direct case management for up to 25 storefronts
  - Assist businesses in representing them, negotiating leases, and drafting letters of intent.
- Coordinate Tenant Pipeline
- Maintain and manage a pipeline of vacant commercial storefronts. Various sources exist to collect vacancy information, but maintaining and becoming familiar with key and important vacancies will be important to filling them.
- Coordinate within OEWD, other City agencies, and grantee organizations to share vacancies with their clients who are seeking new spaces
- Consider creating a new clearinghouse for temporary or “pop up” users of commercial space
- Assess prospective tenants in leveraging existing service providers
- Assist with Existing Business Retention efforts
- Manage a list of priority businesses for retention services.
- Leverage existing programs to remove leasing barriers and incentivize business owners and property owners to agree to lease terms.

Minimum Qualifications:

- Experience working with real estate, construction-related parties, including but not limited to architects, designers, landlords, brokers, contractors, small business tenants, and City permitting agencies, to fill a vacant storefront.
- Minimum 3 years in real estate experience working with small businesses.

Preferred Qualifications:

Building Assessments

- Certified commercial property inspector with experience in California.

Real Estate Services

- California licensed real estate broker
- Five or more years in real estate matching experience working with small businesses

Supplementary Questions and Requirements:

1. Describe a program or project you have managed that involves multiple stakeholders and involves real estate matters.

2. Describe how you interpret broker services and business attraction services.
3. Describe accomplishments and successes in supporting small businesses within San Francisco
4. Describe your experience partnering with property owners, businesses, nonprofits, leasing agents, residents and the City to implement cultural and/or economic development strategies.
5. Describe your knowledge of challenges and opportunities in leasing spaces for small businesses in San Francisco.

## **11. Mission Commercial Space Broker Services and Business Attraction Services**

OEWD is seeking proposals for a nonprofit or for profit organization to partner with OEWD to support commercial space broker services and business attraction in the Mission District with a focus on Mission Street and 24<sup>th</sup> Streets. The vision for the future of the Calle 24 Commercial Corridor is that it will be an economically vibrant community that is inclusive of diverse income households, businesses and institutions that preserve the cultural and historic integrity of the neighborhood commercial district. In addition Mission Action Plan 2020 produced by the Planning Department states that the goal for Economic Development strategies are to stem the loss of and promote community businesses that serve low to moderate income households.

OEWD recognizes that in order to realize this vision the work must be community-led with a strong private-public partnership. OEWD is seeking proposals to hire a consultant to conduct commercial space broker and business attraction services to ensure a viable pipeline of neighborhood serving businesses into existing and future storefront vacancies.

Please refer to referenced Mission strategies; in addition you may refer to Mission District Economic Development Reports links on our website: <https://oewd.org/reports-and-plans>

A strong proposal shall demonstrate:

- Knowledge of Mission Action Plan 2020 led by the Planning Department and Calle 24 Latino Cultural District economic development goals and priorities.
- Knowledge of economic development activities in the Mission
- A supportive structure that will guide and support a consultant to conduct the work

The budget may reflect compensation for the consultant position as well as operational activities.

The scope of work for the grant recipient(s) in this program area may include (but is not limited to) the following activities:

- Manage a list of new viable businesses to fill existing and upcoming vacancies
- Develop and manage relationships with property owners, businesses and community partners that maintain a pipeline of businesses for vacancies
- Assist pipeline businesses in representing them, negotiating leases and formulating letters of intent
- Collect and report on real estate market trends and prices for the area
- Leverage resources to support business in securing location
- Assist existing businesses in lease review and negotiating leases
- Assist businesses in connecting with partners, so they can be an accessible place for the low to moderate income community
- Maintain communication and report to OEWD and partners



- Communicate activities, milestones, accomplishments and areas of concern or need for strengthening
- Ensure activities are aligned with Calle 24 Latino Cultural District and Mission Action Plan 2020 Economic Development priorities

Minimum Qualifications:

- Applicants must be fully established nonprofit or for profit entities eligible to do business with the City and County of San Francisco
- List prior experience in order to be a qualified applicant.
- A track record of success working in the Mission neighborhood
- Bilingual capabilities English/Spanish

Preferred Qualifications:

- Experience partnering with businesses, nonprofits, residents and the City to implement cultural and/or economic development strategies.

Supplementary Questions and Requirements:

1. Describe recruitment methods for attracting neighborhood serving businesses.
2. Describe how you interpret broker services and business attraction services support Calle 24 Latino Cultural District and Mission Action Plan 2020 economic development goals.
3. Describe proposed indicators that will be used to show progress of services
4. Describe accomplishments and successes in supporting small businesses within the Mission District
5. Describe your experience in negotiating leases and drafting letters of intent
6. Describe research and sources of information to be used to ensure that negotiated rents are reasonable
7. Describe your experience partnering with property owners, businesses, nonprofits, leasing agents, residents and the City to implement cultural and/or economic development strategies.
8. Describe your knowledge of challenges and opportunities in leasing spaces for small businesses in the Mission.

**12. Chinatown Vacancy Activation Project**

Proposals are being sought by OEWD from nonprofit organizations to address storefront vacancies in Chinatown by identifying storefront vacancy best practices; developing storefront activation strategies; and implementing individualized action plans. Strategies are intended to reduce commercial vacancies, recruit new businesses, enhance the marketing of vacant spaces, facilitate lease negotiations, assist with permitting processes, and generally improve the neighborhood vitality in the Chinatown commercial corridor.

The scope of work for the selected nonprofit organization in this program area may include, but is not limited to the following:

- Developing tenant attraction strategies or storefront activation strategies that center around Chinatown's unique character, needs and challenges
- Including local stakeholders, merchant associations, and business and property owners in identifying and prioritizing needs and risks in action planning
- Implementing individualized action plans for vacant storefronts to attract tenants or program the space for temporary activations during tenant transition periods

- Managing a mini-grant program (two-thirds of budget) that provides legal and/or permitting assistance
- Utilizing linguistically- and culturally-appropriate tools and resources in association with developing strategies and implementing action plans

Minimum Qualifications:

- Applicants must be fully established nonprofit entities eligible to do business with the City and County of San Francisco
- Experience developing corridor improvement strategies and implementing action plans
- Experience administering city-funded economic and/or workforce development programs
- Established relationships with local stakeholders, merchant associations, business and property owners

Preferred Qualifications:

- Qualified staff with knowledge of commercial leasing and business accounting

Supplementary Questions and Requirements:

1. What experience does your organization have developing corridor improvement strategies? In addition to any other details about experience, include a list of relevant projects with the title of the project; nature of the project; neighborhood served; the names of the organizations, resident and/or merchant groups, small businesses, etc. you worked with; the dates for and number of year(s) that the project spanned, and the funding source(s).
2. What experience does your organization have administering City-funded economic and/or workforce development programs? In addition to any other details about experience, include a list of relevant projects with the title of the project; nature of the project; neighborhood served; the names of the organizations, resident and/or merchant groups, small businesses, etc. you worked with; the dates for and number of year(s) that the project spanned, and the funding source(s).
3. Provide a list of local stakeholders, merchant associations, business and property owners with which your organization has established relationships.

**13. Architectural and Interior Design Services for Healthy Retail SF Program**

OEWD is seeking services from architects to be primary contact for the store operator for store reset/redesign activities. Architect would collaborate with OEWD and the San Francisco Department of Public Health (SFDPH) to ensure corner stores have the opportunity and support needed to provide healthier options such as fresh produce, low salt and sugar alternatives, etc. by initiating contact with the store operator to redesign stores through the Healthy Retail SF Program.

Activities under this section may include:

- Ensuring corner stores have the opportunity and support needed to provide healthier options in two main areas:
  - Physical Changes (i.e. equipment such as produce refrigeration, shelving)
  - Business Operations (i.e. securing loans, Point of Sale system support, providing trainings & other resources)
- Assessing potential stores interested in the program for viability

- Attending meetings with the business and OEWD staff to discuss the proposed scope of work and establish the goals and parameters of the project.
- Reviewing historic information, reports, previous building permits and planning requirements for each project. Conducting field measurements and photographing existing conditions.
- Creating design development and construction documents drawings/schematics. Coordinating revisions with OEWD staff, business and Department of Building Inspection.
- Obtaining all required building permit approvals.
- Providing construction administration as needed including site visits, field reports and review and approval of contractor invoices. Answering questions from contractors and OEWD staff.
- Creating or providing visual signage that promotes healthy products in participating stores
- Maintaining a comprehensive budget and work plan
- Coordinating store reset/redesign activities with members of the Healthy Retail SF Program team (OEWD, Consultants and others) to include:
  - Order/purchase all necessary equipment for store reset/redesign
  - Communicate necessary information between OEWD, Store Operator, and the community
  - Take pre/post reset/redesign photos
  - Planning and coordination of the schematic/reset planning meeting(s)
  - Schedule and coordinate meetings between the produce consultant, store owner and others to conduct trainings about produce maintenance and merchandising.
  - Help develop and monitor the activities of the Individual Development Plan (IDP), related to the Physical Environment of the store, including but not limited to:
    - Assist with planning of a launch/Grand Re-Opening Event
    - As needed, provide information to report cards and provide input into yearly IDPs
    - Monitor any additional physical requirements specifically identified in the IDP, such as ensuring participating store has proper electrical outlets, storage space, etc.
    - Assist the store operator in the ordering and sourcing of fruits and vegetables and the appropriate products based on customer surveys conducted in the participating stores' community.
- Coordinating and providing additional equipment, technical assistance and/or support (if appropriate) as part of participating stores' annual incentive

Minimum Qualifications:

- Experience with Architectural and Interior Design Services
- Providing before and after high quality photographs and measurements of the project
- Experience working with small market and corner store operators
- Ability to invoice monthly
- Note: The following Minimum Qualification is only a requirement under limited circumstances and may not be required depending on the type of project and Scope of Work that is negotiated after applicant has been notified that their proposal was successful:
  - If this Minimum Qualification is applicable based on the post-award, final, negotiated Scope of Work, any contractors that the awardee of this RFP uses must be registered in the State Department of Industrial Relations Public Works Contractor database. Contractors responsible for covered construction or maintenance projects must comply with all relevant local, state and federal prevailing wage laws at the point of bidding to be eligible

for a contract award. Please visit <http://sfgov.org/olse/prevaling-wage> and <https://www.dir.ca.gov/PublicWorks/Contractor-Registration.html> for more information.

Preferred Qualifications:

- Providing construction administration service
- Design assistance to improve visual identity, commercial façades, and business interiors to help small businesses
- Providing technical assistance to City of San Francisco (City) staff members, and property and business owners

Supplementary Questions and Requirements:

1. Please provide examples of similar projects worked on and completed.
2. Outline the process to complete the project, steps taken to address challenges and how successes were celebrated.

**14. Small Business Services through the Small Business Development Center (SBDC)**

The San Francisco Small Business Development Center (SBDC), a program within OEWD, is seeking business consultants to provide business counseling and training services. Specifically, SBDC is seeking consultants with expertise in one or more of the following areas, as they relate to small business operations:

- a. advertising, marketing, sales and branding
- b. commercial lease negotiations
- c. small business establishment and formation
- d. contracting
- e. customer creation and retention
- f. financial management and analysis
- g. franchising
- h. human resource management
- i. inventory management
- j. loan packaging
- k. product development
- l. profitability tactics
- m. social media management
- n. space planning and analysis
- o. visual merchandizing
- p. technology
- q. web and graphic design
- r. strategy
- s. accounting and bookkeeping
- t. business taxes
- u. government contracting
- v. importing/exporting
- w. financing/capital
- x. commercial real estate
- y. e-commerce
- z. grant writing

- aa. Industry specific expertise (i.e. manufacturing, restaurant, retail...etc.)
- bb. Produce handling and marketing

Activities under this section may include:

- Developing and conducting training programs for small businesses in 1:1 and/or group settings.
- Directing small business clients to appropriate business resources for their needs
- Coordinating and maintaining regular contact with OEWD staff and the SBDC director
- Developing individual service plans and scopes of work for clients
- Tracking and reporting on economic impact of the work being provided

Additional information for this Section:

- Services may be required to be provided in a variety of languages including Spanish, Tagalog, Traditional Chinese, and other languages as needed.
- Some services may be required to be provided in the evenings or on weekends to accommodate client needs.
- The SBDC has a standard \$70 hourly rate for consulting (CPAs and Attorneys may be paid up to \$100 per hours)

Minimum Qualifications:

- 3 years verifiable experience providing business consulting and training services to small business clients and a minimum of 10 small business clients consulted and/or trained

Supplementary Questions and Requirements: Please answer the following questions and provide samples of work as part of the response package.

1. Explain your ability to develop and conduct training programs.
2. Describe your experience in providing counseling in both one-on-one settings and small group settings.
3. Describe your knowledge of appropriate business resources to which business owners would be directed.
4. Explain your capabilities in coordinating and maintaining regular contact with OEWD staff and the SBDC director.
5. Indicate the languages you speak and the proficiency with which you speak them:
  - a. Level 1 – Elementary proficiency
  - b. Level 2 – Limited working proficiency
  - c. Level 3 – Professional working proficiency
  - d. Level 4 – Full professional proficiency
  - e. Level 5 – Native or bilingual proficiency
6. Describe your rapport or approach with clients. How do you communicate effectively with entrepreneurs and engage the cooperation of business owners in the implementation process?
7. Describe your success in helping business clients accomplish specified goals.
8. What knowledge and experience do you possess for dealing with clients' technical problems and producing results of a desired level? Please provide specifics related to all Area 3, subareas a through bb for which you would like this application to be considered.

9. Explain one or more past issues or problems that a client experienced and how you were able to help or advise them.
10. Are you willing to be compensated in accordance with SBDC's standard hourly rate of \$70 per hour?
  - a. Yes
  - b. Yes for some but not all contracts (Please answer question below)
  - c. No (Please answer question below)
    - i. If you are not willing to be compensated in accordance with SBDC's standard hourly rate of \$70 per hour, what is your blended hourly rate?

## 15. Workforce Technical Assistance and Training

OEWD seeks consultants to provide technical assistance to nonprofit community-based workforce entities to build capacity of organizational staff to improve overall workforce programming.

Activities under this section may include:

### A. Workforce Development Program Design

Advising and recommending effective and sustainable employment service models for specific populations, including (but not limited to): at-risk and in-risk young adults, transitional age youth, women, Veterans, re-entry, residents of public housing, individuals with barriers to employment, and the long-term unemployed.

Planning and implementing new workforce initiatives and innovative models that have proven success in connected job seekers to viable employment, including (but not limited to): accelerated learning/skills development, project-based learning, experiential learning, competency-based training and assessment, prior learning assessments, apprenticeship, learning labs and learning networks, and innovation process strategies.

### B. Training and Technical Assistance on Regulatory Compliance

Providing technical assistance and training to service providers on administrative compliance with the State and Federal fund sources with an emphasis on Workforce Innovation and Opportunity Act (WIOA) funds and appropriate activities

### C. Training of Best Practices in Workforce Development

Design, develop, deploy and/or facilitate trainings for best practices in workforce programming. Trainings may be delivered online or in person and include interactive, highly participatory activities on topics promoting skills development in one or more of the following areas:

- Implementing workforce development best practices
- Client customer service – motivational interviews and strength-based interviews
- Effective case management to enhance participant success
- Competency based assessments
- Retention best practices
- Strategies for effective job development and employer engagement
- Strategies to utilize external resources outside of workforce system to support clients
- Using Labor market Information (LMI) to best inform programming

- Common measures to identifying “job readiness” across workforce system
- Innovation to incentivizing participants to submitting required documentation (i.e. employment/education verification)
- Employment matching based on skills, interests and sustainable wage occupations
- Strategies for removing employment barriers

Additional Information for this Section:

Audience may be as large as 100 and from a variety of levels (direct staff, management and leadership) within OEWD-funded workforce system service providers.

Applicants should demonstrate in their response the following specifics in regards to capacity building and training around workforce development:

- A successful track record providing assistance to workforce community organizations
- Success in increasing capacity of community organizations and their staff
- A successful track record working with low-capacity organizations
- A successful track record on providing trainings on workforce best practices
- A successful track record working in San Francisco and partnering with the City or other public agencies on similar strategies
- Experience in developing and facilitating training curriculum around workforce development best practices

Minimum Qualifications:

- Minimum of 5 years verifiable experience providing similar services (capacity building and training of workforce best practices) as those noted in the application area.

Preferred Qualifications:

- Experience in providing similar services to workforce providers in San Francisco

Supplementary Questions and Requirements: Please answer the following questions and provide samples of work as part of the response package.

1. Please provide an example of capacity building efforts with low capacity organizations.
2. Please provide examples of trainings you provided around workforce best practices.
3. Please provide 2 letters of recommendation from workforce organizations for whom you have provided capacity building.

**16. Workforce Policy Tracking and Analysis and Designing Workforce Solutions**

OEWD seeks consultants to track policies developing at the Federal or State level that effect or could influence San Francisco’s Workforce System, particularly as it relates to changes in funding for Workforce Development; new initiatives within Workforce Development at the State or Federal level; changes in legislated hiring or other HR requirements impacting employers; new or different regulations impacting the hospitality, technology, construction, or healthcare industries; credentials and/or certifications being developed for new and emerging industries relevant to the San Francisco labor force; etc.

Activities under this section may include:

- Providing research on policy, funding, and legislative changes impacting Workforce Development on the Federal and State Level, particularly (but not exclusively) those of WIOA.
- Tracking proposed funding changes, program planning requirements, and workforce related regulations in key sectors that will assist San Francisco's workforce system manage local in a way that best serves job-seekers and employers.
- Conducting research on the value of certificate programs versus college degrees for growth sectors like technology and advanced manufacturing.
- Researching on best practices and models developed in peer cities designed to address poverty and high unemployment in cities with great wealth disparity.
- Creating recommendations for implementing workforce policies and suggest directives to guide local programming; simplify local directives and policies so they can be shared and implemented by local system workforce providers.
- Researching the impacts of Artificial Intelligence (A/I) and Robotics have on the workforce, and in particular industries, and what training needs to be in place for entry level positions in those sectors.
- Tracking the efforts of the newly formed American Workforce Policy Advisory Board.

Minimum Qualifications:

- Minimum of 5 years verifiable experience providing similar services (policy tracking and analysis) as those noted in the application area

Preferred Qualifications:

Applicants should demonstrate in their response the following specifics in regards to workforce development policy tracking and analysis:

- Demonstrated understanding of workforce development policy landscape at the State and Federal level
- Established expertise in labor market and industry-driven credentialing programs
- Verifiable experience in providing policy analysis, best practices, comparative analysis, etc. for workforce development policy and legislation at the local, state, or federal level
- A successful track record of quantitative and qualitative analysis of industry and occupational trends that predict changes in hiring and HR practices
- A successful track record working in San Francisco and partnering with the City or other public agencies on similar strategies

Supplementary Questions and Requirements: No supplemental information or questions are required.

**17. City Build As-Needed Training Consultants**

OEWD seeks consultants to provide technical assistance to help craft and implement construction training curricula for as-needed CityBuild special trainings, including project-specific trainings such as the 2017 and 2018 Chase Center Trainings.

Activities under this section may include:

- Working with OEWD and CityBuild staff to develop detailed curricula for construction training modules tailored to meet industry and project-specific needs
- Assisting OEWD and CityBuild in implementing the Multi-Craft Core Curriculum in as-needed trainings



- Coordinating with jointly-administered apprenticeship programs to match training curricula to meet direct entry and preferred entry requirements
- Delivering construction training services at CityBuild-specified sites in the City and County of San Francisco

Additional information for this Section: Applicants should demonstrate in their response the following specifics::

Applicants should demonstrate in their response the following specifics: a successful track record providing assistance to OEWD, CityBuild, or any other Workforce Investment Board-affiliated pre-apprenticeship program in the nine-county Bay Area; a successful track record working in San Francisco; and a successful track record training disadvantaged jobseekers for success in jointly-administered training programs.

Minimum Qualifications:

- 3 years verifiable experience providing similar services as those noted in the application area
- Experience in delivering the Multi-Craft Core Curriculum is highly desired, though not required

Supplementary Questions and Requirements: No supplemental information or questions are required.

**18. Employment Training Panel (ETP) Technical Assistance and Management**

OEWD is seeking consultants to assist the department with the administration of existing and future California State Employment Training Panel (ETP) grants.

Activities under this section may include:

- Collecting and submitting training data to ETP via its online system, on a monthly basis.
- Establishing a system and procedures for ensuring the documentation of training. This may be done by way of electronic or paper training records.
- Establishing a system and procedures for the collection of enrollment information, including required trainee demographic data.
- Acting as a liaison between OEWD and participating employers when necessary.
- Establishing and maintaining the management of an information database to report on the status of ETP training.
- Creating monthly summary reports on the overall progress of the contract.
- Preparing a cash flow plan.
- Enrolling trainees through the ETP on-line system.
- Uploading documentation of training hours to the ETP online system.
- Conducting quality control review of records to ensure they meet ETP standards for completeness and consistency with ETP contract and regulatory requirements.
- Assisting and advising OEWD in documenting employment retention.
- Attending ETP monitoring meetings and to the extent permitted by ETP represent OEWD at said meetings.
- Preparing requests for contract amendments and modification when necessary.
- Preparing invoices for review and approval by OEWD.

- Assisting OEWD with assessing training programs fit for ETP funding, writing applications, and speaking to the panel on the merits of the programs and applications.
- Providing technical assistance workshops and ETP information sessions as needed by OEWD
- Assisting OEWD with outreach and providing technical assistance to local businesses interested in obtaining ETP funding for skill advancement opportunities within their

Minimum Qualifications:

- 5 years verifiable experience in providing similar services as those noted in the application area above.
- Specific workforce development related experience is highly desirable.

Supplementary Questions and Requirements: No supplemental information or questions are required.

**19. Economic and Labor Market Analysis**

OEWD seeks consultants to provide Economic and Labor Market Analysis consulting.

Activities under this section may include:

**A. Workforce Development**

OEWD is seeking consultants to provide economic consulting for labor market analysis. Consultants in this service will help OEWD make informed plans, choices, and decisions for a variety of purposes, including informing business investment decision making, career planning and preparation, education and training offerings, job search opportunities, hiring strategies, and public workforce investments. Among other tasks, consultants may be asked to review and analyze labor market data in order to identify emerging sectors, understand the health of existing sectors, identify where workforce investments are warranted, and measure changes in sector health in areas receiving City workforce investments.

The requested services may include analysis of community workforce skills and capabilities, employment opportunities and projections, skills and competencies required, career lattices, and sector/industry specific career development opportunities. The consultant may analyze current workforce development practices and make recommendations for industry-specific programming. These services may have a local, state, or nationwide focus, and will be based on research, labor market analysis, and stakeholder engagement (City, education, labor, etc.).

The consultant may also perform statistical analysis of employee wage data within or across sectors, industries, or employers, employee wage data for disparities based on race/ethnicity, gender, and/or race and/or gender-based discrimination among employees within or across sectors, industries, or employers.

The consultant may produce relevant reports, charts, tables, and other data visualization products. Firms may be asked to evaluate proposed intervention strategies for OEWD based on labor market projections and existing or planned training practices.

Respondents must demonstrate successful experience in providing economic consulting services. Experience may include, but is not limited to, workforce development, research and analysis of industries, markets and communities, as well as assistance with implementation of economic strategies and recommendations. Respondents will ideally have experience working with municipalities (or similar government agencies) on complex economic projects.

## **B. Economic Development**

OEWD is seeking consultants to provide economic consulting for economic development. Consultants in this service area will help OEWD conduct economic development analyses of local and/or regional markets, including analysis of economic, real estate, and industry/sector factors.

The requested services may include economic development strategy development, business attraction and retention, neighborhood and/or regional economic composition and performance, surplus and leakage analysis, sector analysis, analysis of local factor conditions, and small business and neighborhood corridor best practices. These services may have a local, regional or nationwide focus, and will be based on research, analysis, and stakeholder engagement.

Among other tasks, consultants may be tasked with survey design and implementation, stakeholder engagement, performance measurement, and make recommendations for industry- or neighborhood-specific programming. The consultant may be tasked with program implementation or marketing. The consultant may be asked to produce relevant reports, charts, tables, and other data visualization products.

Respondents must demonstrate successful experience in providing economic consulting services. Experience may include, but is not limited to, economic development, research and analysis of industries, markets and communities, as well as assistance with implementation of economic development strategies and recommendations. Respondents will ideally have experience working with municipalities (or similar government agencies) on complex economic projects.

### Minimum Qualifications:

- 3 years verifiable experience in providing similar services as those noted in the application area above.

Supplementary Questions and Requirements: No supplemental information or questions are required.

## **20. Development Agreement SharePoint Tracking System**

OEWD seeks consultants to provide technical assistance to build a SharePoint-based centralized multi-agency Development Agreement (DA) Obligations Tracking System which would track requirements in these unique agreements so that the City can more easily monitor and track these obligations. DAs are legal agreements between the City and private entities approved by the Board of Supervisors. OEWD seeks to develop this singular, comprehensive system to house and organize the conditions, requirements and mitigations specified in DAs. To this end, OEWD seeks to develop a website to house approved agreements and a centralized database system embedded there for tracking and enforcing DAs. In order to be effective as a tool for monitoring and enforcing DAs, the

SharePoint system should include a database management system that has several characteristics. Specifically, the database should:

- Be easily and conveniently accessible to users in multiple departments;
- Be flexible and robust enough to accommodate the wide variety and complexity that exists among DA requirements;
- Have advanced features such as custom reporting and automation of certain tasks (e.g., email notification of deadlines and milestones); and
- Have security and access controls adequate to preserve the integrity of the data.

Activities under this section may include:

- Scoping meetings: Conduct one-on-one technical sessions with staff from OEWD and six to eight participating agencies to develop custom applications and functions/procedures for the purpose of interfacing with a centralized database for tracking and enforcing the conditions, requirements, mitigations, and obligations.
  - Building the tracking system: Working directly with an OEWD project manager, draft the system and make adjustments, as necessary. Assist with integration directly with FAMIS/FSP, Accela PPTS, mapping software, City Outlook Directory, and other applicable systems, as necessary, or indirectly through data exporting/importing. Create and adhere to a project schedule for building and launching this system.
- Roll-out: Launch the new DA Obligations Tracking System. Provide on-going support and development through beta-testing.
  - Designing maintenance protocols: Draft protocols for OEWD and other stakeholders to utilize after roll-out stage. Develop department-specific work flows for custom reporting and automation of tasks. Create security and access controls to allow for the adequate preservation of integrity of inputted data. Build document management capabilities to upload and retrieve relevant files.

Additional information for this Section: Applicants should demonstrate in their response the following specifics:

- A successful track record in organizing and facilitating multi-stakeholder projects
- Technical expertise needed for all aspects of building the DA Obligations Tracking System

Minimum Qualifications:

- Three years verifiable experience providing similar services as those noted in the application area.
- Demonstrated experience in developing at least two similar SharePoint obligation-tracking systems/databases.

Supplementary Questions and Requirements: No supplemental information or questions are required.

## 21. Technology Consultation

OEWD seeks consultants to design, develop, and deploy computer solutions to reduce costs, increase access, and improve outcomes.

Activities under this section may include:

- A. As-needed Technology Consultation services including:
  - Assisting with identifying, purchasing and implementing new systems or upgrades to current systems
  - Developing electronic forms and workflows to support process automation
  - Integrating data from other systems as necessary to support process automation and reporting
  - Analyzing of business practices and associated tracking mechanisms, to include identification of current-state efficiency gaps and future-state recommendations.
  - Data de-duplicating and clean-up.
  - Collecting, documenting, and confirming functional requirements.
  - Creating, customizing, deploying or providing recommendations on technical and procedural systems for improved information sharing.
  - Automating of core departmental processes.
  - Creating, customizing, deploying or providing recommendations on technology solutions to integrate and consolidate current OEWD systems.
  - Providing end-user training and creating guide materials related to improvements.
- B. Developing a cloud-based, interactive data management system to track workforce-related data, specific to the construction industry. System includes a project management tool, and the ability to track worker demographics and employer information. The system should allow users to generate customizable reports to view all data points and its relationships, with ability to export raw data as Excel and PDF file formats.
- C. Improving and expanding job-matching technology for the workforce portfolio. Improve and expand existing Salesforce-based job matching tool focused on connecting pre-qualified job seekers with employment opportunities.

Additional information for this Section: Applicants should demonstrate in their response the following specifics:

- A successful track record partnering with the City or other public agencies; the City currently uses the following system as part of its business operations: PeopleSoft, MS Office, SharePoint, DocuSign, Tableau, ArcGIS, Adobe, Drupal

Minimum Qualifications:

- 5 years verifiable experience providing similar services with systems as those noted in the application area(s) above.

Supplementary Questions and Requirements: No supplemental information or questions are required.

## 22. Stakeholder Engagement and Facilitation

OEWD is seeking consultants to provide stakeholder outreach, engagement, and facilitation services for external-facing events, as well as facilitation services (both internal and external) related to event planning, promotion, retreats, and day-of event support. Services include, but are not limited to managing engagement processes and data collection plans, reporting results and

recommendations, and managing collaboration and partnership between stakeholders and members of the public.

Activities under this section may include:

- A. Stakeholder Outreach Services. Firms prequalified for work in this Service Area may be requested to provide outreach services to stakeholders (e.g., staff, customers/users, community groups, Board of Supervisors, City commissions, general public). Services may include, but are not limited to, designing, producing, managing outreach tools and strategies, presenting, and providing technical assistance, such as:
- Designing, developing, and implementing multi-media promotion strategies
    - Electronic outreach (e.g., e-newsletters, project websites)
    - Social media (e.g., Facebook, Twitter, blogs, cell phone apps)
    - Print and other promotional material: (e.g., mailings, reports, posters, advertisements, signage, etc.)
  - On-the-ground community outreach (e.g., tabling at community events, attending community groups' meetings, door-to-door flyering)
  - Media relations (e.g., media advisories, TV/radio/billboard advertisements, ethnic news media outreach)
    - Development and distribution of press releases
  - Communication plans
  - Translation and interpretation for non-English speaking populations. If applicable, respondents should make sure to indicate in which language(s) they are able to offer outreach services.
- B. Stakeholder engagement, research, and analytical services. The purpose of these services is to collect, analyze, and use stakeholder input to inform city departmental planning, decision-making, and process improvement efforts. Services may include, but are not limited to, the following:
- Design, conduct, and manage data collection plans to collect input from stakeholders using data collection methods, such as:
    - Surveys (e.g., online, mail, phone, in-person)
    - Opinion polling (and other large, random sample, statistically significant surveying)
    - Focus groups: for the purpose of collecting input and ideas from stakeholders as well as capturing different opinions and necessary information.
  - Design, conduct, and manage data analysis plans to analyze stakeholder input:
    - Collect, compile, and transmit data into usable formats
    - Develop and execute data analysis using quantitative and qualitative methods
    - Create data analysis reports, including summary reports and detailed final reports, and display results in various formats, e.g., PowerPoint, interactive/web-friendly, etc.
    - Develop recommendations and implementation plans based on findings and analysis
    - Present findings and recommendations to staff, commissioners or elected officials
    - Design, conduct and manage secondary research and data analysis to support primary research methods and findings, e.g., literature review, contextual research, market research, GIS mapping, US census data analysis.

- Conducting interviews with targeted employers or industry groups to obtain information on how to best position marketing initiatives and communicate benefits to the business community.
  - Collecting, compiling, and transmitting data captured during the above activities and presenting the findings as required for the project.
- C. Facilitation services between stakeholders and/or to provide assistance at public-facing events. The purpose of this service is to encourage collaboration and partnership between stakeholders, large working groups, and members of the public. Services may include, but are not limited to, the following:
- Planning, coordinating, and managing meetings and workshops between stakeholders, including but not limited to:
    - Working groups; for the purpose of creating recommendations and identifying solutions around a subject area or issue.
    - Conducting Stakeholder strategic planning sessions
    - Designing, conducting, and managing stakeholder facilitation processes, including coordination, communication, strategic advising, consensus-building, and conflict resolution services.
  - Collecting, compiling, and transmitting data captured during the above activities and presenting the findings as required for the project.
- D. Facilitation of groups with a focus on retreats, focus groups, and working group conferences and/or large scale project management with an emphasis on event planning, promotion, and day-of support.

Activities under this section may include:

- Creating and presenting retreat plans, agenda and materials for Department, board, or commissions
- Facilitating capacity building workshops for workforce professionals and organizations
- Logistics planning and coordination
- Creating, presenting, tracking, and analyzing pre and post group survey materials
- Obtaining, analyzing and reporting on direct feedback from participants as well as setting effectiveness measurement systems to develop strategies for continual process improvement and improved efficiencies
- Summarizing proposed recommendations, including specifying measurable objectives, timeframes, and key personnel
- methods of implementing these recommendations, and ways to measure progress and provide updates
- Collecting, compiling, and transmitting data captured during the above activities and presenting the findings as required for the project.

Minimum Qualifications:

- Respondents must have experience working with municipalities (or similar government agencies) on stakeholder outreach, engagement, facilitation and/or related research and analysis.

Supplementary Questions and Requirements: No supplemental information or questions are required.

### 23. Marketing, Branding, Collateral and Website Development

OEWD is seeking consultants to assist with establishing consistent and effective messaging among OEWD's programs and initiatives.

Activities under this section may include:

- a. Analyzing stakeholders and how they affect messaging across all channels (website, print collateral, social media, etc.).
- b. Analyzing and providing recommendations about how, through messaging and information design, OEWD can create better access to OEWD services for San Francisco residents, including underserved populations. This may include strategy for creating print and web materials that are user/customer focused. Provide OEWD with manual of best practices on how to create user/customer centered content.
- c. Designing research and analysis to better understand our customers/clients, including current challenges and barriers, socioeconomic context, etc.
- d. Data visualization
- e. Creating, presenting, implementing, and analyzing the effectiveness of a media outreach plan including recommendations on translation and interpretation service needs.
- f. Analyzing current web, digital, and/or paper collateral and recommendations for additional pieces to effectively market services to the public, other City departments, and community stakeholders.
- g. Branding strategy to better integrate OEWD messaging and design across all channels (print, digital, social media, etc.) This may include design of logos, collateral, style guidelines, and other support materials to market services to the public, other City departments, and community stakeholders.
- h. Photographing events, programs, clients, and service providers for print and online marketing
- i. Analyzing of stakeholders and how they affect messaging in all available media (website, print collateral, etc.).
- j. Creating, presenting, implementing, and analyzing effectiveness of a media outreach plan including recommendations on translation and interpretation service needs.
- k. Creating, implementing, and potentially consolidating appropriate website(s) to market services to the public, other City departments, and community stakeholders.
- l. Designing and producing logos, collateral, and other support materials to market services to the public, other City departments, employers and community stakeholders.
- m. Developing a Content strategy and developing print and web materials that are user/customer focused. Provide OEWD with manual of best practices for creating user/customer centered content.
- n. Creating a unified OEWD Workforce Development brand and graphic system for collateral across print, digital and social medial channels.
- o. Conducting door-to-door outreach to disseminate information about OEWD
- p. Developing a Marketing and Branding Strategy Plan that includes:
  - o A Style & Marketing Guide (these could be two separate activities)
  - o Marketing Toolkit
  - o Strategy for outreach to employers, providers, job seekers and other stakeholders through print, digital and social media channels

Minimum Qualifications:



- Three years verifiable experience providing similar services as those noted in the application area.

Supplementary Questions and Requirements: No supplemental information or questions are required.

#### 24. Fiscal Services

OEWD seeks consultants to assist OEWD directly, individual grantees, or other system service providers which the department deems in need of assistance with fiscal operations.

Activities under this section may include:

- Training and coaching staff and leadership to improve fiscal operations of the designated organization.
- Reviewing, analyzing and documenting current practices; updating policy and procedures as necessary.
- Reviewing monthly invoices from grantees against Federal, State, local or other applicable regulations to confirm funding is being spent according to appropriate requirements.
- Developing or revising fiscal policies and procedures for administration of federal workforce funds, local city grant dollars, or a combination of both.
- Developing or revising cost allocation plans and functional budgets in partnership with one or more nonprofit agencies receiving a variety of Federal, State and local funding.
- Technical development of administrative procedures and policies related to financial management, cost allocation and monitoring.
- Creation of financial reports and documents.
- Providing training to service providers on financial compliance with the Workforce Innovation and Opportunity Act (WIOA), H1B retraining funding or other regulated funds.
- Conducting financial compliance reviews of WIOA service providers.
- Summarizing methods of implementing proposed recommendations, ways to measure progress, and provide updates including specifying persons responsible, timeframes, and measurable objectives.

Minimum Qualifications:

- 3 years verifiable experience in providing similar services as those noted in the application area above.

Supplementary Questions and Requirements: No supplemental information or questions are required.

#### 25. Legal Advice for Cannabis Equity Applicants

OEWD is seeking consultants to provide legal advice to small businesses and individuals, regarding the laws and regulations generally applicable to participation in San Francisco's Equity Program (Police Code section 1604).

OEWD seeks providers that demonstrate familiarity with the local, California, and federal laws and regulations and the knowledge, experience, and ability to provide one-on-one consultation, and to develop educational materials to clarify the laws and regulations generally applicable to participation in San Francisco's Equity Program (Police Code section 1604). Providers should be prepared and able to provide legal advice, including updates on current legal and legislative

developments. That advice should cover, but should not necessarily be limited to, the following general categories: license and permitting, banking, compliance audits, zoning, and tax and compliance.

Providers who demonstrate the qualifications and capacities to provide the professional assistance will be placed on a qualified provider list. On an as-needed basis, OEWD will use the list to match technical assistance providers to eligible clients.

Minimum Qualifications:

- Applicants must be fully established nonprofit or for profit entities eligible to do business with the City and County of San Francisco
- Experience with success providing similar services to small businesses or individuals

Preferred Qualifications:

- Knowledge of San Francisco's neighborhoods and small business infrastructure
- Experience working in a government and/or non-profit setting interacting with the development and implementation of programs that serve disadvantaged clients.
- Experience providing legal advice to inexperienced small business owners seeking to enter heavily-regulated industries

Supplementary Questions and Requirements:

1. Please provide a description of your firm's qualifications, including an understanding of laws pertinent to the San Francisco Equity Program, and having an approach, contracts, and experience providing comparable services in the industry or a related industry
2. Describe your past and present experience providing legal advice and developing education materials in any of the areas listed above. Please identify all areas of expertise. Include experience and approach working with historically marginalized individuals with a complex range of needs. Specify if this experience is directly tied to the cannabis industry.
3. Please share two examples of similar projects worked on and completed. Provide the scope, process and approach, staffing, outcomes, and timeline to complete similar scoped/size project.
4. Provide an example of how you explained a complex situation so that your client or audience who are not familiar with the industry technical terms understood what you were explaining. Provide the background, complex situation/regulation, your approach and actions, clarifying language and tools, and the results.
5. Provide a list of staff and significant subcontractors that would work on this project, including their qualifications, relevant experience, roles and responsibilities, and other projects they will be working on during the proposed timeline, along with percentage of time committed;
6. Provide a cost estimate and blended rate per hour for each scope of work element; and
7. Provide at least two professional references that can verify your firm's past experience and outcomes.

## 26. Small Business Needs Assessment

OEWD is seeking consultants demonstrating successful experience in providing economic consulting services to conduct a small business needs assessment with updated data and conduct a deeper analysis that sheds light on the effectiveness of OEWD's services, investments and

programmatic impact on small businesses; and identifies gaps in services and needed investments for businesses and business districts.

The study will inform our strategy for local and federal funding and intra-agency coordination for small business support services. The questions we would like the study to address are:

- What is OEWD doing to support small businesses?
- What's working/not working?
- Are we serving the small business community needs?
- How should we programmatically implement the recommendations from OEWD's 2017 retail study related to the national changing face of retail and its impacts locally?
- What unique challenges are encountered by women-owned businesses, minority-owned businesses, and low-income business owners, and what can be done to help address these challenges?

The research study will use a mixed-methods approach to evaluate OEWD's small business programs. The method may include an analysis of public and proprietary data, survey, and focus groups. The data analysis should be conducted first and will help shape the survey questions and focus group sessions. Focus groups of diverse stakeholders who have both engaged and not engaged in City-sponsored programs will go deeper and fill in gaps where information is missing from the data and survey.

Activities under this section may include:

- Identification, mapping, and relationship of existing services to support small businesses and entrepreneurs at different stages of small business development from pre-startup to expansion and growth.
- Analysis of quantitative data collected and provided (service provider reporting, OpenSF public data, local and state revenue streams, and other sources), and recommendations on what we should collect in the future to conduct annual program and service evaluation.
- Stakeholder research/survey and statistical evaluation of the effectiveness of programs to serve small businesses and microenterprises (what do the numbers mean, how significant are they, and what do they imply about the ways the City could operate and improve?).
- Recommendations and opportunities to increase the efficiency, effectiveness, accessibility, and coordination of the programs funded and services provided with a focus on businesses that are owned by, employ, or serve low- to moderate- income persons.
- Inventory of effective tools other entities (i.e. Cities, States, Federal Government, Non-profits, etc.) are using to help address the unique challenges faced by women, minority, and low-wealth small business owners. Of these tools, what is OEWD actively using, and what should be adopted or enhanced?

The study should begin in January 2019. The completion of the study, including recommendations, should be done by August 2019 in time for the Community Development Block Grant (CDBG) Request for Proposals for FY2020-2025, which is anticipated for November 2019.

Minimum Qualifications:

- Applicants must be fully established nonprofit or for profit entities eligible to do business with the City and County of San Francisco

- At least three years of experience must have been in conducting similar studies surveying and researching concerning small businesses.
- Experience may include, but is not limited to: research and analysis of industries, markets and communities, as well as assistance with implementation of economic strategies and recommendations.
- Experience in one or more of the following topics:
  - Economic development strategy
    - Analyzed neighborhood and/or regional economic composition and performance, the structure and competitiveness of an industry or industry clusters, or local factor conditions, or
    - Conducted surplus and leakage analysis
    - Developed an economic strategy that included all of the following: sector analysis, analysis of local factor conditions, and research on best practices in areas that may include small business development, local hiring, and procurement policy
    - Performed quantitative or qualitative market research in neighborhoods to inform economic development strategy recommendations;
    - Performed follow-up activities to either (1) implement the recommended programs and strategies resulting from the tasks listed above, including but not limited to the development of marketing strategies
  - Economic research
    - Prepared and implemented survey or interview research designs concerning business and consumer behavior, or
    - Performed econometric analysis of statistical data related to urban policy issues.
- Fiscal analysis
  - Performed professional and technical analysis in analyzing and forming revenue forecasts at local and state levels. The sources of revenue streams may include property taxes, sales taxes, income taxes, bond issuance, or any other types of public financing mechanisms, or
  - Compiled and analyzed employment data at both macro and detailed industry levels and produced employment projections based on trend as well as statistical analysis.
- Small Business Program evaluation
  - Assessed and evaluated business assistance programs
  - Conducted impact evaluation
  - Performed stakeholder research that was used to inform the evaluation of a proposed business project or program.

Preferred Qualifications:

- Experience working with municipalities
- Experience working with similarly scoped study in the Bay Area in the last 5 years
- Staff (subcontractor staff) with diverse language and cultural competency

Supplementary Questions and Requirements:

1. Please share at least two examples of similar projects worked on and completed. Provide the scope, budget, process and approach, staffing, outcomes, and timeline to complete similar scoped/size project.

2. Describe your knowledge of challenges and opportunities for small businesses in San Francisco.
3. Describe research and sources of information to be used to support this project

## 27. Nonprofit Capacity Building

OEWD is seeking nonprofit organizational development consultants to guide organizational diagnostic assessments, provide business counseling and identify capacity-building resources including service providers and/or training services. Specifically, OEWD is seeking consultants with expertise in one or more of the following areas, as they relate to nonprofit capacity building:

- a. Organizational needs assessment & market analysis
- b. Strategy, vision & impact
- c. Leadership coaching
- d. Fund development & resource generation
- e. Board development
- f. Equity, diversity & cultural competence
- g. Staff recruiting, development and retention
- h. Financial planning, budgeting, oversight & operations
- i. Succession planning
- j. Risk assessment
- k. Organizational design & change management
- l. Mergers and strategic restructuring
- m. Evaluation and infrastructure for ongoing program & organizational assessment
- n. Volunteer management
- o. Technological infrastructure
- p. Nonprofit establishment and formation
- q. Industry specific expertise (i.e. economic development, workforce, arts, education...etc.)

Activities under this section may include:

- Guiding organizational leadership in a diagnostic assessment of organizational capacity
- Developing and implementing individualized capacity-building plans and scopes of work for nonprofit clients
- Directing nonprofit clients to training programs and service providers, assisting with evaluation of proposals
- Providing direct services to clients
- Tracking and reporting on impact of the work being provided

Additional information for this Section: The Business Development Division has a standard cap of \$150 hourly rate for consulting (firms with extensive and/or specialized experience may be paid more). Applicants should demonstrate in their response the following specifics:

### Minimum Qualifications:

- 3 years verifiable experience providing coaching, business development, capacity building and/or training services to nonprofit clients and a minimum of 10 nonprofit clients directly assisted.

Supplementary Questions and Requirements: Please answer the following questions and provide samples of work as part of the response package.

1. Explain your ability to guide organizational diagnostic assessments and develop nonprofit capacity building plans.
2. Describe your experience in providing counseling in both one-on-one settings and small group settings.
3. Describe your knowledge of appropriate nonprofit resources and service providers to which nonprofit boards and senior staff would be directed.
4. Indicate the languages you (or key staff) speak and the proficiency with which you speak them:
  - a. Level 1 – Elementary proficiency
  - b. Level 2 – Limited working proficiency
  - c. Level 3 – Professional working proficiency
  - d. Level 4 – Full professional proficiency
  - e. Level 5 – Native or bilingual proficiency
5. Describe your rapport or approach with clients. How do you communicate effectively with nonprofit organizations and engage the cooperation of board members and other key stakeholders in the implementation process?
6. Describe your success in helping nonprofit clients accomplish specified goals.
7. What knowledge and experience do you possess for dealing with clients' capacity challenges and producing results of a desired level? Please provide specifics related to all subareas a through q for which you would like this application to be considered.
8. Explain one or more past issues or problems that a client experienced and how you were able to help or advise them.
9. Are you willing to be compensated at or under the Business Development Division's hourly rate cap of \$150 per hour?
  - a. Yes
  - b. Yes for some but not all contracts (Please answer question below)
  - c. No (Please answer question below)

What is your firm's blended hourly rate?

## F. Minimum Qualifications and Preferred Qualifications

In order for an application to be considered responsive to this RFQ, the contractor must possess and address in their response the minimum qualifications as specified in Section E of this RFQ. The minimum qualifications are specific to each Area and are described in Section E of this RFQ. Meeting minimum qualifications for each Area of interest is required in order for the application to be considered responsive.

If any preferred qualifications are specified in Section E of this RFQ, please also address these preferred qualifications in your response if you meet the preferred qualification. Please note that meeting preferred qualifications (if any) is not required, but is desirable. Not all Program Areas in Section E include preferred qualifications.

## G. Content of Response Package

Submissions in reply to this RFQ must be in the form of a "response package" containing the response and all required supporting information and documents. Respondents are required to provide all information requested below and to clearly address the minimum qualifications noted in Section E for each Area of interest. In your response, please indicate "N.A." if the statement is not applicable to you. Note that some Areas in Section E may require additional documents or answers to supplemental questions to be submitted as part of the response package. Additional questions and/or requirements, if any, are included in Section E by program area, under the subtitle "Supplementary Questions and Requirements".

This RFP includes a total of 27 different program areas. Applicants may respond to multiple program areas through one application package or applicants may submit separate application packets to address each program area under which your firm would like to be considered. **Please identify clearly in the cover letter which Area or Areas from Section E, Scope of Work, that the response package should be considered under.** If responding to an Area or Areas that have SubSections, please also be sure to indicate the Subsection(s) of interest from the list of Subsections.

Please refer to the table in Section B of this RFQ for a list of all of the different program areas included in this RFQ. This table also shows if the Area includes any Subsections.

**UNEXPLAINED OMISSIONS IN THE RESPONSE PACKAGE MAY DISQUALIFY THE ENTIRE SUBMISSION PACKAGE FOR REVIEW.**

### Submission Requirements

Responders may pick between the two options below. Option 1 is the preferred method.

- 1) 1 complete response package may be submitted via email to [owd.procurement@sfgov.org](mailto:owd.procurement@sfgov.org). The entire response packet should ideally be submitted as one file attachment. If items (portfolio pictures, etc.) are too large to combine into a single file, additional compressed files containing supplemental materials may be submitted. Response packet files must be either MSWord or PDF; picture files may be png or jpeg. (Preferred Submission Method)

OR

- 2) 1 hard copy of the complete response package may be submitted to:  
Office of Economic and Workforce Development  
1 South Van Ness Avenue, 5th Floor  
San Francisco, CA 94103  
Attention: Contracts and Grants Director, RFQ 210

All information in the response package must be presented in the following sequence:

1. Response cover letter with contact information, including an email address, for the respondent. Cover letter must identify and address the Area(s) under which the application should be considered. There are a total of 27 Areas in RFQ210. If responding to any of the following Areas, please be sure to indicate the Subsection(s) of interest since each of the Areas listed below have Subsections:
  - Area 1 (Developing and Implementing a Racial Equity, Diversity and Inclusion Plan),
  - Area 7 (Storefront and Corridor Vacancy Assessment and Feasibility Analysis),
  - Area 14 (Small Business Services through the SBDC),
  - Area 15 (Workforce Technical Assistance and Training),
  - Area 19 (Economic and Labor Market Analysis),
  - Area 21 (Technology Consultation),
  - Area 22 (Stakeholder Engagement and Facilitation),
  - Area 23 (Marketing, Branding, Collateral and Website Development), and
  - Area 27 (Nonprofit Capacity Building)
2. Resume(s) of your (or key staff) experience, education, and other factors relevant to the services described in this RFQ. Be sure to include information about work similar to this project, as well as any related completed projects, education, and training.
3. A statement listing all contracts (both public and private) relevant to services solicited that have been completed during the last five (5) years. The statement must also list any failure or refusal to complete a contract, including details and dates. The statement should include a description of challenges, successes, and impacts of the project(s).
4. A list containing at least 3 professional references who can verify the respondent's previous experience and outcomes. The list should include at a minimum: name of reference, title, company, phone number, address, and email address as well as relationship to the project. If letters of reference are submitted, current contact information for each reference is still required.
5. Provide a statement, written solely by the respondent, addressing the following items:
  - a. A list of staff that would work on this project, including their qualifications, relevant experience, and other projects they will be working on during the proposed timeline, along with percentage of time committed. Be sure to address all of the minimum qualifications listed in this RFQ.
  - b. An estimated cost per hour for providing the services listed in this RFQ.
  - c. Successful applicants must either be an approved City Supplier (previously "vendor") or be able to meet all City Supplier requirements and not be on the City, State or Federal Debarred or Suspended lists. Unless approved by OEWD, all applicants must be able to become an approved City supplier within ten days of notice of award. If an awardee is not able to become an approved Supplier within this timeframe, OEWD may rescind an award offer and negotiate with other high ranked approved suppliers so as not to delay important programming. Sub-contractors are not required to be City-approved Suppliers; only the lead organization or fiscal sponsor must be City-approved. More information on how to



- become a City bidder (initial step) and progress to a fully compliant and approved City Supplier (required prior to contracting) can be found at <https://sfcitypartner.sfgov.org/>
- d. Confirmation that the firm and respondent are not suspended, debarred or otherwise excluded from participation in federal or local assistance programs.
  6. A response document answering all supplemental questions applicable to the area(s) under which the applicant is applying.
  7. All additional addenda requested in the Supplemental Questions and Information section of this RFQ for the area(s) under which your firm is applying.
  8. Any relevant addenda which the respondent wishes to submit such as a portfolio including samples of prior work (if not required).

## H. Supplemental Questions and Information

In addition to addressing the minimum qualifications above, respondents to certain areas within the RFQ must also answer a set of supplemental questions

## I. Final Submission

As noted above, respondents may pick between the two options below for submitting a response packet

- 1) **Preferred Submission Method:** 1 complete response package may be submitted via email to [owwd.procurement@sfgov.org](mailto:owwd.procurement@sfgov.org). The entire response packet should ideally be submitted as one file attachment. If items (portfolio pictures, etc.) are too large to combine into a single file, additional compressed folders containing supplemental materials may be submitted. Submission files must be either MSWord or PDF; picture files may be png or jpeg.

OR

- 2) **Alternative Method:** 1 hard copy of the complete response package may be submitted to:  
Office of Economic and Workforce Development  
1 South Van Ness Avenue, 5th Floor  
San Francisco, CA 94103  
Attention: Contracts and Grants Director, RFQ 210

If emailing the response package, you will receive an automated response to indicate that your submission was received. You will be responsible for ensuring that all required questions have been addressed and that all supplemental materials have been submitted on or before the deadline. The receive date and time will be established by the date/time assigned by the City email server. Early submission is highly encouraged.

Response package must be received in hand at the OEWD office located at 1 South Van Ness Avenue, 5th Floor, San Francisco, CA 94103 no later than **5:00 PM, Thursday, November 15, 2018**. No exceptions.

Postmarks will not be accepted in lieu of this requirement. Submissions by fax will not be accepted. Respondents will be issued a receipt upon submission of a package. This receipt does not verify that the package accepted is correct, complete or meets the minimum qualifications. Upon review, OEWD will send announcement letters to all parties notifying them of their status. If hand delivering, applicants should allow adequate time for parking, locating the office, obtaining approval and a visitor's badge from security staff, and other possible delays.

If you need to cancel and resubmit your application, please resubmit an entire package with all supplemental materials. In the body of the email, please reference the original application, including submission date, time, and originating email address. All submissions, original or replacement, must be received by the deadline stated in the RFQ. No late submissions will be considered.

## J. Final Selection

The selection process will include an initial screening of the responses based on the minimum qualifications. All qualified written responses will then be evaluated by OEWD staff. The Department has the option of conducting oral interviews as part of the evaluation process.

**Receipt of a notification letter confirming the respondent met the minimum qualifications as set forth in the RFQ is not a promise to contract for services.** Contractor(s) receiving prequalification letters may be subsequently contacted by the department to discuss specific opportunity(ies) that coincide with the respondent's qualifications when and if they arise.

As noted previously, proposers are not required to be fully approved City Suppliers in order to apply to this RFQ, however, OEWD can only contract for services with fully compliant and approved City Suppliers. Successful applicants must either be an approved City Supplier (previously "vendor") or be able to meet all City Supplier requirements and not be on the City, State or Federal Debarred or Suspended lists. Unless approved by OEWD, all applicants must be able to become an approved City Supplier within ten days of notice of award. In no instance can OEWD contract for services with an organization which has not completed all steps of the Supplier process as outlined at <https://sfcitypartner.sfgov.org/>. More information on how to become a City bidder (initial step) and progress to a fully compliant and approved City Supplier (required prior to contracting) can be found at <https://sfcitypartner.sfgov.org/>. It is the proposer's responsibility to complete all steps with the various City departments as outlined on the website noted.

If the Department opts to conduct interviews to assess respondents' ability to provide the services, the Department may elect to interview only the most qualified respondents (based on the minimum qualifications and supplemental materials submitted), if the number of responses is high.

The final selection of all contractors for projects, based upon the written response (and possibly an interview), will be made by the Director of OEWD.

## K. General Information

### Conditions of Proposal/Response Package

1. The proposal may not be altered in any way after submission.  
Respondent agrees that the Proposal and all materials submitted in response to the City and County of San Francisco Request for Qualifications to provide Consulting Services for the Office of Economic and Workforce Development RFQ #210 become the property of the City, and may be returned only at the option of the City and at the Respondent's expense. All proposals submitted may be subject to the "Sunshine Ordinance" and copies provided to the public upon written request (except certain confidential financial information).
2. The contractor must comply with the City and County ordinances and contracting requirements. For more detailed information, see the Office of Contract Administration website at <http://sfgsa.org/index.aspx?page=359>. City contracting requirements include general liability,

workers compensation, and auto insurance coverage, compliance with the equal benefits ordinance, and attainment of a current San Francisco business tax certificate among other items.

3. Though it is not a requirement that all respondents are currently approved Supplier of the City, respondents must become a compliant City supplier for OEWD to enter into a contract for services. This process can take a few weeks or several months; the timeline is often dependent on the complexity of the proposer's benefits package for employees. If proposer is not already an approved City Supplier, the process should be started immediately. Possession of a City Supplier number is not enough to be eligible for City contracts. Interested parties must also complete the business tax declaration (or exemption) process, confirmation of equal benefits status, and other steps outlined on <http://sfgsa.org/index.aspx?page=4762>. As of January 2012, all Suppliers are also required to accept electronic payments. More information on this requirement can be found at the link above.
4. Respondent agrees that all costs incurred in developing this proposal are the Respondent's responsibility and at the Respondent's cost.
5. Respondent understands and agrees that any proposal may be rejected if it is conditional, incomplete and/or deviates from the specifications contained in this City and County of San Francisco Request for Qualifications to provide Consulting Services for the Office of Economic and Workforce Development RFQ #210. Respondent further understands and agrees that the City's representatives have the right to reject any or all proposals or to waive deviations, which are immaterial to performance. Respondent understands and agrees that minor defects may be waived at the discretion of the City.

### **Cancellation**

The procurement process for this RFQ or any of its component areas or modules may be delayed, suspended, or canceled if the City determines that such action is in the best interest of the City.

### **Extendibility of Procurement Justification**

This RFQ procurement process, and the submissions received as a result of it, may be used to justify contract or grant funding decisions for other similar services and/or other funding that becomes available through OEWD or any other City Department.

### **Late or Conditional Proposals**

1. Any proposal received at the office designated in this RFQ after the exact time specified for receipt will **not be considered**.

Respondents must allow adequate time for parking, locating the office, obtaining approval and a visitor's badge from security staff to deliver the proposal, and other possible delays.

2. Any proposal may be rejected if it is conditional, incomplete, or deviates from specifications stated in this RFQ. Minor deviations may be waived at the discretion of the City.

### **Awarding of the Contract(s) or Grant(s)**

1. All respondents will be notified in writing of the results of the evaluation of their submitted package. Receipt of a notification letter confirming the respondent met the minimum qualifications as set forth in the RFQ is not a promise to contract for services.
2. The tentative award(s) may be conditioned on inclusion of changes/additional terms. Negotiations over specific terms and language may be required before submission to the Civil Service Commission for approval, if applicable.

3. If OEWD is unable to negotiate a satisfactory agreement with a qualifying respondent(s), OEWD may terminate negotiations with that respondent and proceed to negotiate with other qualified respondents. This process may be repeated until a satisfactory contractual agreement has been reached.
4. Final award of any contract(s) solicited under this RFQ may be subject to approval by the Civil Service Commission.
5. In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs/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.
6. OEWD may fund contracts and/or grants under this RFQ with a variety of federal, state or local funding as appropriate including, but not limited to, the Workforce Innovation and Opportunity Act (WIOA), Community Development Block Grant (CDBG), California Career Pathways Trust (CCPT) funds, American Apprenticeship Grants through the Department of Labor, and City general funds. Additional terms and conditions may be required by specific fund sources and will be disclosed to and negotiated with potential contractors/grantees during the funding phase of projects.

### **Appeals**

1. Following the review and announcement of qualified bidders, the OEWD will accept appeals regarding the proposal process and selections of qualified contractors.
2. Appeals must be in writing and addressed to:
  - Office of Economic and Workforce Development
  - 1 South Van Ness Avenue, 5th Floor
  - San Francisco, CA 94103
  - Attention: Contracts and Grants Director, RFQ 210
3. The reason for the appeal must include citation of law, rule, regulation or practice upon which the appeal is based.
4. Appeals must be received within 5 calendar days from the date of the notification letter or notice of non-selection.
5. If the City determines that a meeting with the respondent is necessary, such meeting will be scheduled within five (5) business days of the receipt of an appeal to review and attempt to resolve the appeal. If the City determines that a meeting with the respondent is not necessary, at a minimum, the respondent will receive a written response to the appeal within 10 business days of the submission of a timely appeal.
6. The decision of the Director of the Office of Economic and Workforce Development on all appeals is final and any affected parties will be notified in writing of the outcome.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - TECHNOLOGY -- TIS

Dept. Code: TIS

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

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

Type of Service: Technological Professional Services

Funding Source: General Funds

PSC Amount: \$2,500,000

PSC Est. Start Date: 07/01/2019

PSC Est. End Date 12/31/2023

**1. Description of Work**

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

The vendor is expected to provide expertise and consulting, to include, but not limited to

1. Network architectural designs and decisions,
2. Migrating a large-scale VPN solution that includes Active directory and radius, along with per user policies,
3. Large enterprise networks that consist MPLS (MPLS tagging and routing), multiple internet connections, and datacenters,
4. Assessing the current Avaya Juniper networks and providing documentation and recommendation to plan, implement/migrate to a cisco enterprise network,
5. The City's external and internal Domain Name Service,
6. Implementing and troubleshooting the City's INFOBLOX appliances that consists DNS, DHCP, and NTP,
7. Assessing, planning, implementing, migrating, and troubleshooting routing protocols such as OSPF, iBGP, eBGP, and EIGRP with in the City's existing fiber WAN network,
8. Assessing, implementing, and troubleshooting the City's Cisco enterprise wireless solution,
9. Assessing, implementation, and troubleshooting firewalls such as Cisco and Palo Alto's firewalls,
10. Migrating between firewalls such as Palo Alto's to Cisco and Cisco to Palo Alto's,
11. Multi-factor authentications,
12. F5's GTM and LTM,
13. Datacenter migrations,
14. Provide knowledge transfer and documentation.

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

If this request is denied, the City's ability to provide reliable and secure Internet services to City departments and the public would be compromised.

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

The services have been provided by a contractor through a solicitation issued to the City's Technology Marketplace Suppliers.

D. Will the contract(s) be renewed?

Yes. The City's initiative to migrate its antiquated telephony system to the Voice Over Internet Protocol solution, relocate its Data Center, as well as to migrate the network to the City Cloud solution ensures that staff will be distributed among these projects. Identifying one or several employees to assume this task, receive training and transfer of knowledge will be a challenge. The City anticipates that this transfer of knowledge will be conducted over several years.

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 City has very few employees who have architectural design experience and expertise in the disciplines the Department of Technology seeks to ensure that the City's network infrastructure is maintained and upgraded properly. Furthermore, these employees do not have the bandwidth to assume this responsibility. In addition, the work does not require a full time employee.

## 3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: • Must be fluent in the CCSF current Architecture • Must be fluent in the following areas: CISCO, DHCP, BGP, DNS, INFOBLOX, F5 & SSL. • Minimum of 10 years of WAN expertise on network similar or larger than CCSF • Minimum of 10 years of experience in multivendor routing, OSPF, iBGP, eBGP and EIGRP. • Minimum 10 years experience with Cisco Firewalls (including ASA command line, ASDM, Cisco Security Manager and FirePower Management Center) • Minimum 10 years experience with providing external DNS hosting. • Minimum 10 years experience with customer hosted DNS infrastructure and distributed DNS servers and services. • Minimum 10 years experience with EBGP experience with multiple ISP's, including full BGP tables • Minimum 10 years experience with BGP with public ASN numbers and multiple ISP's • Minimum 10 years experience with Traffic Engineering network traffic through multiple ISP's • Minimum 10 years experience with experience with SSL registrar signed certificates. • Minimum 10 years experience with experience operating Linux servers • Minimum 10 years experience with Cisco Catalyst switches • Minimum 10 years' experience with Cisco Wireless Enterprise Wireless Solutions. • Minimum 10 years experience with Cisco MPLS experience in government space. Need to be familiar including MPLS, VRF's, PE, PR, CE, and RR. • Minimum 10 years experience Cisco Nexus switch experience. • Minimum 10 years experience with F5 GTM experience. • Minimum 10 years experience with F5 LTM experience. • Minimum 10 years experience with Palo Alto Firewall experience must be in a VSYS environment. • Minimum 10 years experience with Palo Alto Panorama experience must include multiple groups of firewalls. • Minimum 10 years experience with InfoBlox experience. DNS, DHCP, NTP, and InfoBlox Grids. • Minimum 10 years experience with Juniper routing and switching experience • Minimum 10 years experience with Cisco MDS SAN switch experience. • Minimum 10 years experience with Cisco UCS infrastructure. Certifications: • Current Palo Alto PCNSE certification • Current Cisco Certifications (CCDA, CCNA)

B. Which, if any, civil service class(es) normally perform(s) this work? 1044, IS Engineer-Principal; 0943, Manager VIII;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

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

The City has very few employees who have architectural design experience and expertise in the disciplines the Department of Technology seeks. These employees do not have the bandwidth to assume this responsibility.

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

A. Explain why civil service classes are not applicable.

The City has very few employees who have architectural design experience and expertise in the disciplines the Department of Technology seeks to ensure that the City's network infrastructure is maintained and upgraded properly. Furthermore, these employees do not have the bandwidth to assume this responsibility.

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 classes exist, but this request does not require a full time employee.

**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. 200 Hours to train the Technology Engineer employees in the 1040 series to include 1040, 1041, 1042, 1043 and 1044.

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 02/04/2019, the Department notified the following employee organizations of this PSC/RFP request:  
Architect & Engineers, 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: Jolie Gines Phone: 628 652 5074 Email: jolie.gines@sfgov.org

Address: One South Van Ness Ave., 2nd Floor San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48961 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019



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

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [jolie.gines@sfgov.org](mailto:jolie.gines@sfgov.org)  
**To:** [Gines, Jolie \(TIS\)](mailto:Gines,Jolie(TIS)); [Christina@sfmea.com](mailto:Christina@sfmea.com); [staff@sfmea.com](mailto:staff@sfmea.com); [Wanless, Annie \(HRD\)](mailto:Wanless,Annie(HRD)); [ecassidy@ifpte21.org](mailto:ecassidy@ifpte21.org);  
[WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com); [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com); [tmathews@ifpte21.org](mailto:tmathews@ifpte21.org); [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org);  
[kpage@ifpte21.org](mailto:kpage@ifpte21.org); [eerbach@ifpte21.org](mailto:eerbach@ifpte21.org); [pkim@ifpte21.org](mailto:pkim@ifpte21.org); [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org); [Gines, Jolie \(TIS\)](mailto:Gines,Jolie(TIS));  
[DHR-PSCCoordinator, DHR \(HRD\)](mailto:DHR-PSCCoordinator,DHR(HRD))  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 48961 - 18/19  
**Date:** Monday, February 4, 2019 5:16:31 PM

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RECEIPT for Union Notification for PSC 48961 - 18/19 more than \$100k

The GENERAL SERVICES AGENCY - TECHNOLOGY -- TIS has submitted a request for a Personal Services Contract (PSC) 48961 - 18/19 for \$2,500,000 for Initial Request services for the period 07/01/2019 – 12/31/2023. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/12501> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION

Dept. Code: AIR

Type of Request:  Initial  Modification of an existing PSC (PSC # 4001-13/14)

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

Type of Service: Guest Service Enhancement Services

Funding Source: Airport Operating Funds

PSC Original Approved Amount: \$900,000

PSC Original Approved Duration: 06/18/13 - 12/31/18 (5 years 28 weeks)

PSC Mod#1 Amount: \$450,000

PSC Mod#1 Duration: 02/08/16-06/30/21 (2 years 25 weeks)

PSC Mod#2 Amount: \$200,000

PSC Mod#2 Duration: no duration added

PSC Cumulative Amount Proposed: \$1,550,000

PSC Cumulative Duration Proposed: 8 years 2 weeks

**1. Description of Work**

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

The contractor will provide customer service training to all members of the airport community via facilitated guest service enhancement sessions on site. The contractor will design and deliver workshops intended for single airport tenant and employee groups and for mixed sessions, consisting on multiple tenant participants. Vendor will also write a customer service introductory script for use in computer-based learning sessions that will be required by SFO of all new employees within the airport.

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

Customers judge their overall airport experience in large part by the quality of the service they receive airport-wide. If SFO is to reach the goal of providing an exceptional airport in service to the community, it will require that all staff share the same mission of providing excellent service at all points. The key features of this program will expose each employee to a defined SFO service culture that would otherwise be very difficult to communicate airport-wide. The consequences of not having this training include a decline in customer service at the airport and a potential loss of revenue.

**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 4001-13/14

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

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

**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 term duration coincides with the anticipated contract term, including all options to extend.

**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:

Airport Guest Services Training will be performed on an intermittent basis which does not guarantee the minimum number of hours of full or part time work.

B. Reason for the request for modification:

This modification increases the contract amount for customer service training, mystery shop services including quarterly workshops and customer service consultations for concessionaire managers.

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

A. Specify required skills and/or expertise: SFO seeks to hire a customer service professional with significant experience developing and facilitating service enhancement and focus sessions in a classroom environment, with mixed and single-vendor groups, at medium and large hub airports. Specifically, the facilitator needs to have verifiable experience in developing motivational, customer based curriculum. Additionally, the vendor must be able to write a script used for computer based learning to familiarize new staff to the SFO service culture.

B. Which, if any, civil service class(es) normally perform(s) this work? 1844, Senior Management Assistant; 0922, Manager I;

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.

Existing classes do not have the expertise to develop and facilitate the specialized curriculum.

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: The training sessions will be held for two weeks per quarter, which does not guarantee the minimum number of hours for full or part time 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.

Training sessions will be held for two weeks per quarter and is designed specifically for airport tenant employees.

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

No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.

No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.

No.

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

Yes, Customer Service Experts, Inc.

7. **Union Notification:** On 01/08/19, the Department notified the following employee organizations of this PSC/RFP request:

SEIU Local 1021; Municipal Executive Association; 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: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: PO Box 8097, San Francisco, CA, 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4001-13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

## Choi, Suzanne (HRD)

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**From:** dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@flysfo.com  
**Sent:** Tuesday, January 08, 2019 3:55 PM  
**To:** Cynthia Avakian (AIR); sarah.wilson@seiu1021.org; thomas.vitale@seiu1021.org; Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo\_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; davidmkersten@gmail.com; ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; Christina@sfmea.com; staff@sfmea.com; Wanless, Annie (HRD); ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Christina Chiong (AIR); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Modification Request to PSC # 4001-13/14 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The AIRPORT COMMISSION -- AIR has submitted a modification request for a Personal Services Contract (PSC) for \$200,000 for services for the period January 8, 2019 – June 30, 2021. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over \$100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/5733>

Email sent to the following addresses: L21PSCReview@ifpte21.org pkim@ifpte21.org eerbach@ifpte21.org kpage@ifpte21.org kschumacher@ifpte21.org tmathews@ifpte21.org wendywong26@yahoo.com WendyWong26@yahoo.com ecassidy@ifpte21.org annie.wanless@sfgov.org staff@sfmea.com Christina@sfmea.com jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org ablood@cirseiu.org davidmkersten@gmail.com leah.berlanga@seiu1021.org ted.zarzecki@seiu1021.net pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org pcamarillo\_seiu@sbcglobal.net Sandeep.lal@seiu1021.me Kbasconcillo@sfgov.org Ricardo.lopez@sfgov.org thomas.vitale@seiu1021.org sarah.wilson@seiu1021.org



## **Additional Attachment(s)**

PRIOR OR SIMILAR APPROVED PSC

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

Department: AIRPORT COMMISSIONDept. Code: AIRType of Request:  Initial  Modification of an existing PSC (PSC # 4001-13/14)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Guest Service Enhancement ServicesFunding Source: Airport Operating FundsPSC Original Approved Amount: \$900,000PSC Original Approved Duration: 06/18/13 - 12/31/18 (5 years 28 weeks)PSC Mod#1 Amount: \$450,000PSC Mod#1 Duration: 02/08/16-06/30/21 (2 years 25 weeks)PSC Cumulative Amount Proposed: \$1,350,000 PSC Cumulative Duration Proposed: 8 years 2 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor will provide customer service training to all members of the airport community via facilitated guest service enhancement sessions on site. The contractor will design and deliver workshops intended for single airport tenant and employee groups and for mixed sessions, consisting on multiple tenant participants. Vendor will also write a customer service introductory script for use in computer-based learning sessions that will be required by SFO of all new employees within the airport.

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

Customers judge their overall airport experience in large part by the quality of the service they receive airport-wide. If SFO is to reach the goal of providing an exceptional airport in service to the community, it will require that all staff share the same mission of providing excellent service at all points. The key features of this program will expose each employee to a defined SFO service culture that would otherwise be very difficult to communicate airport-wide. The consequences of not having this training include a decline in customer service at the airport and a potential loss of revenue.

**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 by this existing original PSC 4001-13/14

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

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

**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

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

Explain the qualifying circumstances:

no response from department

B. Reason for the request for modification:

This modification increases the contract amount and duration for customer service mystery shop services including quarterly workshops and customer service consultations for concessionaire managers.

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

- A. Specify required skills and/or expertise: SFO seeks to hire a customer service professional with significant experience developing and facilitating service enhancement and focus sessions in a classroom environment, with mixed and single-vendor groups, at medium and large hub airports. Specifically, the facilitator needs to have verifiable experience in developing motivational, customer based curriculum. Additionally, the vendor must be able to write a script used for computer based learning to familiarize new staff to the SFO service culture.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1844, Senior Management Assistant; 0922, Manager I;
- 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.  
Existing classes do not have the expertise to develop and facilitate the specialized curriculum.
- 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: The training sessions will be held for two weeks per quarter, which does not guarantee the minimum number of hours for full or part time work.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.

Training sessions will be held for two weeks per quarter and is designed specifically for airport tenant employees.

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 11/30/15, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU Local 1021; Municipal Executive Association; 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: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: PO Box 8097, San Francisco, CA, 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4001-13/14

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 02/11/2016

PERSONAL SERVICES CONTRACT SUMMARY

DATE: March 25, 2013

DEPARTMENT NAME: AIRPORT COMMISSION DEPARTMENT NUMBER: 27

TYPE OF APPROVAL:  EXPEDITED  REGULAR (OMIT POSTING   
 CONTINUING  ANNUAL

TYPE OF REQUEST:  INITIAL REQUEST  MODIFICATION

TYPE OF SERVICE: Guest Service Enhancement Services

FUNDING SOURCE: Airport Operating Funds

PSC AMOUNT: \$900,000 PSC DURATION: 6/17/2013 through 12/31/18

1. DESCRIPTION OF WORK

A. Concise description of proposed work: The contractor will provide specialized customer service training to all members of the airport community via facilitated guest service enhancement sessions on site. The contractor will design and deliver workshops intended for single airport tenant employee groups and for mixed sessions, consisting of multiple tenant participants. Vendor will also write a customer service introductory script for use in computer-based learning sessions that will be required by SFO of all new employees within the airport.

B. Explain why this service is necessary and the consequences of denial: Customers judge their overall airport experience in large part by the quality of the service they receive airport-wide. If SFO is to reach the goal of providing an exceptional airport in service to the community, it will require that all staff share the same mission of providing excellent service at all points. The key features of this program will expose each employee to a defined SFO service culture that would otherwise be very difficult to communicate airport-wide. The consequences of not having this training include a decline in customer service at the airport and a potential loss of revenue.

C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number):

This is a new service.

D. Will the contract(s) be renewed? Yes, if there continues to be a need for such services at SFO.

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

Notice to MEA 7/15/13 Cynthia Ph

IFPTE, Local 21  
SEIU 1021  
Union Name

*Cynthia P. Avakian* Cynthia Avakian  
Jun 5 2013 11:02 PM  
Signature of person mailing/faxing form

March 25, 2013  
Date

RFP sent to: IFPTE, Local 21  
SEIU 1021  
Union Name

on May 22, 2013  
Date

*Cynthia P. Avakian* Cynthia Avakian  
Jun 5 2013 11:02 PM  
Signature

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC # 4001-13/14

STAFF ANALYSIS/RECOMMENDATION: *Approved 7/15/13*

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise: SFO seeks to hire a customer service professional with significant experience developing and facilitating service enhancement and focus sessions in a classroom environment, with mixed and single-vendor groups, at medium and large hub airports. Specifically, the facilitator needs to have verifiable experience in developing motivational, customer based curriculum. Additionally, the vendor must be able to write a script used for computer based learning to familiarize new staff to the SFO service culture.

B. Which, if any, civil service class normally performs this work? Portions of the work are currently performed by a 0922 Manager I, and 1844 Senior Management Assistant.

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: Existing classes do not have the expertise to develop and facilitate the specialized curriculum.

B. Would it be practical to adopt a new civil service class to perform this work? Explain. The training sessions will be held two weeks per quarter, which does not guarantee the minimum number of hours for full or part time civil service class.

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

The program is designed specifically for airport tenant employees, however, select groups of Airport Commission employees will be trained as well. The occupational type of Airport Commission employees to receive training include custodial staff, management, and other staff whose work responsibilities routinely expose them to SFO customers. Employees targeted for training will undergo an initial 90 minute training, with the possibility of completing a 90 minute refresher training session at a later date.

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

<input type="checkbox"/>	<input checked="" type="checkbox"/>
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D. Are there federal or state grant requirements regarding the use of contractual services?

<input type="checkbox"/>	<input checked="" type="checkbox"/>
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E. Has a board or commission determined that contracting is the most effective way to provide this service? No, however, the Airport Commission has approved Resolution #13-0045 for this work.

<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? An RFP is being conducted. The results of that process are not known at this time.

<input type="checkbox"/>	<input checked="" type="checkbox"/>
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THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD:

*Cynthia P. Avakian* Cynthia Avakian  
Jun 5 2013 11:02 PM

Signature of Departmental Personal Services Contract Coordinator

Cynthia P. Avakian

(650) 821-2014

Print or Type Name

Telephone Number

Airport Commission, Contracts Administration Unit  
P.O. Box 8097, San Francisco, CA 94128

Address

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 # 33441 13/14)

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

Type of Service: Business Consulting and Training Services for the Small Business Development Center

Funding Source: Federal – SBA and HUD

PSC Original Approved Amount: \$100,000

PSC Original Approved Duration: 07/01/14 - 06/30/16 (2 years)

PSC Mod#1 Amount: \$300,000

PSC Mod#1 Duration: 07/24/15-06/30/17 (1 year)

PSC Mod#2 Amount: \$200,000

PSC Mod#2 Duration: 07/01/17-06/30/18 (1 year)

PSC Mod#3 Amount: \$300,000

PSC Mod#3 Duration: 07/01/18-06/29/19 (52 weeks)

PSC Mod#4 Amount: \$450,000

PSC Mod#4 Duration: 06/30/19-06/30/20 (1 year 2 days)

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

PSC Mod#5 Duration: 07/01/20-06/30/25 (5 years 1 day)

PSC Cumulative Amount Proposed: \$2,350,000

PSC Cumulative Duration Proposed: 11 years 2 days

**1. Description of Work**

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

Contractors will provide business consulting and training services to the Small Business Development Center's (SBDC's) small business clients on an as-needed basis. SBDC is a program hosted by the City through the Office of Economic and Workforce Development (OEWD) as part of a greater network of services to help small- to medium-sized businesses grow and succeed. The Contractors' counseling services will include advice, guidance and/or instruction concerning the formation, management, financing, and operation of small business enterprises through workshops, one-on-one consulting, and loan packaging. Through a Request For Qualifications, OEWD created a pre-qualified list of 24 consultants who will remain eligible for consideration and contract negotiation on an as-needed basis for two years.

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

The SBDC Program is authorized through Congress and partially funded by the U.S. Small Business Administration (SBA). The SBA maintains agreements with, and distributes funding to, 63 SBDC Lead Centers including the Norcal SBDC Network at Humboldt State University. The Norcal SBDC Network is the collaborative partnership organization of SBDC service providers in 14 counties from Monterey to Del Norte, including San Francisco. In February 2014, OEWD was selected as the new host for the San Francisco SBDC. If this service is denied, the San Francisco SBDC program would not go forward and a new SBDC host would need to be found.



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 - all prior approvals attached

D. Will the contract(s) be renewed?  
Yes, if we are awarded to continue the SBA grant.

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 conducts a Request for Qualifications (RFQ) at least once every two years for these services, which expanded the consultant pool and increase the available options for specialized business services. While federal funding for this program is not guaranteed, the Department is committed to ensuring that these services can continue for emerging and struggling San Francisco businesses.

## 2. Reason(s) for the Request

A. Display all that apply

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Explain the qualifying circumstances:

The work is short term, intermittent, highly specialized, and independent in nature, and there is a conflict of interest for the City and County of San Francisco to be both the regulatory host of the San Francisco SBDC and provide consulting services on behalf of the San Francisco SBDC.

B. Reason for the request for modification:

Additional dollars are being requested as well as an extension on the authorization for five (5) additional program years. This authorization will enable the department to continue offering essential services to an expanding list of local businesses in need of assistance through the Small Business Development Center (SBDC).

## 3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractors must have expertise in one or more of the following areas as they relate to small business operations: advertising, marketing, and branding strategies; commercial lease negotiations; customer retention and rejuvenation; financial analysis; franchising; human resource management; inventory management; loan packaging; product development; profitability tactics; retail special events; small business establishment and formation; social media management; space planning and analysis; and visual merchandizing.

B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 9774, Sr. Community Devl Spc 1; 9775, Sr Community Dev Spec 2;

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No. Contractor will not provide facilities and/or equipment not currently possessed by the City.

**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 work is short term, intermittent, highly specialized, and independent in nature, so it is impractical to perform by an existing civil service class. In addition, there is a conflict of interest for the City and County of San Francisco to be both the regulatory host of the San Francisco SBDC and provide consulting services on behalf of the San Francisco SBDC.

- 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. Because the work is short term, intermittent, highly specialized, and independent in nature, a contractor with experience can perform the work quickly and efficiently. Note that a 9775 (Senior Community Development Specialist II) will be hired to be the Director of the San Francisco SBDC.

**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.

- 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.

Some of the current contractors will continue to provide services

**7. Union Notification: On 01/14/19, the Department notified the following employee organizations of this PSC/RFP request:**

SEIU 1021 Miscellaneous; 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: Marissa Bloom Phone: 415-701-4887 Email: marissa.bloom@sfgov.org

Address: 1 South Van Ness, 5th Floor, San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 33441 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

# Receipt of Modification Request to PSC # 33441 13/14 - MODIFICATIONS

dhr-psccordinator@sfgov.org on behalf of marissa.bloom@sfgov.org

Mon 1/14/2019 11:33 AM

To: Bloom, Marissa (ECN) <marissa.bloom@sfgov.org>; Ricardo.lopez@sfgov.org <Ricardo.lopez@sfgov.org>; Basconchillo, Katherine (PUC) <kbasconchillo@sfgov.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>; ecassidy@ifpte21.org <ecassidy@ifpte21.org>; WendyWong26@yahoo.com <WendyWong26@yahoo.com>; WendyWong26@yahoo.com <WendyWong26@yahoo.com>; tmathews@ifpte21.org <tmathews@ifpte21.org>; kschumacher@ifpte21.org <kschumacher@ifpte21.org>; pkim@ifpte21.org <pkim@ifpte21.org>; amakayan@ifpte21.org <amakayan@ifpte21.org>; L21PSCReview@ifpte21.org <L21PSCReview@ifpte21.org>; Kurylo, Richard (ECN) <richard.kurylo@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 \$1,000,000 for services for the period July 1, 2020 – June 30, 2025. 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/5586>

Email sent to the following addresses: L21PSCReview@ifpte21.org amakayan@ifpte21.org pkim@ifpte21.org kschumacher@ifpte21.org tmathews@ifpte21.org wendywong26@yahoo.com WendyWong26@yahoo.com ecassidy@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 Kbasconchillo@sfgov.org Ricardo.lopez@sfgov.org

## **Additional Attachment(s)**

Additional information concerning training for PSC 33441-13/14 modification request #1 .

The department does not anticipate that the contractors will be training City staff under this PSC. The request is for authorization to contract with successful business mentors to offer targeted and as-needed assistance to aspiring small business owners on a variety of business topics (marketing, finding space, financing, business planning, etc).

The business mentors (consultants to be contracted under the PSC) have built their knowledge through years of practical application from a combination of running their own businesses, networking/offering assistance with similar business at similar stages of start-up or growth, and formal education paths such as MBAs, targeted seminars, etc. Current City staff who are running the Small Business Development Center (SBDC) under a competitive grant program through the federal Small Business Association (SBA) have basic knowledge in these areas but are focused on the operational side of the program including marketing, outreach, triage of individual business needs, oversight of consultants, and reporting back to SBA on the effectiveness of the program.

PRIOR OR SIMILAR APPROVED PSC



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

Department: ECONOMIC AND WORKFORCE DEVELOPMENTDept. Code: ECNType of Request:  Initial  Modification of an existing PSC (PSC # 33441 13/14)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Business Consulting and Training Services for the Small Business Development CenterFunding Source: Federal – SBA and HUDPSC Original Approved Amount: \$100,000PSC Original Approved Duration: 07/01/14 - 06/30/16 (2 years)PSC Mod#1 Amount: \$300,000PSC Mod#1 Duration: 07/24/15-06/30/17 (1 year)PSC Mod#2 Amount: \$200,000PSC Mod#2 Duration: 07/01/17-06/30/18 (1 year)PSC Mod#3 Amount: \$300,000PSC Mod#3 Duration: 07/01/18-06/29/19 (52 weeks)PSC Mod#4 Amount: \$450,000PSC Mod#4 Duration: 06/30/19-06/30/20 (1 year 2 days)PSC Cumulative Amount Proposed: \$1,350,000 PSC Cumulative Duration Proposed: 6 years 1 day**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractors will provide business consulting and training services to the Small Business Development Center's (SBDC's) small business clients on an as-needed basis. SBDC is a program hosted by the City through the Office of Economic and Workforce Development (OEWD) as part of a greater network of services to help small- to medium-sized businesses grow and succeed. The Contractors' counseling services will include advice, guidance and/or instruction concerning the formation, management, financing, and operation of small business enterprises through workshops, one-on-one consulting, and loan packaging. Through a Request For Qualifications, OEWD created a pre-qualified list of 24 consultants who will remain eligible for consideration and contract negotiation on an as-needed basis for two years.

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

The SBDC Program is authorized through Congress and partially funded by the U.S. Small Business Administration (SBA). The SBA maintains agreements with, and distributes funding to, 63 SBDC Lead Centers including the Norcal SBDC Network at Humboldt State University. The Norcal SBDC Network is the collaborative partnership organization of SBDC service providers in 14 counties from Monterey to Del Norte, including San Francisco. In February 2014, OEWD was selected as the new host for the San Francisco SBDC. If this service is denied, the San Francisco SBDC program would not go forward and a new SBDC host would need to be found.

**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 - all prior approvals attached.

D. Will the contract(s) be renewed?

Yes, if we are awarded to continue the SBA grant.

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 conducted a Request for Qualifications in Spring 2017, which expanded the consultant pool and increased the available options for specialized business services. While federal funding for this program is not guaranteed, the Department is committed to ensuring that these services can continue for emerging and struggling San Francisco businesses.

## 2. Reason(s) for the Request

A. Display all that apply

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Explain the qualifying circumstances:

The work is short term, intermittent, highly specialized, and independent in nature, and there is a conflict of interest for the City and County of San Francisco to be both the regulatory host of the San Francisco SBDC and provide consulting services on behalf of the San Francisco SBDC.

B. Reason for the request for modification:

Additional dollars are being requested as well as an extension on the authorization for one additional program year. This authorization will enable the department to continue offering essential services to an expanding list of local businesses in need of assistance through the Small Business Development Center (SBDC).

## 3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Contractors must have expertise in one or more of the following areas as they relate to small business operations: advertising, marketing, and branding strategies; commercial lease negotiations; customer retention and rejuvenation; financial analysis; franchising; human resource management; inventory management; loan packaging; product development; profitability tactics; retail special events; small business establishment and formation; social media management; space planning and analysis; and visual merchandizing.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 9774, Sr. Community Devl Spc 1; 9775, Sr Community Dev Spec 2;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No. Contractor will not provide facilities and/or equipment not currently possessed by the City.

**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 work is short term, intermittent, highly specialized, and independent in nature, so it is impractical to perform by an existing civil service class. In addition, there is a conflict of interest for the City and County of San Francisco to be both the regulatory host of the San Francisco SBDC and provide consulting services on behalf of the San Francisco SBDC.

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. Because the work is short term, intermittent, highly specialized, and independent in nature, a contractor with experience can perform the work quickly and efficiently. Note that a 9775 (Senior Community Development Specialist II) will be hired to be the Director of the San Francisco SBDC.

**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.

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.

Some of the current contractors will continue to provide services

**7. Union Notification:** On 10/27/17, the Department notified the following employee organizations of this PSC/RFP request:

SEIU 1021 Miscellaneous; 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: Marissa Bloom Phone: 415-701-4887 Email: marissa.bloom@sfgov.org

Address: 1 South Van Ness, 5th Floor, San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 33441 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Not Required

Approved by DHR on 12/28/2017

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 # 33441 13/14)

Type of Approval:  Expedited  Regular ( Omit Posting)

Type of Service: Business Consulting and Training Services for the Small Business Development Center

Funding Source: Federal - SBA and HUD

PSC Original Approved Amount: <u>\$100,000</u>	PSC Original Approved Duration: <u>07/01/14 - 06/30/16 (2 years)</u>
PSC Mod#1 Amount: <u>\$300,000</u>	PSC Mod#1 Duration: <u>07/24/15-06/30/17 (1 year)</u>
PSC Mod#2 Amount: <u>\$200,000</u>	PSC Mod#2 Duration: <u>07/01/17-06/30/18 (1 year)</u>
PSC Mod#3 Amount: <u>\$300,000</u>	PSC Mod#3 Duration: <u>07/01/18-06/29/19 (52 weeks)</u>
PSC Mod#4 Amount: _____	PSC Mod#4 Duration: _____
PSC Cumulative Amount Proposed: <u>\$900,000</u>	PSC Cumulative Duration Proposed: <u>4 years 52 weeks</u>

**1. Description of Work**

**A. Scope of Work:**

Contractors will provide business consulting and training services to the Small Business Development Center's (SBDC's) small business clients on an as-needed basis. SBDC is a program hosted by the City through the Office of Economic and Workforce Development (OEWD) as part of a greater network of services to help small- to medium-sized businesses grow and succeed. The Contractors' counseling services will include advice, guidance and/or instruction concerning the formation, management, financing, and operation of small business enterprises through workshops, one-on-one consulting, and loan packaging. Through a Request For Qualifications, OEWD created a pre-qualified list of 24 consultants who will remain eligible for consideration and contract negotiation on an as-needed basis for two years.

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

The SBDC Program is authorized through Congress and partially funded by the U.S. Small Business Administration (SBA). The SBA maintains agreements with, and distributes funding to, 63 SBDC Lead Centers including the Norcal SBDC Network at Humboldt State University. The Norcal SBDC Network is the collaborative partnership organization of SBDC service providers in 14 counties from Monterey to Del Norte, including San Francisco. In February 2014, OEWD was selected as the new host for the San Francisco SBDC. If this service is denied, the San Francisco SBDC program would not go forward and a new SBDC host would need to be found.

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

Yes

**D. Will the contract(s) be renewed? Yes, if we are awarded to continue the SBA grant.**

**2. Union Notification:** On 03/01/17, the Department notified the following employee organizations of this PSC/RFP request: SEIU 1021 Miscellaneous; Prof & Tech Eng, Local 21;

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 33441 13/14

DHR Analysis/Recommendation: 06/05/2017

Commission Approval Required Approved by Civil Service Commission

DHR Approved for 06/05/2017

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Contractors must have expertise in one or more of the following areas as they relate to small business operations: advertising, marketing, and branding strategies; commercial lease negotiations; customer retention and rejuvenation; financial analysis; franchising; human resource management; inventory management; loan packaging; product development; profitability tactics; retail special events; small business establishment and formation; social media management; space planning and analysis; and visual merchandizing.

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

1823,1824,9774,9775,

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

No. Contractor will not provide facilities and/or equipment not currently possessed by the City.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

The work is short term, intermittent, highly specialized, and independent in nature, so it is impractical to perform by an existing civil service class. In addition, there is a conflict of interest for the City and County of San Francisco to be both the regulatory host of the San Francisco SBDC and provide consulting services on behalf of the San Francisco SBDC.

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

No. Because the work is short term, intermittent, highly specialized, and independent in nature, a contractor with experience can perform the work quickly and efficiently. Note that a 9775 (Senior Community Development Specialist II) will be hired to be the Director of the San Francisco SBDC.

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?  
No training is anticipated to be provided to City staff     

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? Some of the current contractors will continue to provide services     

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 03/01/17 BY:

Name: Kris Damalas Phone: 415-701-4870 Email: kristine.damalas@sfgov.org

Address: 1 South Van Ness, 5th Floor San Francisco, CA 94103

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICE

Dept. Code: POL

Type of Request:  Initial  Modification of an existing PSC (PSC # 4090 - 11/12)

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

Type of Service: Equine Veterinary Care

Funding Source: General Fund

PSC Original Approved Amount: \$140,000

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

PSC Mod#1 Amount: \$100,000

PSC Mod#1 Duration: 07/01/16-06/30/19 (3 years)

PSC Mod#2 Amount: \$60,000

PSC Mod#2 Duration: 07/01/19-06/30/23 (4 years 1 day)

PSC Cumulative Amount Proposed: \$300,000

PSC Cumulative Duration Proposed: 11 years 1 day

**1. Description of Work**

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

The veterinarian (vet) will provide routine and emergency medical care for up to twenty horses assigned to the San Francisco Police Department (SFPD) Mounted Unit. This service averages fifteen visits per year. The veterinarian will also perform pre-purchase horse examinations.

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

This service is necessary to treat and maintain the health of the SFPD Mounted Unit horses so that they can provide services to the citizens of San Francisco. If the horses do not receive routine or emergency care, they may become sick or lame. As a result, the Mounted Unit will not be able to perform their duties. Additional expenses will be incurred to replace the unserviceable horses.

**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 4090 - 11/12

**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:**

See attachment

**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).

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

Explain the qualifying circumstances:

Equine veterinarian services are required on an as-needed basis. The City does not have infrastructure to provide as-needed medical treatment for horses.

B. Reason for the request for modification:

Increase contract value and extend contract

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

A. Specify required skills and/or expertise: Licensed Equine Veterinarian Doctor

B. Which, if any, civil service class(es) normally perform(s) this work? 2292, Shelter Veterinarian;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, contractor will need to have specialized medical equipment and facilities for diagnosis, treatment and extended care for horses.

**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.

Service is required only as-needed and class 2292 Shelter Veterinarian does not provide medical treatment for horses.

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 service is as-needed and limited.

**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.

Basic equine first aid and vet procedures for Officers & Stable Attendants.

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.  
This is a contract extension.

**7. Union Notification:** On 03/04/19, 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: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 1245-3rd Street, 6th Floor, San Francisco, CA 94158

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4090 - 11/12

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

**Wong, Genie (POL)**

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**From:** dhr-psccordinator@sfgov.org on behalf of Genie.Wong@sfgov.org  
**Sent:** Monday, March 4, 2019 1:08 PM  
**To:** Wong, Genie (POL); tjenkins@uapd.com; jduritz@uapd.com; DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Modification Request to PSC # 4090 - 11/12 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The POLICE -- POL has submitted a modification request for a Personal Services Contract (PSC) for \$60,000 for services for the period July 1, 2019 – June 30, 2023. 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/5964>

Email sent to the following addresses: jduritz@uapd.com tjenkins@uapd.com

## **Additional Attachment(s)**



**EDWIN M. LEE**  
MAYOR

CITY AND COUNTY OF SAN FRANCISCO  
**POLICE DEPARTMENT**  
HEADQUARTERS  
1245 3<sup>RD</sup> Street  
San Francisco, California 94158



**GREGORY P. SUHR**  
CHIEF OF POLICE

To: Suzanne Choi  
Citywide Personal Services Contract Coordinator  
Department of Human Resources

From: Jennifer *Dudoroff*  
Sergeant, Mounted Unit  
Police Department

Date: September 11, 2015

RE: PSC 4090-11/12 Modification for More Than Five Years

S.F.P.D.  
ACCOUNTING OFFICE  
2015 SEP 21 PM 1:54

The San Francisco Police Department (SFPD) requests a Personal Services Contract (PSC) modification for three years from July 1, 2016-June 30, 2019 and \$100,000 for equine veterinary care. The current PSC is approved from July 1, 2012 through June 30, 2016 for \$140,000. The PSC cumulative duration proposed is seven years for a total of \$240,000.

The original term of the contract is from July 1, 2012-June 30, 2016 for \$140,000, with two options to extend for three years each. The SFPD wishes to exercise its first option to continue contracting for three more years from July 1, 2016-June 30, 2019 and add \$100,000.

The incumbent vendor, Artaurus Veterinary Clinic, works with the SFPD Mounted Unit to provide equine veterinary care services for upto twenty horses. Discontinued routine and emergency service could lead to poor health or death of the horses.

Please contact Genie Wong, SFPD PSC Coordinator, at (415) 837-7208 if you have questions.

PRIOR OR SIMILAR APPROVED PSC

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

Department: POLICEDept. Code: POLType of Request:  Initial  Modification of an existing PSC (PSC # 4090 - 11/12)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Equine Veterinary CareFunding Source: General FundPSC Original Approved Amount: \$140,000PSC Original Approved Duration: 07/01/12 - 06/30/16 (4 years)PSC Mod#1 Amount: \$100,000PSC Mod#1 Duration: 07/01/16-06/30/19 (3 years)PSC Cumulative Amount Proposed: \$240,000PSC Cumulative Duration Proposed: 7 years**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The veterinarian (vet) will provide routine and emergency medical care for up to twenty horses assigned to the San Francisco Police Department (SFPD) Mounted Unit. This service averages fifteen visits per year. The veterinarian will also perform pre-purchase horse examinations.

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

This service is necessary to treat and maintain the health of the SFPD Mounted Unit horses so that they can provide services to the citizens of San Francisco. If the horses do not receive routine or emergency care, they may become sick or lame. As a result, the Mounted Unit will not be able to perform their duties. Additional expenses will be incurred to replace the unserviceable horses.

**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 4090 - 11/12

**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:**

See attachment

**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).

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

Explain the qualifying circumstances:

Equine veterinarian services are required on an as-needed basis. The City does not have infrastructure to provide as-needed medical treatment for horses.

B. Reason for the request for modification:

Extend contract for three years and add \$140,000 to contract value.

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

A. Specify required skills and/or expertise: Licensed Equine Veterinarian Doctor

B. Which, if any, civil service class(es) normally perform(s) this work? 2292, Shelter Veterinarian;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, contractor will need to have specialized medical equipment and facilities for diagnosis, treatment and extended care for horses.

**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.

Service is required only as-needed and class 2292 Shelter Veterinarian does not provide medical treatment for horses.

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 service is as-needed and limited.

**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.

Basic equine first aid and vet procedures for Officers & Stable Attendants.

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.

This is a contract extension.

7. **Union Notification:** On 10/21/15, 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: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 1245-3rd Street, 6th Floor, San Francisco, CA 94158

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4090 - 11/12

DHR Analysis/Recommendation:

02/01/2016

Commission Approval Required

Approved by Civil Service Commission

02/01/2016 DHR Approved for 02/01/2016

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION

Dept. Code: PUC

Type of Request:  Initial  Modification of an existing PSC (PSC # 30197 - 14/15)

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

Type of Service: Inventory Auditing (CS-1021)

Funding Source: SFPUC Accounting Budget

PSC Original Approved Amount: \$80,000

PSC Original Approved Duration: 05/01/15 - 12/31/19 (4 years 35 weeks)

PSC Mod#1 Amount: \$5,000

PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$15,000

PSC Mod#2 Duration: no duration added

PSC Mod#3 Amount: \$175,000

PSC Mod#3 Duration: 01/01/20-09/30/24 (4 years 39 weeks)

PSC Cumulative Amount Proposed: \$275,000

PSC Cumulative Duration Proposed: 9 years 22 weeks

**1. Description of Work**

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

The City and County of San Francisco's (City) San Francisco Public Utilities Commission (SFPUC) is requesting a third party independent vendor to provide annual inventory auditing services at various SFPUC inventory warehouse locations as part of SFPUC's year-end inventory count and audit, which takes place from mid-June to late-July every year. This includes observing, performing and/or validating physical inventory counts of various inventory items and comparing them to the MAXIMO (enterprise asset management software) inventory tracking system. In addition, the vendor will prepare an inventory audit report for each inventory location detailing the scope of work done, findings and recommendations for improvement.

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

Inventory auditing is required per the City Controller's Office fixed assets policies and procedures. A potential audit finding either by SFPUC's external auditors (KPMG) and/or by the Controller's services auditing unit (CSA) could result if the services are denied and no inventory audit is completed each year.

**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 30197 - 14/15

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

Depending upon satisfactory performance by the contractor.

**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 SFPUC, Water (SF and Millbrae), Wastewater, Hetchy In-City Warehouses (TI and Bryant), Hetchy – Moccasin, contains numerous different inventories, from nuts and bolts to underground pipes and fire hydrants. PUC's Financial Reporting and Analysis group do not have the resources to do the inventory counts on their own. We need an experienced team to be able to identify these items and provide a quality audit report for SFPUC. Our warehouse stores critical inventory that enables us to provide dependable and reliable support to our water, wastewater and power system. We have worked with MGO since FY2014 inventory count and are very satisfied with their work performance. MGO understand the importance of accommodating to our warehouses' time schedule and to reduce disruption to the warehouse by completing counts in one day. We need a firm that have experienced staff that can perform the inventory counts within a short period of time. The price increase from \$16K to \$25K for each year is due to two additional warehouses are added.

**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:

The City does not have adequate personnel resources to complete the inventory auditing and validation during the interim auditing period which is performed only once a year for a short duration of approximately two months.

B. Reason for the request for modification:

To extend the years of services of inventory audit count and adding additional warehouse locations (Bryant St and Treasure Island locations) for the audit count.

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

A. Specify required skills and/or expertise: The successful vendor shall have auditing experience and qualifications (Certified Public Accountant, Institute of Internal Auditors or Certified Internal Auditor) and/or experience with inventory physical counts and inventory systems.

B. Which, if any, civil service class(es) normally perform(s) this work? 1649, Accountant Intern; 1652, Accountant II; 1654, Accountant III; 1657, Accountant IV;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

Civil service classes already exist. However, the City does not have adequate personnel resources to complete the inventory auditing and validation during the interim auditing period.

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 to adopt new classes or increase existing classes as the inventory auditing and validation service is performed only once a year for a short duration (approximately two months).

**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.  
Civil service classes already exist and are trained to do the work.

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.  
MACIAS GINI & O'CONNELL LLP

**7. Union Notification:** On 03/05/19, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; 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: Bill Irwin Phone: 415-934-3975 Email: wirwin@sfwater.org

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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 30197 - 14/15

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/15/2019

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

**Irwin, William**

**From:** dhr-psccoordinator@sfgov.org on behalf of wirwin@sfgov.org  
**Sent:** Tuesday, March 05, 2019 1:35 PM  
**To:** Irwin, William; amakayan@ifpte21.org; ecassidy@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Jackson, Shamica; DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Modification Request to PSC # 30197 - 14/15 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a modification request for a Personal Services Contract (PSC) for \$175,000 for services for the period January 1, 2020 – September 30, 2024. 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/dhrrupal/node/4856>

Email sent to the following addresses: L21PSCReview@ifpte21.org pkim@ifpte21.org eerbach@ifpte21.org kpage@ifpte21.org kschumacher@ifpte21.org tmathews@ifpte21.org wendywong26@yahoo.com WendyWong26@yahoo.com ecassidy@ifpte21.org amakayan@ifpte21.org

## **Additional Attachment(s)**

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

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUCType of Request:  Initial  Modification of an existing PSC (PSC # 30197 - 14/15)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Inventory Auditing (CS-1021)Funding Source: SFPUC Accounting BudgetPSC Original Approved Amount: \$80,000PSC Original Approved Duration: 05/01/15 - 12/31/19 (4 years 35 weeks)PSC Mod#1 Amount: \$5,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: \$15,000PSC Mod#2 Duration: no duration addedPSC Cumulative Amount Proposed: \$100,000PSC Cumulative Duration Proposed: 4 years 35 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The City and County of San Francisco's (City) San Francisco Public Utilities Commission (SFPUC) is requesting a third party independent vendor to provide annual inventory auditing services at various SFPUC inventory warehouse locations as part of SFPUC's year-end inventory count and audit, which takes place from mid-June to late-July every year. This includes observing, performing and/or validating physical inventory counts of various inventory items and comparing them to the MAXIMO (enterprise asset management software) inventory tracking system. In addition, the vendor will prepare an inventory audit report for each inventory location detailing the scope of work done, findings and recommendations for improvement.

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

Inventory auditing is required per the City Controller's Office fixed assets policies and procedures. A potential audit finding either by SFPUC's external auditors (KPMG) and/or by the Controller's services auditing unit (CSA) could result if the services are denied and no inventory audit is completed each year.

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

This service is currently being provided by PSC No. 30197-14/15.

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

Depending upon satisfactory performance by the contractor.

**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

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

Explain the qualifying circumstances:

The City does not have adequate personnel resources to complete the inventory auditing and validation during the interim auditing period which is performed only once a year for a short duration of approximately two months.

B. Reason for the request for modification:

To align PSC amount with the contract amount.

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

A. Specify required skills and/or expertise: The successful vendor shall have auditing experience and qualifications (Certified Public Accountant, Institute of Internal Auditors or Certified Internal Auditor) and/or experience with inventory physical counts and inventory systems.

B. Which, if any, civil service class(es) normally perform(s) this work? 1649, Accountant Intern; 1652, Accountant II; 1654, Accountant III; 1657, Accountant IV;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

Civil service classes already exist. However, the City does not have adequate personnel resources to complete the inventory auditing and validation during the interim auditing period.

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 to adopt new classes or increase existing classes as the inventory auditing and validation service is performed only once a year for a short duration (approximately two months).

**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.

Civil service classes already exist and are trained to do the work.

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.

MACIAS GINI & O'CONNELL LLP

7. **Union Notification:** On 04/13/18, the Department notified the following employee organizations of this PSC/RFP request:

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

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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 30197 - 14/15

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 04/25/2018