Date: June 13, 2016

To: The Honorable Civil Service Commission

Through: Micki Callahan  
Human Resources Director

From: Cynthia Avakian, AIR  
Joyce Kimotsuki, CON  
William Lee, DEM  
Brent Lewis, HRD  
Lavena Holmes, PRT  
Belle La, CPC  
Rachel Buerkle, ENV  
Cynthia Hamada, MTA  
Jacquie Hale, DPH  
Taras Madison, DBI

Subject: Personal Services Contracts Approval Request

This report contains eleven (11) 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:

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<th>Total of this Report</th>
<th>YTD Expedited Approvals</th>
<th>Total for FY2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>$625,450,000</td>
<td>$134,875,011</td>
<td>$3,677,302,568</td>
</tr>
</tbody>
</table>
Cynthia Avakian  
Airport Commission  
Contracts Administration Unit  
POB 8097  
San Francisco, CA 94128  
650-821-2014  

Jacquie Hale  
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101 Grove Street Room 307  
San Francisco, CA 94102  
415-554-2609  

Tarns Madison  
Department of Building Inspection  
1660 Mission Street  
San Francisco, CA 94103  
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Controller  
1 Dr. Carlton B. Goodlett Place, Room 306  
San Francisco, CA 94102  
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William Lee  
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BL: (415) 575-6833  

Rachel Buerkle  
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1455 Market St., #1200  
San Francisco, CA 94103  
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Cynthia Hamada  
Municipal Transportation Agency  
1 South Van Ness Ave., 6th Floor  
San Francisco, CA 94103  
415-701-5381
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<td>Environment</td>
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<td>145</td>
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## POSTING FOR
June 20, 2016

### PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

<table>
<thead>
<tr>
<th>PSC No</th>
<th>Dept Designation</th>
<th>PSC Amount</th>
<th>Description of Work</th>
<th>PSC Estimated Start Date</th>
<th>PSC Estimated End Date</th>
<th>Type of Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>48596</td>
<td>15/16 AIRPORT COMMISSION</td>
<td>$77,000,000.00</td>
<td>Contractor will manage the San Francisco International Airport (SFO) Curbside Management Program (CMP) for coordinating the Ground Transportation Operations (GTO) which includes taxi, limousines and Transportation Network Companies (TNC). CMP staff will provide curbside assistance to passengers seeking door-to-door transportation. Additionally, CMP staff will monitor, coordinate and dispatch GTOs from the two high-traffic areas and provide administrative support for the CMP program and GTOs.</td>
<td>June 1, 2016</td>
<td>December 31, 2021</td>
<td>REGULAR</td>
</tr>
<tr>
<td>46656</td>
<td>15/16 CONTROLLED</td>
<td>$4,590,000.00</td>
<td>Conduct audits of at least two major telecommunications services providers each year to be mutually agreeable between the City and Contractor, review all tax records of the California Board of Equalization (BCE) pertaining to taxables related to sales of prepaid wireless services and perform ongoing audits in order to identify and correct errors, resulting from incorrect tax payments and allocate pursuant to the sales of prepaid wireless services and thereby generate previously unclaimed Telephone Users Utility Tax (TUT) and Access Line Tax (ALT) collections for the City.</td>
<td>July 1, 2016</td>
<td>June 30, 2021</td>
<td>REGULAR</td>
</tr>
<tr>
<td>48597</td>
<td>15/16 OF EMERGENCY MANAGEMENT DEPARTMENT</td>
<td>$16,300,000.00</td>
<td>This contract will allow for the procurement of hardware, software and professional services to design, install, configure and test the City's 800MHz Emergency Radio Communication System. This network supports over 10,000,000 calls, over 20 City departments and other agencies. The vendor Harris Solutions, will do a detailed network/system design in conjunction with City Staff, factory assemble and test the systems, ship the equipment to the City, install the equipment at various locations (5 radio antenna sites, 7 dispatch sites, and over 60 other radio locations) throughout the City, configure and test the network, ensure a non-downtime crossover of user departments, and maintain the system for one year.</td>
<td>September 1, 2016</td>
<td>June 1, 2021</td>
<td>REGULAR</td>
</tr>
<tr>
<td>41045</td>
<td>15/14 HUMAN RESOURCES</td>
<td>$5,000,000.00</td>
<td>Contract for the provision of professional services to the Department of Human Resources for the Training Services Strategic Plan to include: training curriculum and design, training needs analysis, training, evaluation, and reporting.</td>
<td>July 1, 2016</td>
<td>June 30, 2020</td>
<td>REGULAR</td>
</tr>
<tr>
<td>44753</td>
<td>15/16 PORT</td>
<td>$8,000,000.00</td>
<td>The Port intends to issue a Request for Proposals to provide Architectural and Engineering services for this development of a ferry terminal in the Mission Bay Area. Phase I of the proposed project will include the evaluation of two proposed locations for the proposed ferry terminal. The selected consultant will evaluate physical and environmental conditions, cost, and other factors that will impact the feasibility of a ferry terminal location for each of the sites and recommend a preferred site. Phase II of the project will require the selected consultant to provide 100% complete design drawings, outreach, permitting and cost estimates for the proposed development. The final project phase will require the selected consultant to provide construction stage architectural and engineering services in preparation for the construction invitation for bids.</td>
<td>May 1, 2016</td>
<td>May 1, 2018</td>
<td>REGULAR</td>
</tr>
</tbody>
</table>

**TOTAL AMOUNT $60,800,000**
### Proposed Modifications to Personal Services Contracts

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<tr>
<th>PSC NO.</th>
<th>DEPARTMENT</th>
<th>ADDITIONAL AMOUNT</th>
<th>CUMULATIVE TOTAL</th>
<th>DESCRIPTION OF WORK</th>
<th>START DATE</th>
<th>END DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>39051-14/15</td>
<td>City Planning</td>
<td>$400,000</td>
<td>$500,000</td>
<td>Selected consultant(s) will provide as-needed Stakeholder Outreach and Engagement Services. The Planning Department will select one or more consultants from the Controller’s Office list of pre-qualified vendors, established on November 6, 2014 and updated every two years, with demonstrated experience in a wide variety of these service areas. Stakeholder outreach services include development and implementation of electronic, print, media, and community-based outreach strategies. Stakeholder engagement services include managing engagement processes and data collection plans, collecting and analyzing input via a range of data collection instruments, and reporting results and recommendations. A more detailed description is provided in the Controller’s Office solicitation attached, RFQ#CON2014-17, in the scope of work on pages 2 to 3.</td>
<td>7/1/2017</td>
<td>6/30/18</td>
</tr>
<tr>
<td>4062-12/13</td>
<td>Environment</td>
<td>$6,000,000</td>
<td>$11,000,000</td>
<td>Assist the Department in designing, developing, facilitating, and implementing outreach and social marketing programs and creative multilingual campaigns in various areas including waste reduction, reuse, recycling, toxics reduction, energy efficiency and climate adaptation, etc. Additionally, contractor will provide research assistance such as surveys, focus groups, and other forms of market research.</td>
<td>7/1/2018</td>
<td>6/30/2024</td>
</tr>
<tr>
<td>35070-14/15</td>
<td>Municipal Transportation Agency</td>
<td>$100,000</td>
<td>$150,000</td>
<td>The contractor will have an as-needed support role for the San Francisco Municipal Transportation Agency (SFMTA) during peak periods of design requests and will prepare a wide variety of graphs, charts and maps to illustrate and provide comparative information on both proposed projects and projects under construction; prepare and design the format, page layouts and typography; and execute various types of plain and color art work for a variety of publications.</td>
<td>8/1/2016</td>
<td>7/31/2018</td>
</tr>
<tr>
<td>PSC NO.</td>
<td>DEPARTMENT</td>
<td>ADDITIONAL AMOUNT</td>
<td>CUMULATIVE TOTAL</td>
<td>DESCRIPTION OF WORK</td>
<td>START DATE</td>
<td>END DATE</td>
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<tr>
<td>39922-15/16</td>
<td>Municipal Transportation Agency</td>
<td>$350,000</td>
<td>$450,000</td>
<td>The consultant will configure the Advanced Schedule Management (ASM) and Transit Signal Priority (TSP) software system, including updating firmware and proprietary software on transit fleet vehicles. The consultant will: configure Wi-Fi on each bus (currently 950) and at each yard; test all vehicle components per design specification; inspect all cables and test overhead sign connections and communications; install firmware updates and update ASM software to current revision; load updated San Francisco Municipal Transit Agency (SFMTA) transit schedule data and configure vehicle thresholds; and use on-site software to validate and correct all vehicle/bus identification numbers.</td>
<td>5/16/2016</td>
<td>7/1/2018</td>
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<tr>
<td>4065-10/11</td>
<td>Public Health</td>
<td>$9,000,000</td>
<td>$27,167,907</td>
<td>Contractor will provide intermittent, as needed temporary, on-call professional radiology technologists with on-call availability, 7 days per week. Registry personnel will be available on 24-hour notice to back-up civil service employees during scheduled and unscheduled staff absences.</td>
<td>7/1/2016</td>
<td>6/30/2020</td>
</tr>
<tr>
<td>4079-11/12</td>
<td>Building Inspection</td>
<td>$1,600,000</td>
<td>$4,050,000</td>
<td>To provide preparation indexing, scanning and electronic imaging services required to convert all paper-based building plans/drawings into digital images for electronic retrieval through PaperVision document management system. Drawings vary in sizes from 11x17 inches, 16x24 inches, 24x36 inches, 36x42 inches, and 36x48 inches.</td>
<td>7/1/2017</td>
<td>6/30/2019</td>
</tr>
</tbody>
</table>

**TOTAL MODIFIED AMOUNT: $1,745,000**
REGULAR/CONTINUING/ANNUAL
PERSONAL SERVICES CONTRACTS
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")  

Department: AIRPORT COMMISSION – AIR  
Type of Request: ☐ Initial  ☐ Modification of an existing PSC (PSC # _________)  
Type of Approval: ☐ Expedited  ☐ Regular  ☐ Annual  ☐ Continuing  ☐ (Omit Posting)  
Type of Service: Curbside Management Program  
Funding Source: Airport Operating Funds  
PSC Amount: $27,000,000  PSC Est. Start Date: 06/01/2016  PSC Est. End Date: 12/31/2021  

1. Description of Work  
A. Scope of Work/Services to be Contracted Out:  
Contractor will manage the San Francisco International Airport’s (SFO or Airport) Curbside Management Program (CMP) for coordinating the Ground Transportation Operators (GTO) which include taxis, limousines and Transportation Network Companies (TNC). CMP staff will provide curbside assistance to passengers seeking door-to-door transportation. Additionally, the CMP staff will monitor, coordinate and dispatch GTOs from the the holding/staging areas; and provide administrative support for the CMP program and GTOs.  

B. Explain why this service is necessary and the consequence of denial:  
The CMP is necessary to manage the curbside operations accessed by arriving air passengers using this service for departures from the Airport. In 2015, 25 million passengers arrived at SFO. CMP staff managed the orderly dispatch of 1.8 million taxicabs; monitored 1.2 million limousines, 3.2 million TNC trips and 1 million charter bus, shuttles and van trips. Denial will eliminate the Airport’s primary ground transportation management program and will result in chaotic conditions at the leading zones due to the competitive nature of the GTO industry.  

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 previously provided through a contract, most recently under PSC No. 4100-09/10.  

D. Will the contract(s) be renewed?  
Yes, as there continues to be a need for this service 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 term includes the anticipated 5-year term and additional months through the end of the calendar year to allow for any possible delays initiating the work.  

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 Airport is also not able to fluctuate staffing with speed during peak travel periods and special events, as the contractor is able to do.  

3. Description of Required Skills/Expertise  
A. Specify required skills and/or expertise: An independent contractor who provides the ability to monitor and maintain multiple holding/staging/waiting areas for GTOs and to estimate the need for vehicles through the
entire service day which ranges from 6am - 1am. Curbside dispatching capabilities including reporting and system management functions for GTO's are required to manage supply and passenger demands accurately while minimizing disruption to Airport curbside loading and roadways. Excellent customer service skills are needed to assist arriving passengers with GTOs and deal with GTO drivers tactfully.

B. Which, if any, civil service class(es) normally perform(s) this work? 9135, Passenger Service Specialist

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. Current classifications do not include curbside dispatch. Although Passenger Service Specialist (9135) normally receives passenger complaints and inquiries, this class produces special MUNI reports and does not facilitate or secure services at the curbside for people with special transportation needs. There are currently no civil service classes that can perform the entire scope of the work requested for the operations of the Curbside Management Program. The CMP staffing also fluctuates with the movement of Airport passengers and the Airport would not have the capability of increasing and decreasing service as needed.

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out
   A. Explain why civil service classes are not applicable.
      It is important for the CMP to be operated independent of the Airport so that Airport employees can serve as adjudicators in any dispute between GTOs and the CMP contractor. The 9135 staff could perform part of the work but could not perform the curbside 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, the number of staff required to manage and monitor the CMP fluctuates frequently and is dependent upon arriving passenger load. Due to the short notice of fluctuating staff demand this would not justify creating a new civil service classification.

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 will not be provided as part of these services.

   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 03/30/2016, the Department notified the following employee organizations of this PSC/RFP request:
   Transport Workers Union, L 200, Transport Workers Union, L 200.

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

Name: 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# 48936 - 15/16
DHR Analysis/Recommendation:  
Commission Approval Required
DHR Approved for 06/20/2016

Civil Service Commission Action:
Receipt of Union Notification(s)
RECEIPT for Union Notification for PSC 48936 - 15/16 more than $100k

The AIRPORT COMMISSION – AIR has submitted a request for a Personal Services Contract (PSC) 48936 - 15/16 for $27,000,000 for initial Request services for the period 06/01/2016 – 12/31/2021. Notification of 30 days (60 days for SEIU) is required.

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

http://apps.sfgov.org/dhdrupal/node/6606 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)
March 18, 2010

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4092-09/10 THROUGH 4101-09/10; 4092-09/10 AND 4102-07/08.

At its meeting of March 15, 2010 the Civil Service Commission had for its consideration the above matter.

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

It was the decision of the Commission to:

(1) Approve request for proposed personal services contract #4096-09/10 on the condition that the Department of Public Works engage in discussions with SEIU Local 1021. Should SEIU continue to have concerns about the contract, it may be put back on calendar for further discussion and action at the next regular meeting of April 5, 2010. In no case will the approval of the contract be delayed beyond the April 5, 2010 meeting. Notify the offices of the Controller and the Office of Contract Administration.

(2) Approve request for proposed personal services contract #4097-09/10 on the condition that contact be made with SEIU Local 1021 within 24 hours to address concerns they have with the PSC. In addition, that a response be provided to Local 1021 by the Recreation and Parks Department within the following 24 hours addressing their concerns after which the conditions of the Civil Service Commission approval would have been met. Notify the offices of the Controller and the Office of Contract Administration.

(3) Approve request for proposed personal services contracts on all remaining contracts. Notify the offices of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

[Signature]

ANITA SANCHEZ
Executive Officer

Attachment

c: Cynthia Avcian, Airport Commission
   Micki Callahan, Human Resources Director
   Gordon Choy, Department of Public Works
   Jacqueline Hale, Department of Public Health
   Mary Ng, Department of Human Resources
   Shawn Wallace, San Francisco Police Department
   Commission File
   Chon
<table>
<thead>
<tr>
<th>PSC No</th>
<th>Dept No</th>
<th>Dept Name</th>
<th>Approval Type</th>
<th>Contract Amount</th>
<th>Description of Work</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>4097-09/10</td>
<td>90</td>
<td>Public Works</td>
<td>Regular</td>
<td>$200,000</td>
<td>Provide additional services to continue as Executive Preservation Architect, &amp; provide architectural &amp; engineering design services for the final phase of the Palace of Fine Arts, which includes full consultant coordination. The scope of work includes lagoon stabilization on the western portion of the lagoon, coordinating new paving along the colonnade pathway &amp; Rotunda, new lighting design, re-grading of the site, new sidewalk curbs, installation of new metal doors, landscaping &amp; irrigation.</td>
<td>7/1/2011</td>
</tr>
<tr>
<td>4098-09/10</td>
<td>27</td>
<td>Airport Commission</td>
<td>Regular</td>
<td>$12,500,000</td>
<td>Provide financial advisory services to manage San Francisco International Airport’s capital financing program, including a $4.1 billion debt portfolio. Services include but are not limited to, financial, investment, swap and related advisory services.</td>
<td>6/30/2013</td>
</tr>
<tr>
<td>4099-09/10</td>
<td>27</td>
<td>Airport Commission</td>
<td>Regular</td>
<td>$2,500,000</td>
<td>Provide design &amp; integration services for 1) Baggage Handling System (BHS) &amp; Inline explosive detection screening (EDS) systems at Terminal 3, Boarding Area E, International Terminal Building &amp; other Airport BHS locations; services include 100% construction documents, full-service construction administration, quality control for BHS additions &amp; modifications, 100% design &amp; integration of programmable logic controls (PLC), pre-construction simulations, acceptance &amp; integration; 2) Passenger Boarding Bridges (PBB); services include 100% construction documents, construction administration, quality control for complete PBB replacements, relocations and/or modifications, PBB Integration with aircraft parking, fuel hydrant system, preconditioned air &amp; ground power, acceptance testing with aircraft for a complete operating system.</td>
<td>5/31/2013</td>
</tr>
<tr>
<td>4100-09/10</td>
<td>27</td>
<td>Airport Commission</td>
<td>Regular</td>
<td>$26,000,000</td>
<td>Contractor will operate the Airport’s Curbside Management Program for on-demand door-to-door van, taxi cab, and limousine operations, provide customer services for air passengers seeking door-to-door transportation to leave the Airport, and facilitate services for people with special transportation needs. The contractor will monitor, coordinate and dispatch door-to-door vans, taxi cabs and limousines in the holding/staging/waiting areas and curbside loading zones, as well as manage various systems supporting said operations at SFO. Airport ground transportation vehicle trip fees support the direct costs of the Program.</td>
<td>6/30/2016</td>
</tr>
</tbody>
</table>
PERSONAL SERVICES CONTRACT SUMMARY

DATE: February 5, 2010

DEPARTMENT NAME: AIRPORT COMMISSION

DEPARTMENT NUMBER: 27

TYPE OF APPROVAL: ☑ EXPEDITED ☑ REGULAR (OMIT POSTING) ☐ ANNUAL

TYPE OF REQUEST: ☑ INITIAL REQUEST ☐ MODIFICATION

TYPE OF SERVICE: Curbside Management Program

FUNDING SOURCE: Airport Operating Funds

PSC AMOUNT: $26,000,000 (~$4,333,000/yr) PSC DURATION: July 1, 2010 to June 30, 2016

1. DESCRIPTION OF WORK
   A. Concise description of proposed work:
   Contractor will operate the Airport’s Curbside Management Program for on-demand door-to-door van, taxicab, and limousine operations, provide customer services for air passengers seeking door-to-door transportation to leave the Airport, and facilitate services for people with special transportation needs. The contractor will monitor, coordinate and dispatch door-to-door vans, taxicabs and limousine in the existing staging/waiting areas and curbside loading zones, as well as manage various systems supporting said operations at SFO. Airport ground transportation vehicle trip fees support the direct costs of the Program.

   B. Explain why this service is necessary and the consequences of denial:
   The Program is necessary to manage the curbside operations of 11 door-to-door van operators with over 200+ vans competing for over 400,000 arriving air passengers using this service for departures from SFO, for the orderly dispatching of over 1 million annual San Francisco taxicab trips from SFO by over 1,600 taxicabs, and the monitoring of over 1,200 limousine operators with more than 2,500 vehicles permitted to operate at SFO. Denial will eliminate the Airport’s primary ground transportation management program and will result in extremely chaotic conditions at the loading zones due to the fiercely competitive nature of the ground transportation industry.

   C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number):
   The services have been previously provided through a contract, most recently under PSC #4037-07/08

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

   IFPTE Local 21
   Signature of person mailing/faxing form
   FEB 5 2010
   Date

   IFPTE Local 21
   Signature of person mailing/faxing form
   Date

   RFP sent to: IFPTE Local 21 on February 5, 2010
   Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC #: 4100-09/10
STAFF ANALYSIS/RECOMMENDATION: Approved 3/15/10

CIVIL SERVICE COMMISSION ACTION:

-9-
3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE
   A. Specify required skills and/or expertise:
   Ability to monitor multiple holding/staging/waiting areas for door-to-door vans, taxicabs, and limousines, and to estimate the need for vehicles throughout the day and into the night. Curbside dispatching capabilities, including reporting and system management functions, for door-to-door vans and taxicabs are needed to manage supply and meet passenger demands accurately while minimizing disruption to Airport loading zones and roadways. Excellent customer service skills are needed to assist arriving air passengers with ground transportation services and deal with transportation drivers tactfully.
   B. Which, if any, civil service class normally performs this work?
   None. Current classifications do not include curbside dispatch, for either taxicabs or door-to-door vans. Although a Passenger Service Specialist (Class 9135) normally receives passenger complaints and inquiries, this class produces special MUNI reports and does not facilitate or secure services at the curb for people with special transportation needs. Contract will be managed by a Trans Planner IV (Class 5290).
   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
   No, however, the Contractor will provide a paperless system to record and track door-to-door van passenger and vehicle logs that are currently paper-based.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM
   A. Explain why civil service classes are not applicable:
   It is important for the Program to be independent so Airport Civil Service employees can serve as adjudicators in any dispute between van/taxicab/limousine operators and the Curbside Management Program.
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
   No. See the answer to Question 4A for additional information.

5. ADDITIONAL INFORMATION (if "yes," attach explanation)
   A. Will the contractor directly supervise City and County employees?
      
   B. Will the contractor train City and County employees?
      - Describe the training and indicate approximate number of hours.
      - Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate numbers to be trained.

   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? Attached is Airport Commission Resolution #10-0010

   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 and the results of the competitive process are not known at this time.

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

Signature of Departmental Personal Services Contract Coordinator

Cynthia P. Avakian
Print or Type Name

(650) 821-2014
Telephone Number

Airport Commission, Contracts Administration Unit
P.O. Box 8097, San Francisco, CA 94128
Address

PSC FORM 1 (9/96)
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: Prepaid Mobile Telephony Services Surcharge and Fee Audit & Analysis

Funding Source: Various taxes and AB1717  PSC Duration: 5 years

PSC Amount: $4,500,000

1. Description of Work
   A. Scope of Work/Services to be Contracted Out:
      Conduct audits of at least two major telecommunications services providers each year to be mutually agreeable between the City and Contractor; examine all tax records of the California Board of Equalization (BOE) pertaining to taxes collected pursuant to sales of prepaid wireless services and perform ongoing audits in order to identify and correct errors resulted from incorrect tax payments and allocations pursuant to the sales of prepaid wireless devices and thereby generate previously unrealized Telephone Users Utility Tax (TUT) and Access Line Tax (ALT) collections for the City.

   B. Explain why this service is necessary and the consequence of denial:
      This service is necessary because underreporting or non-reporting of these taxes occur due to various reporting categorization errors in this highly technological field. Without expertise in auditing, consultation, data collection and review in this specialized field, the City will continue to lose potential tax 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.
      Part of services was approved by Civil Service Commission (most recent approval granted via 4056-10/11). The remaining part of services covered by this Request for Qualifications (RFQ) is related to a new revenue source (AB1717 related revenue), thus no related services were provided in the past.

   D. Will the contract(s) be renewed?
      After contractor selection in the next few months through a Request for Qualifications process in 2016, the contract may be renewed for one year depending on whether all services have been provided.

   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.
      We would like to request a 5 year PSC due to significant delays resulting from the lengthy process of external agencies (e.g., Board of Equalization). This may require a contractor to work on an open case with a pending decision from an external agency for at least 5 years.

2. Reason(s) for the Request
   A. Indicate all that apply (be specific and attach any relevant supporting documents):
      ☑ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).
B. Explain the qualifying circumstances:

The City does not have the specialized expertise to audit municipal taxes or other errors successfully. Such expertise includes providing and maintaining a specialized database, implementing efficient and effective audit methods and systems specific to municipal tax audit, keeping current on the latest State Board of Equalization distribution instructions, providing quarterly legislative impact analyses, and understanding and monitoring claims processes to maximize success in obtaining approval for increased revenue collection. Without these expert specialized skills/knowledge, the City may jeopardize some of its revenue.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Advanced expertise in the auditing of major telecommunications services providers to ensure that the records are accurate, no errors are contained. Experience with TUT business compliance requirements and the ability to conduct legislative and trend analysis. Such expertise can only be developed after several years of performing audits of sophisticated major telecommunication service providers. Selected contractor is required to have experience conducting TUT, ALT, audit services for counties in California, including knowledge of State Board of Equalization regulations and requirements, as well as proof of successfully providing revenue to local governments as a direct outcome of its services. The contractor must work closely with City departments, businesses including service providers, taxpayers, and monitor changes in proposed related legislation and technology.

B. Which, if any, civil service class(es) normally perform(s) this work? 1012, IS Technical-Journey; 1021, IS Administrator 1; 1022, IS Administrator 2; 1023, IS Administrator 3; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1684, Auditor II; 1824, Pr Administrative Analyst; 4220, Personal Property Auditor; 4222, Sr Personal Property Auditor; 4224, Pr Personal Property Auditor; 4306, Collections Officer; 4308, Senior Collections Officer; 4366, Collection Supervisor;

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

N/A

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

City employees do not possess the specialized expertise to audit utility users tax and/or access line tax areas. Such expertise includes knowledge of the various utility services utilized, including electricity, gas, water, steam, and telephone communication services utilized, and the various trunk lines that are taxable. In addition, advanced expertise knowledge on the State Board of Equalization’s distribution process, capability to provide quarterly legislative impact analyses, and experiences in monitoring claims processes to maximize success in obtaining approval for increased revenue collection are required. Further, review of BOE allocations requires comparisons of allocations across multiple districts. Contractors with access to data of agencies throughout the state are more able to do this review that City employees.

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

A. Explain why civil service classes are not applicable.

City employees do not possess the specialized expertise to audit major telecommunication companies. Such expertise includes knowledge of the various major telecommunications entities. Such expertise includes keeping abreast of the legislative and technological changes, and analyze its impact on tax revenue.
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 highly specialized, and benefits from a statewide presence that a City employee will not have.

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. Training includes written manual, on-site guidance, workshops and technical assistance for up to 3 months. Classes receiving training include: 4222 Senior Personal Property Tax Auditors, 4224 Principal Auditors, 0931 Chief Auditor, and 0935 Business Tax Director.

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.
Subject to the outcome of the RFQ process.

7. Union Notification: On 03/24/2016, the Department notified the following employee organizations of this PSC/RFP request:

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

**************************************************************************************************
FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#: 46056 - 15/16
DHR Analysis/Recommendation:
Commission Approval Required
DHR Approved for 06/20/2016

Civil Service Commission Action:
Receipt of Union Notification(s)
RECEIPT for Union Notification for PSC 46056 - 15/16 more than $100k

The CONTROLLER – CON has submitted a request for a Personal Services Contract (PSC) 46056 - 15/16 for $4,500,000 for Initial Request services for the period 07/01/2016 - 06/30/2021. 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/dbhrDrupal/node/6586. For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended.
Additional Attachment(s)
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: TREASURER/TAX COLLECTOR
Dept. Code: TTX

Type of Request: □ Initial
☑ Modification of an existing PSC (PSC # 4056 10/11)

Type of Approval: □ Expedited
☑ Regular
(□ Omit Posting)

Type of Service: Audit Services

Funding Source: Audit Collections

<table>
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<tr>
<th>PSC Original Approved Amount: $200,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSC Mod#1 Amount: no amount added</td>
</tr>
<tr>
<td>PSC Mod#2 Amount: $90,000</td>
</tr>
<tr>
<td>PSC Cumulative Amount Proposed: $290,000</td>
</tr>
</tbody>
</table>

| PSC Original Approved Duration: 01/04/11 - 12/31/11 (51 weeks 4 days) |
| PSC Mod#1 Duration: 01/01/12-06/30/14 (2 years 25 weeks) |
| PSC Mod#2 Duration: 07/01/14-06/30/15 (1 year) |
| PSC Cumulative Duration Proposed: 4 years 25 weeks |

1. Description of Work
A. Scope of Work:
Conduct audits of utility users tax and access line tax of service providers' records; provide legislative and technological updates and analysis; train City's audit staff to continue audit and enforcement of utility users tax and access line tax requirements; and provide tax revenue enhancement and detection services.

B. Explain why this service is necessary and the consequence of denial:
Underreporting or non-reporting of these taxes occur due to various reporting or categorization errors in this highly technological field. Without expertise in auditing, consultation, data collection and review in this specialized field, the City will continue to lose potential tax revenue.

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. Prior 4056-10/11

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

2. Union Notification: On 05/20/14, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21; Management & Superv Local 21;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4056 10/11

DHR Analysis/Recommendation: 07/07/2014
    Commission Approval Required
    Approved by Civil Service Commission
    DHR Approved for 07/07/2014

July 2013
City and County of San Francisco

3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise:
      Audit experience, including knowledge of procedures and practices of major public utilities providers and of the Public Utilities Commission regulations and requirements, as well as proof of successfully providing revenue to local governments as a direct outcome of its services. The contractor must work closely with City departments, businesses including service providers, taxpayers, and monitor changes in proposed related legislation and technology.
   B. Which, if any, civil service class(es) normally perform(s) this work?
      4220, 4222, 4224,
   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:
      City employees do not possess the specialized expertise to audit utility users tax and/or access line tax areas. Such expertise includes knowledge of the various utility services utilized, including electricity, gas, water, steam, and telephone communication services utilized, and the various trunk lines that are taxable. Such expertise also includes keeping abreast of the legislative and technological changes, and analyze its impact on tax revenue.
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No. The service is highly specialized, but included in the service is training for existing City audit staff.

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?
      Written manual, onsite guidance, and workshops for 4222, 4224.
   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? Continuing time of agreement to finish work with Municity

☐ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 05/20/14 BY:

Name: Greg Kato
Phone: 415-554-6888 Email: greg.kato@sfgov.org
Address: 1 Dr Carlton B Goodlett Pl 140 San Francisco, CA 94102

July 2013
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DEPARTMENT OF EMERGENCY MANAGEMENT  ECD
Dept. Code: ECD

Type of Request:  ☑ Initial  ☐ Modification of an existing PSC (PSC # ____________)

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

Type of Service: 800MHz Radio System Purchase and Installation Agreement

Funding Source: General Fund
PSC Amount: $16,300,000  PSC Est. Start Date: 09/01/2016  PSC Est. End Date 06/01/2021

1. Description of Work
   A. Scope of Work/Services to be Contracted Out:
   This contract will allow for the procurement of hardware, software and professional services to design, install, configure and test the City's 800MHz Emergency Radio Communication System. This network supports over 10,000,000 radios, over 20 City departments and outside agencies. The vendor Motorola Solutions, will do a detailed network/system design (in conjunction with City Staff, factory assemble and test the system, ship the equipment to the City, install the equipment at various locations (9 radio antenna sites, 7 dispatch sites, and over 60 other radio locations) throughout the City, configure and test the network, ensure a zero-downtime cutover user of user departments, and warranty the system for one year.

   B. Explain why this service is necessary and the consequence of denial:
   This service is necessary because the current radio system that Police, Fire, Sheriff, Emergency Management and various other public safety and public service agencies use in San Francisco is end of life and needs to be replaced. Motorola Solutions is providing state of the art equipment, that they have designed and configured to match the City's needs.

   C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
   This service has been provided in the past by the current radio system vendor, which is Motorola Solutions.

   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.
   This contract is to install the City's new public safety emergency radio communications system, used citywide by over 20 different departments and agencies. The system will be installed by the manufacturer (estimating a 3.5 year installation timeframe, and one year of system warranty)

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 capital and IT project that requires diverse expertise and knowledge of proprietary vendor equipment.

3. Description of Required Skills/Expertise
A. Specify required skills and/or expertise: Knowledge of Project 25 Phase 2 radio equipment - Motorola proprietary equipment: GTR8000, APX Series Radios, various system and software databases (Unified Network Configurator, Provisioning Manager, Unified Event Manager, MCC/500 Console hardware and software, HP LAN/WAN routers and switches configured by Motorola for the radio system, proprietary software applications - WAVE, GPS, Recorder solution.

B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1044, IS Engineer-Principal; 7362, Communications Systems Tech; 7368, Senior Comm Systems Technician; 0931, Manager III;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The contractor will provide the new equipment (hardware, software, radios) for the 800MHz Radio System. This includes over 7000 radios (mobiles, portables, and control stations) equipment for 9 radio sites, and radio console hardware and software for 10 dispatch locations.

4. If applicable, what efforts has the department made to obtain these services through available resources within the City?
City staff does not have the expertise to design, install and configure a system of this size and magnitude, without the help of the vendor. City staff will work closely with Motorola Solutions during the project, and will be trained to be the first level of support for maintenance. Motorola will not warranty the equipment if installed by the City staff, nor agree to liquidated damages associated with contract delays.

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out
A. Explain why civil service classes are not applicable. Civil Services classes are not applicable because this system is for proprietary hardware and software that only the vendor can design, configure and install.

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 - they already exist, but do not have the expertise of this proprietary equipment to do the work without the help of the vendor.

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not. There will be 10-week long training classes for Radio System technicians and administrators, for an unlimited number of attendees

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 04/21/2016, the Department notified the following employee organizations of this PSC/RFP request:
   SEIU, Local 1021
   H-1 Fire-Rescue Paramedics, SEIU, Local 1021
   (Staff Nurse & Per Diem Nurse), SEIU Local 1021
   SEIU 1021
   Miscellaneous, Professional & Tech Engrs, SFAPP
   Professional & Tech Engrs, Local 21
   Prof & Tech Eng, Local 21
   Municipal Executive Association, Management & Supervry
   Local 21 Architect & Engineers, Local 21
   SEIU, Local 1021
   H-1 Fire-Rescue Paramedics, SEIU, Local 1021
   (Staff Nurse & Per Diem Nurse), SEIU Local 1021
   SEIU 1021
   Miscellaneous, Professional & Tech Engrs, SFAPP
   Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21
   Municipal Executive Association, Management & Supervry
   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: William Lee   Phone: 415-558-3866   Email: william.lee@sfgov.org

Address: 1011 Turk St, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49557 - 15/16
DHR Analysis/Recommendation: Civil Service Commission Action:
Commission Approval Required
DHR Approved for 06/20/2016
Receipt of Union Notification(s)
RECEIPT for Union Notification for PSC 49557 - 15/16 more than $100k

The DEPARTMENT OF EMERGENCY MANAGEMENT -- ECD has submitted a request for a Personal Services Contract (PSC) 49557 - 15/16 for $16,300,000 for Initial Request services for the period 09/01/2016 - 06/01/2021. 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/5919 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
RECEIPT for Union Notification for PSC 49557 - 15/16 more than $100k

The DEPARTMENT OF EMERGENCY MANAGEMENT - ECD has submitted a request for a Personal Services Contract (PSC) 49557 - 15/16 for $16,300,000 for Initial Request services for the period 09/01/2016 - 06/01/2021. 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/5919 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)
- Section 2.1 which gives the project background
- Section 2.11 describes the work the vendor is going to do.
City and County of San Francisco

Request for Proposals for

Public Safety Radio Replacement Project

Date issued: June 8, 2015
Pre-proposal conference: June 23, 2015, 1:00 PM
Site visits: July 8-17, 2015
Proposal due: August 24, 2015, 5:00 PM
RFP for Public Safety Radio Replacement Project

Request for Proposals for
Public Safety Radio Replacement Project

1.0 INTRODUCTION AND SCHEDULE

1.1 GENERAL

The City and County of San Francisco (CCSF or the City) is soliciting proposals from firms to build, deploy, and maintain a new radio communications system that replaces the current Citywide Emergency Radio System (CERS). It is required that the new system will provide the resilience and redundancy for trunked voice and data services as expected in day-to-day and emergency public safety operations.

The City intends to enter into a professional services contract with the winning infrastructure replacement proposer to design, deploy and commission a Project 25 voice radio system. In addition, the City intends to procure subscriber radios to operate on the new system, and may elect to enter into multiple agreements (from various manufacturers) for the purchase of this equipment. Lastly, the City is also interested in a maintenance contract to manage and maintain the system for up to 18 years after final system acceptance.

The CERS system is approaching end of life, and will be out of manufacturer support in 2018. Because of this, the City has developed an anticipated high-level timeline for the CERS replacement project. Proposers are responsible to developing a detailed schedule as part of the RFP response considering this anticipated timeline.

<table>
<thead>
<tr>
<th>Vendor Selection, Contract Negotiations Complete</th>
<th>March 2016</th>
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<tbody>
<tr>
<td>Detailed Design Complete</td>
<td>September 2016</td>
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<tr>
<td>System Installation and Testing Complete</td>
<td>March 2018</td>
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<tr>
<td>Cutover Complete</td>
<td>April 2019</td>
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<tr>
<td>Final System Acceptance</td>
<td>October 2019</td>
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1.2 RFP SCHEDULE

The anticipated schedule for selecting a vendor is:

<table>
<thead>
<tr>
<th>Proposal Phase</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP is issued by the City</td>
<td>June 8, 2015</td>
</tr>
<tr>
<td>Mandatory Pre-proposal conference</td>
<td>June 23, 2015, 1:00 PM</td>
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<tr>
<td>Site walks</td>
<td>July 8-17, 2015</td>
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<tr>
<td>Deadline for submission of written questions or requests for clarification</td>
<td>July 27, 2015, 5:00 PM</td>
</tr>
<tr>
<td>Proposals due</td>
<td>August 24, 2015, 5:00 PM</td>
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<tr>
<td>Oral interview with firms selected for further consideration</td>
<td>TBD</td>
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</tbody>
</table>
2.0 PROJECT REQUIREMENTS

2.1 OVERVIEW

The City and County of San Francisco (CCSF or the City) is soliciting proposals from firms to design and deploy a new radio communications system that replaces the current Citywide Emergency Radio System (CERS).

The new infrastructure system will need to have sufficient capacity to support CERS users and the potential to support Public-service Emergency Radio System (PERS) users. The new infrastructure system must provide the resilience and redundancy for trunked voice and data services as expected in day-to-day and emergency public safety operations.

For infrastructure proposals, the services must include planning, design, engineering, installation and technical support to maintain the new radio system.

The City seeks to procure a radio communications infrastructure system that will comprise an interoperable, secure, reliable and cost effective Project 25 based platform for CERS users. The combined system configuration will provide 1) added channel capacity to handle CERS and PERS traffic loading, 2) increased coverage for CERS users within the CCSF service area, and 3) enhanced interoperability for CERS users.

Infrastructure proposals are required to include a complete replacement of the existing CERS system and equipment to achieve the desired new system configuration. The remaining systems (PERS, SFMTA, EWDN, and 700 MHz I/O systems) are intended to remain operational in their current configuration. Unless specifically noted in this Request for Proposals (RFP), the use or inclusion of, or reliance on existing equipment and systems must NOT be included in the proposer’s proposal.

Proposers are responsible for designing and proposing a system that meets the requirements set forth by the City.

The successful proposer(s) will be singularly responsible for the radio system resulting from the subsequent contract. This installation is to include, but not be limited to, all system design(s), site preparation on existing and/or proposed sites, base radios, hardware, antenna support structures, software, engineering, installation of materials, all labor for design, engineering, program management, configuration, optimization, testing, and warranty maintenance. The proposal must also include all network connectivity to all existing sites and any proposed new microwave site(s) that may be required. Proposals for new and proposed sites must include any additional costs that may be required for buildings, power, emergency back-up power, roads, antenna support structures, FCC licensing and assurance the site will be available to achieve the coverage delineated in this RFP. In the event that the proposer’s radio system hardware or software version or revision changes before the beginning of final acceptance testing, the proposer will be responsible for conversion or addition of the needed changes or upgrades to the most current version.

The new infrastructure system must be in conformance with applicable standards, which have been approved at the time of the first equipment order. The proposer is responsible for providing a system with identical hardware throughout the system, wherever possible, in terms of hardware model and revision level, software versions and firmware versions.

The selected infrastructure proposer will be responsible for licensing and permitting, including any FAA, zoning and FCC requirements. Where due to legalities, permitting, zoning and/or
RFP for Public Safety Radio Replacement Project

licensing may be undertaken only by the City or other site/system owner, the selected proposer must complete all tasks required for permitting, zoning and/or licensing without additional cost to the City, including tracking progress to completion and any resubmittals if required.

The selected infrastructure proposer will be responsible for the backhaul system which includes all necessary hardware/software to provide interconnection to the existing network as well as the newly proposed radio communications system.

The new infrastructure system must be developed, installed and tested in a manner that provides continued, uninterrupted communications. The proposer must provide a detailed plan with their proposal as to how they will accomplish their implementation and what, if any problems or issues, they anticipate as the system is implemented, particularly with regard to uninterrupted communications.

The subscriber equipment proposed must meet the needs of the CERS users and the PERS users as defined in these specifications. The subscriber equipment must provide trunked voice and data services as expected in day-to-day and emergency public safety operations.

For subscriber equipment proposals, the services must include planning, installation and technical support to deliver and deploy the new radio equipment.

The City seeks to procure radio communications subscriber equipment that will deliver interoperable, secure, reliable and cost effective Project 25 communications for City radio users.

The successful subscriber equipment proposer(s) will be singularly responsible for the subscriber equipment delivered through their subsequent contract. This installation is to include, but not be limited to, all subscriber equipment, antennas, software, installation labor, program management, configuration, programming, testing, and warranty maintenance.

The new subscriber equipment must be in conformance with applicable standards, which have been approved at the time of the first equipment order. The proposer is responsible for providing equipment with as similar as possible, in terms of hardware model and revision level, software versions and firmware versions.

The new subscriber equipment must be installed, deployed and tested in a manner that provides continued, uninterrupted communications. The proposer must provide a detailed plan with their proposal as to how they will coordinate with the infrastructure implementation and what, if any problems or issues, they anticipate as the system is implemented, particularly with regard to uninterrupted communications.

The requirements utilized in this RFP are not intended to be proprietary or restrictive to any single manufacturer. The intent of these requirements is to establish a benchmark of the equipment quality desired as an outcome to this RFP. It is the responsibility of each proposer to identify in writing, not more than ten calendar days after the RFP is issued, any requirements they believe are restrictive and to offer alternative requirements for consideration by the City. Failure to do so will nullify any post-conference concerns in this regard.

Proposals must be fully responsive to the documentation, descriptions, and specifications contained in this RFP, and its attachments. The City reserves the right to reject any or all proposals or portions of any proposals, waive any informality or irregularity in any proposal received, and to award the contract for reasons other than the lowest price. The City also reserves the right to alter this RFP or the terms and conditions and attachments at any time prior to the execution of a contract by the City and the selected proposer.
2.1.1 BACKGROUND

The City maintains radio systems for Public Safety, Public Service, Municipal Transportation, Mobile Data, San Francisco International Airport, and Regional Interoperability. Each of these systems was designed to support the specific needs of the agencies that use them and each is in various stages of its lifecycle.

The City, through a competitive RFP process, deployed CERS in 2000. The trunked system employs 23 channels to meet anticipated user capacity needs. As this original system was based on a Motorola SmartZone 3.0 platform, it utilized a Master Site Zone Controller to monitor and control system resources, assign channels for voice traffic, and route audio. The Master Site was upgraded to a Motorola 7.7 Master Site and later expanded to include other Motorola subsystems such as the Public-service Emergency Radio System (PERS), San Francisco International Airport (SFIA), Enhanced Wireless Data Network (EWDN), and the 700 MHz P25 Interoperability System.

Citywide Emergency Radio System (CERS)

The CERS is a subsystem of the Motorola 7.7 Master Site. The system configuration is a simulcast system deployed across eight sites in the City. The system operates in a trunked mixed-mode (either analog or digital) using Motorola’s proprietary SMARTNET/SmartZone trunking protocol. The system has 23 trunked 800 MHz channels with one of the channels operating as a control channel and the remaining 22 channels operating as voice traffic channels. The control channel can rotate among four control channel capable repeaters for redundancy. There are approximately 6,700 radios operating on the subsystem, including portable handheld radios, mobile (in-vehicle) radios and fixed station (console) radios.

The CERS subsystem currently consists of two microwave loops; the north loop and the south loop. The north loop consists of six sites utilizing 18GHz Harris Constellation microwave radios with a capacity of 28 T1s. The south loop consists of three sites utilizing 18GHz Harris Constellation microwave radios with a capacity of 28 T1s. All eight backhaul locations are equipped with an Alcatel-Lucent 7705 Services Access Router (SAR-8) that provides interface and MPLS capabilities.

- CERS North microwave loop links:
  - Fort Miley/VA Medical Center to Clay/Jones
  - Clay/Jones to One Market Plaza
  - One Market Plaza to Central Radio Station
  - Central Radio Station to Forest Hills
  - Forest Hills to San Francisco State University
  - San Francisco State University to Fort Miley

- CERS South microwave loop links:
  - Central Radio Station to Bernal Heights
  - Bernal Heights to South Hill
  - South Hill to Central Radio Station

Public Service Emergency Radio System (PERS)
The PERS is a subsystem of the Motorola 7.7 Master Site. The system configuration is a simulcast system deployed across four sites in the City. The system operates in a trunked analog mode using Motorola’s proprietary SMARTNET/SmartZone trunking protocol. The system has
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12 trunked channels with one of the channels operating as a control channel and the remaining 11 channels operating as voice traffic channels. The system shares 4 channels with the CERS subsystem and normally operates with these 4 channels disabled to limit potential interference. Because of this, the system operates with 8 channels day-to-day with the ability to expand to 12 channels in the event of an issue with the CERS system. There are approximately 1,800 radios operating on the subsystem, including portable handheld radios, mobile (in-vehicle) radios and fixed station (console) radios.

The PERS subsystem backhaul consists of a four-site microwave loop utilizing Alcatel-Lucent 9500MPT-ERC with the Alcatel-Lucent 7705 Service Access Router (SAR) access card in the 11GHz frequency range. This network provides the users of the PERS network with 150Mbps of capacity. Each backhaul location is equipped with an Alcatel-Lucent 7705 Services Access Router (SAR-8) that provides interface and MPLS capabilities.

- PERS microwave loops links:
  - Fort Miley/VA Medical Center to Clay/Jones
  - Clay/Jones to One Market Plaza
  - One Market Plaza to Central Radio Station
  - Central Radio Station to Fort Miley

San Francisco International Airport (SFIA) Radio System

The SFIA System is a subsystem of the Motorola 7.7 Master Site. The system configuration is a simulcast system deployed across two sites at the San Francisco International Airport (SFIA). The system operates in a trunked digital mode using P25 Phase 1 trunking protocol. The system has 7 trunked channels with one of the channels operating as a control channel and the remaining 6 channels operating as voice traffic channels. There are approximately 1,000 radios operating on the subsystem, including portable handheld radios, mobile (in-vehicle) radios and fixed station (console) radios.

Enhanced Wireless Data System (EWDN)

The San Francisco EWDN is a subsystem of the Motorola 7.7 Master Site. The system is used to provide mobile data service to San Francisco Fire Department (SFFD) and San Francisco Police Department (SFPD) units. The system configuration is a multicast system deployed across 5 sites in the City plus two additional sites at the SFIA Airport for a total of 7 sites. The system operates in data mode only using the TIA-902 high-speed data protocol, branded as High Performance Data (HPD) by Motorola. HPD offers variable bit rate service at raw data rates of 32, 64, and 96 kbps. The system has 8 channels with one channel per site with the exception of CRS, which has two channels.

700 MHz Interoperability (I/O) System

The San Francisco 700 MHz I/O system is a subsystem of the Motorola 7.7 Master Site. The system configuration is a simulcast system deployed across 4 sites in the City. The system operates in a trunked digital mode using P25 Phase 1 trunking protocol. The system has 6 trunked channels with one of the channels operating as a control channel and the remaining 5 channels operating as voice traffic channels. The 700 MHz I/O system is primarily used for interoperability purposes in accordance with the BayRICS regional fleet map plan and as such does not support typical dispatch operations for City agencies.

San Francisco Municipal Transportation Authority (SFMTA) System

The SFMTA system is a subsystem of the Harris P25 Network Switching Center (NSC). The radio network being installed is part of a larger integrated transit management system, and is used for communications throughout the fleet. The system has not been fully deployed at the
time of this writing, so the discussed system and configuration is subject to change. The system is scheduled to be deployed and operational by the end of 2015. The NSC will be housed at 1455 Market Street with a geographically redundant switch located at CRS. Configuration of the P25 portion of the system will be a simulcast system deployed across 4 sites in the City. The system will operate in a trunked digital mode using P25 Phase 2 trunking protocol. The system has 9 trunked channels with one of the channels operating as a control channel and the remaining 8 channels operating as voice traffic channels.

The system will also include a second subsystem using Harris’ proprietary OpenSky digital communications technology. While the P25 system will be used by non-revenue radios (radios not installed on revenue-generating transit vehicles: buses, light rail, etc.); the OpenSky system will be used exclusively for revenue vehicles for voice and data communications. Configuration of the OpenSky portion of the system will be a multicast system deployed across 4 sites in the City. The system will operate in a trunked digital mode using Harris proprietary OpenSky trunking protocol. The system has 15 trunked channels dispersed among the 4 sites.

2.1.2 INFRASTRUCTURE PROJECT SCOPE

The City is soliciting proposals to enter into a contract with a qualified proposer to design, deploy, and provide technical support for a new radio communications infrastructure system. This RFP is intended to result in a system configuration that will establish a replacement of the current CERS system with the new system supporting all CERS and potentially PERS users. This single system configuration will provide 1) sufficient channel capacity to handle all CERS users, 2) increased coverage from the current CERS system, and 3) enhanced interoperability between CERS users.

This section defines the specific services to be performed by the successful infrastructure system proposer in the management of the project, the interfaces between the successful proposers (if more than one) and the City. The successful infrastructure system proposer will ensure that the personnel, material, equipment, services and facilities required to satisfy the requirements of this project are made available in a timely manner. In addition, the successful infrastructure system proposer will have a project evaluation and control system that provides all information needed to manage the project satisfactorily, including as a minimum the milestone status, schedule, planning, and technical data.

As part of the new system implementation services, the City plans to install a standards-based Project 25 Phase 2 Time Division Multiple Access (TDMA) digital trunked radio system. The system will use nine transmitter sites in a simulcast configuration with each site equipped for 16 radio channels operating in a 2-slot TDMA mode providing for 30 available “talk-channels”. Two additional channels must be installed as standby spares to allow City maintenance personnel the ability to selectively disable up to 2 channels in the event of interference or other maintenance needs. These two channels bring the total installed channel count to 18 channels with the minimum capability that any 16 can be active at any time. The services must include turnkey planning, design, engineering, FCC licensing, labor, materials procurement, delivery, installation, and commissioning of the new radio communications system to provide trunked voice and data services.

The scope of the infrastructure system portion of this RFP is to design and implement the appropriate radio communications system that meets the following City specified functional requirements:

- Open standards-based solution
- Trunked and simulcast technologies
- Coverage guarantee within the City and County of San Francisco
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- Fault tolerant architecture (no single point of failure)
- P25 Phase 2 operation to accommodate system loading
- Common IP-based network to interconnect system elements

2.1.3 SUBSCRIBER EQUIPMENT PROJECT SCOPE

The City is also soliciting proposals to enter into a contract with a qualified proposer to supply, configure, install and provide technical support for new subscriber radio communications equipment. The subscriber equipment portion of this RFP is intended to result in the procurement of new subscriber equipment to replace the current CERS (and potentially PERS) subscriber equipment.

This section defines the specific services to be performed by the successful subscriber equipment proposer in the management of the project, the interfaces between the successful proposer(s) and the City. The successful proposer will ensure that the personnel, material, equipment, services and facilities required to satisfy the requirements of this project are made available in a timely manner. In addition, the successful proposer will have a project evaluation and control system that provides all information needed to manage the project satisfactorily, including as a minimum the milestone status, schedule, planning, and technical data.

The scope of the subscriber equipment portion of this RFP is to deliver and install the appropriate subscriber radio communications equipment to function on the proposed infrastructure system; meeting the following City specified functional requirements:

- Open standards-based solution
- Trunked and simulcast technologies
- P25 Phase 2 operation to accommodate system loading

2.1.4 OPTIONAL PROJECT SCOPE

2.1.4.1 PERS REPLACEMENT SYSTEM

In addition to the CERS replacement scope cited in Section 2.1.2 above, the City also requests an additional OPTIONAL system configuration that will establish a replacement of the current PERS system. This system will be configured as a simulcast subsystem of the main CERS system cited in Section 2.1.2 above.

As part of the optional system implementation services, the City plans to install a standards-based Project 25 Phase 2 Time Division Multiple Access (TDMA) digital trunked radio system for use by the City’s public services departments. The system will use five transmitter sites in a simulcast configuration with each site equipped for 9 radio channels operating in a 2-slot TDMA mode providing for 16 available “talk-channels”. The 5 sites for this system must include:

1. South Hill
2. One Market Plaza
3. Bayview
4. Twin Peaks (CRS)
5. Ft. Miley (VA Hospital)
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These optional services must include turnkey planning, design, engineering, FCC licensing, labor, materials procurement, delivery, installation, and commissioning of the new radio communications system to provide trunked voice and data services.

The City envisions that proposers can provide this subsystem through one of three scenarios:

1. Providing a new 5-site, 9-channel, P25 Phase 2 subsystem.
2. Expansion of the existing SFMTA P25 Phase 2 system to 5 sites.
3. Expansion of the existing 700 MHz Interoperability System to 5 sites and 9 channels and upgrade it to P25 Phase 2 operation.

Proposers may choose to propose more than one optional method to meet the requirements of this section. Proposers may propose additional methods to meet these requirements that they believe are in the best interest of the City to consider.

All RFP requirements for this subsystem, with the exception of Sections 2.3.4.1, 2.3.4.2, 2.12.7, and 2.12.8 apply to this optional project scope.

Proposers should note that this scope and associated pricing will NOT be scored as part of the overall RFP process.

2.1.4.2 VOICE LOGGING RECORDER

In addition to the CERS replacement scope cited in Section 2.1.2 above, the City also requests an additional OPTIONAL system configuration that will provide a voice logging recorder for the new P25 radio system.

These optional services must include turnkey planning, design, engineering, labor, materials procurement, delivery, installation, and commissioning and training of the new Voice Logging Recorder system to record and log audio for the new radio system and dispatch consoles.

The Voice Logging Recorder must:

A. The voice logging recorder must record all radio traffic passing through the system. Dispatch centers participating in the new system must have remote access to the logging recorder. Dispatch centers may choose to have their own logging capabilities in addition to this centralized recorder.

B. The digital logging recorder must be IP-based, networked P25 compatible and must provide the ability to log / record the following systems:
   1. Conventional (including encrypted) radio traffic identified to be recorded
   2. Analog conventional audio from 48 sources not carried on the IP network
   3. Trunked (including encrypted) radio traffic identified to be recorded

C. The logging recorder must be equipped to archive radio audio to various storage media including, CD-R/W, DVD-R/W devices, and/or network attached storage devices.

D. The logging recorder must store audio in variable bit rate, industry standard, digital formats such as WAV, WMP, MP3, etc.
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E. The logging recorder must store 30,000 channel-hours before requiring archiving. The logging recorder must be upgradable and expandable to allow for greater capacity before archiving is necessary.

F. The logging recorder must record a minimum of 384 simultaneous sources of audio.

G. The logging recorder must have client/server architecture, partitioning, hardware, and software to allow for the access, playback, and transfer of digital audio files across a Transmission Control Protocol (TCP/IP) over Ethernet network. This will allow multiple jurisdictions/entities to access the files. The logging recorder must allow individual user logon and various levels of access to channels and authorized permissions. The playback device will be equipped to decrypt encrypted audio recordings.

H. The logging recorder and playback station must be AES encryption equipped.

I. The logging recorder must have the capability of encryption rekeying via local and remote commands.

J. The logging recorder must be highly reliable with component redundancy to support the requirements of 24 hours a day, 7 days a week, 365 days a year operation.

K. The logging recorder must meet all applicable FCC, IEEE, EIA/TIA, and APCO standards.

L. The ability of multiple search and playback techniques must include, but not be limited to:
   1. Console position
   2. P25 emergency call activation
   3. User unit ID
   4. Talkgroup
   5. Individual Call
   6. RF channel (for conventional repeaters/base stations only)
   7. Date
   8. Time

M. The logging recorder, console system, and radio system must share a common time reference.

N. The logging recorder must be suited for mounting in an EIA/TIA standard 19” wide rack.

O. The logging recorder must interface directly with the system for audio and P25 data. Recorders that interface through the dispatch consoles are not acceptable.

P. The logging recorder system must include redundant components to ensure no single point of failure, for example dual power supplies.
   1. The logging recorder must record in a fault tolerant manner such that the failure of a component shall not result in a loss or corruption of recorded information.

Q. The logging recorder must interface directly with 911 telephone system located at 1011 Turk St.

All RFP requirements for this subsystem, if applicable, apply to this optional project scope.
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Proposers should note that this scope and associated pricing will NOT be scored as part of the overall RFP process.

2.1.5 CONTACT INFORMATION

All technical questions relating to this RFP must be presented by 5 p.m., July 6, 2015, by email (NOTE: electronic communications are legally binding documents) to:

Attention: Public Safety Radio Replacement Project

Email: 800RadioReplacement@sfgov.org

Please note, that questions and correspondence by any means (i.e., telephone, mail, email, fax or in person) with City staff regarding this RFP, may be grounds for disqualification from this RFP process.

2.2 PROPOSER MINIMUM REQUIREMENTS

Proposers qualified under this RFP will be eligible to submit a proposal for:

B. P25 Radio Subscriber Products and Services.

Proposers must clearly indicate in their proposal whether they are submitting a proposal for Infrastructure Replacement Services or a proposal for Radio Subscriber Products and Services or both. Each proposal is to be independent. The City may choose to award to an Infrastructure Replacement Services proposer independent of the selected Radio Subscriber Products and Services.

2.2.1 P25 RADIO INFRASTRUCTURE REPLACEMENT SERVICES PROPOSER MINIMUM REQUIREMENTS

To be qualified to perform the system replacement portion of the project, proposers must meet the following minimum qualifications:

Proposer must be experienced in managed consulting and professional services portfolio to build (plan, design, engineering, installation, integration, optimization, test, and network turn-up) public safety radio communication systems. Proposer must be in possession of all applicable and current licenses, certifications, etc.

Proposers must complete all of the questions in this section. All questions in this section are pass/fail with criteria for passing listed for each question. Proposers must pass all questions in this section in order to be qualified to submit a proposal for P25 Radio Infrastructure Replacement Services.

Question 1:

Has at least one of the companies within your proposed team successfully completed three (3) radio communications system construction projects with a minimum of five (5) sites and a minimum contract value of $20 million within the past ten (10) years?
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*Note: Qualifying radio communications system projects are defined as the installation of Project 25 radio equipment, configuration of trunking and simulcast technologies, communication tower preparation/installing antenna mounting structures, transmission cabling, site power connectivity, and other supporting equipment.

☐ Yes  ☐ No

If “no”, your firm is not qualified to submit a proposal for Infrastructure Replacement portion of the project.

Question 2:

Has at least one of the companies within your proposed team successfully completed two (2) successful migrations of a legacy land mobile radio (LMR) public safety system with more than 3,000 user radios to a Project 25 system?

*Note: Qualifying Project 25 system projects are defined as P25 Phase 1 or P25 Phase 2 systems in a trunking and simulcast configuration.

☐ Yes  ☐ No

If “no”, your firm is not qualified to submit a proposal for Infrastructure Replacement portion of the project.

Question 3:

Does your proposed Project Manager for this Project have at least eight (8) years of experience on radio communications system projects of similar size and complexity as the P25 Communications System Design-Build Services as described in this RFP?

☐ Yes  ☐ No

If “no”, your firm is not qualified to submit a proposal for the Infrastructure Replacement portion of the project.

All requirements within the RFP will apply to Proposers submitting a proposal for Infrastructure Replacement Services.

List the qualifying projects in your proposal by submitting Project Data Sheets which include at a minimum:

- Brief description of the project
- Number of sites
- Contract value
- Number of subscribers
- Contact Name
- Contact Email Address
- Contact Telephone Number

2.2.2 P25 RADIO SUBSCRIBER PRODUCTS AND SERVICES PROPOSER MINIMUM REQUIREMENTS.
Section 2.11
B. Grounding cables, especially those underground, shall be exothermically welded connections.

C. The shelter and tower grounding systems shall be bonded together.

D. The desired impedance of the ground system is 5 Ohms or less.

2.10.4 CALIFORNIA ENVIRONMENTAL AND BUILDING CODES

A. The Contractor must comply with all applicable city, county, state, and federal environmental regulations, local agency permit conditions of approval, and building codes for any new site(s) and existing sites that are to be modified.

B. The Contractor must comply with and satisfy all environmental, historical, and archeological regulations affecting the System and the sites. CEQA / NEPA (California Environmental Quality Act / National Environmental Policy Act) requirements must be met or shall be waived for every site affected by the rules.

C. If a new site is proposed, the Contractor must develop and submit, with no additional cost to the City, all required Environmental Impact Statements or Reports, if needed. Additionally, the Contractor must apply for and represent the City at zoning and building permit meetings and hearings.

2.11 PROJECT MANAGEMENT REQUIREMENTS

This section includes minimum requirements for the Contractor's Quality Assurance Plan; government and industry standards with which the Contractor must comply; frequency coordination and application requirements; and day-to-day operational management and change management requirements.

2.11.1 PROJECT MANAGEMENT

A. The Contractor must provide a Project Management Plan, which includes, a detailed Work Breakdown Structure (WBS), project scope, deliverables, itemized list of City responsibilities and Contractor responsibilities, project schedule, QA/QC processes, and risk management sections.

B. The Plan must describe how the Contractor intends to monitor and control the installation and deployment of the selected system and mitigate risks in order to ensure that the system meets the design specifications and is delivered on time.

C. Regularly scheduled status meetings must be established between the City Project Team and the Contractor. The Contractor must provide a schedule for these meetings subject to the approval of the City.

D. The Contractor must have a senior executive at the corporate level in attendance at every semi-annual project review with the City.

2.11.1.1 SCHEDULING

A. The Contractor must develop and maintain a project schedule including tasks, milestones, start and end dates, task prerequisites, and task owners based on an approved WBS.

B. The schedule must represent tasks associated with completing work on all items identified in the WBS. The Contractor must update the project schedule with actual dates as tasks are completed.

C. The Contractor must provide the updated schedule as an agenda item for all status meetings between the City and the Contractor.

D. The schedule must address the following at a minimum:
1. The detailed site surveys
2. Preliminary design review
3. Detailed design review
4. Site preparation
5. Equipment manufacturing
6. Factory acceptance test
7. Equipment delivery
8. System installation
9. System configuration
10. System optimization
11. Acceptance testing
12. Coverage testing
13. User training
14. Fleet map development
15. Construction completion
16. User migration and Cutover
17. System documentation development and delivery
18. System and equipment warranty

2.11.1.2 PROJECT MEETINGS
A. A project kickoff meeting must take place prior to the beginning of the project.
B. Weekly scheduled project status meetings must be scheduled following contract award and the initial kickoff meeting.
C. The Contractor will be responsible for scheduling the meetings as well as preparing meeting agendas and minutes. In addition to those identified in Section 2.11.1.1 meeting agenda items must include, as a minimum, the following items:
   1. Schedule review
   2. Status of deliverables
   3. Risk items
   4. Changes
   5. Plans for the next period
   6. Action item assignments
   7. Punch list review

2.11.1.3 PROJECT PUNCH LIST
A. The Contractor must establish and maintain a punch list, as mutually agreed to with the City, for site facilities, equipment, and for acceptance tests.
B. The punch list must be maintained in real time and include the following at a minimum:
   1. Sequential punch list item number
2. Date identified
3. Item description
4. The party responsible for resolution
5. Expected resolution date
6. Resolution date
7. Full details about how each punch list item was resolved and tested
8. Notes about the item.

C. If responsibility for resolving an item transfers to another person or group, a new entry must be added to the punch list and the original entry must be appropriately noted.

D. The Contractor will be responsible for reviewing each punch list item, and advising the City of any changes. The status of punch list items must be updated during each weekly status meeting.

2.11.1.4 PROJECT STAFFING

A. The Contractor must manage project staffing based on workload and the level of effort throughout the implementation process; however, the Contractor must staff a Project Manager and Project Engineer throughout the duration of the project. The personnel assigned to these positions must not change without prior approval by the City.

B. The City reserves the right to accept or reject any proposed staffing changes throughout the duration of the project. The City reserves the right to have the Contractor replace project staff during the project.

C. Contractor Project Manager:
   1. The Contractor Project Manager (PM) must be the primary point of contact between the City and the Contractor.
   2. The Contractor PM must have the following minimum experience:
      i. Have managed and successfully completed (system was accepted) at least one public safety radio project of at least $20 million.
      ii. Experience in new site development and construction
      iii. Minimum of eight years’ experience as a project manager implementing technology projects
      iv. Must be an employee of the Proposer for a minimum of three years as lead project manager.
   3. The Contractor PM must remain assigned as PM for the duration of this project, notwithstanding Paragraph 2.11.1.4 B.
   4. The Contractor PM must be on site in San Francisco for a minimum of 75% of the time from the start of implementation until System Acceptance.
   5. The Contractor PM must maintain a project office within the limits of the City and County of San Francisco or San Mateo County.
      i. Project office must have space to accommodate activities typical for a project of this size
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ii. Project office must come equipped with typical office equipment such as a copier, laser printer, and conference call telephone

iii. Project office must come equipped with broadband internet connectivity (minimum 10 Mb) and Wi-Fi.

iv. Project office must accommodate up to 5 City personnel working in the office day-to-day in addition to working space for contractor employees.

6. The Contractor PM must have the authority to make business decisions that are binding for the Contractor.

7. The Contractor’s Project Manager must bear full responsibility for supervising and coordinating the installation and deployment of the communications system; be responsible for development and acceptance of the Project Management Plan; managing the execution of the project against that plan; and overseeing the day-to-day project activities, deliverables, and milestone completion.

8. The Contractor’s Project Manager will be responsible for coordination of the weekly status meetings.

D. Contractor Project Engineer:

1. The Project Engineer must have the primary responsibility for managing the system design and ensuring installation of the system in accordance with the approved system design.

2. Any deviation from the system design must be subject to project change control procedures and will not be undertaken until approved by the City.

3. The Project Engineer must supervise the development of block diagrams, system level diagrams, and rack diagrams to assist the installation team in completing the system installation.

4. The Project Engineer must supervise the development and execution of the Staging Acceptance Test Plan (SATP), the Coverage Acceptance Test Plan (CATP), the Final Acceptance Test Plan (FATP), and guide the project team through the processes and procedures necessary to prove that the system performs as specified in the contract. The City must approve all test plans prior to execution.

5. The Project Engineer must have the following minimum qualifications:

   i. Three years’ experience in configuring trunked P25 Phase 1 and Phase 2 simulcast systems

   ii. Five years’ experience in LMR systems for public safety customers

   iii. Has been employed by the Contractor as a Lead Engineer for at least 3 years

6. The Project Engineer must be on site in San Francisco for a minimum of 50% of the time from the start of implementation until System Acceptance.

2.11.2 QUALITY ASSURANCE AND COORDINATION

A. The Contractor must include a Quality Assurance / Quality Control (QA/QC) plan for the radio system project. The Contractor must submit the QA/QC plan for review during preliminary design as described in this section. The plan must address all stages of the project, including, but not limited to:

1. System design
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2. Vendor Equipment Procurement
3. Installation
4. Testing
5. Implementation
6. Cutover

B. The QA/QC plan must specifically describe the plans and procedures that ensure the proposed System design complies with the standards and requirements described in this RFP.

C. The QA/QC plan must become part of the Project Management Plan developed by the Project Manager.

D. The QA/QC plan must be an integral part of the project and include City personnel as part of the review and approval process for all deliverables and submittals.

E. The proposed QA/QC plan must address the following project tasks at a minimum:
   1. Design analysis and verification
   2. RF coverage analysis and verification
   3. Design changes and document control
   4. Material shipping, receiving, and storage
   5. Site preparation (if required)
   6. Field installation and inspection
   7. Equipment inventory and tracking
   8. System testing and validation
   9. Software regression testing
   10. Deficiency reporting and correction
   11. Implementation and cutover
   12. Training and certification

2.11.3 CHANGE MANAGEMENT

A. The change and change order management process will conform to the process and order of priority specified in the contract.

B. Either party may at any time, by written request, propose changes within the general scope of this Agreement, in the scope of work described in the Specifications, in the following:
   1. Definition of services to be performed
   2. The time (e.g., hours of the day, days of the week) and place of performance of the work
   3. In any other aspect of Contractor's work

C. Any such requested change order ("Change Order") must be subject to the Change Order Process more particularly described in the contract.

D. The parties acknowledge that the intent of the Change Order Process is to document and formally approve all changes to the scope of work, provide an equitable adjustment in the Contract Price in the Implementation Plan, including schedule, or
RFP for Public Safety Radio Replacement Project

both, and upon acceptance according to the Change Order Process, the Agreement
will be modified accordingly.

E. If the City requests a Change Order that requires additional scope, equipment, etc.
and modifies the Contract Price, the Contractor must provide a quote for the change
within 14 business days of the requested Change Order.

2.12 SYSTEM IMPLEMENTATION, TEST, AND ACCEPTANCE

This section describes the implementation actions and tests needed for system staging,
installation, coverage testing, acceptance testing, cutover, and system acceptance.

2.12.1 IMPLEMENTATION PLAN

A system of this scope requires a detailed Implementation Plan ("Plan") to meet City
requirements to minimize disruption to operations during the migration and cutover, while
minimizing the cost to the City in terms of labor and equipment installation. Users on the
existing system or the new system must not be off the air at any time during the migration. The
Plan must minimize operational impact to the users during migration. The Contractor must
follow a thoroughly thought out Plan that is logical and considers every facet of the new system
and the existing system(s).

To maintain the balance between adhering to the implementation schedule and successfully
migrating users to the new system with minimal disruption to operations, the Contractor's final
Plan must adhere to parameters that address and mitigate issues identified in this RFP while
preserving enough flexibility to allow for creative solutions to issues that arise during transition.
Significant transition issues identified here aim to provide the framework for the Plan.

The tasks of proposed system design evaluation, procurement, installation, long-term support,
and sustained participation across the public safety community are all critical in the new system
implementation. Because the migration of each agency or department is one of the critical
components of the overall project, the following requirements must be met:

A. Proposals must include a preliminary Plan describing the phasing in of the radio users
over a defined period onto the new system.

B. The objectives of the Plan are:

1. Maintaining reliable and stable mission critical communications
2. Timely deployment of a complete, functional network
3. Successful integration with existing systems, including a smooth transition from
   existing operations
4. Minimize operational impact for users or agencies during migration of sites,
   microwave interconnection, dispatch operations, and user radio equipment
5. Clear roles and responsibilities between the Contractor and the City
6. Training for all users, administrators and service personnel

C. Prior to detailed design review, the Contractor must deliver a detailed Plan describing
the phasing in of the radio users over a defined period onto the new system.

D. Based on discussions from the detailed design review, the Contractor must deliver a
final Plan for City review and approval.

Each agency participating in the City system will encounter a number of issues related to
migration. Some migration issues will be unique to a particular agency. However, the majority of
issues will be common for all agencies, such as scheduling, coordination, space limitations,
changes in operations, training, and defining roles and responsibilities.
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES – HRD
Dept. Code: HRD

Type of Request:  ☑ Initial  □ Modification of an existing PSC (PSC # _________)

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

Type of Service: Health Care Coverage Administration Services

Funding Source: MOU Reserve

PSC Amount: $5,000,000
PSC Duration: 4 years

1. Description of Work
A. Scope of Work/Services to be Contracted Out:
Third party administration for Healthy Workers, a health insurance program. Healthy Workers members have access to medical services through Community Health Network. Medical services include: doctor visits, vision care, hospital and emergency room care, and mental health services.

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

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
PSC#4185-06/07 was approved by the Civil Service Commission on 7/16/2012.

D. Will the contract(s) be renewed?
The contract may be renewed.

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

2. Reason(s) for the Request
A. Indicate all that apply (be specific and attach any relevant supporting documents):

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

B. Explain the qualifying circumstances:
HSS employees cannot perform the services because the plan covers employees who are not eligible to become members of HSS.

3. Description of Required Skills/Expertise
A. Specify required skills and/or expertise: Healthcare plan administration, including information technology for membership data, marketing and communication skills, customer service, financial administration, and coordination of benefits. Healthcare service delivery, including general medical, pharmaceutical, behavioral health services, etc.

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

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

4. If applicable, what efforts has the department made to obtain these services through available resources within the City?
Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health.

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out
A. Explain why civil service classes are not applicable. Most of the healthcare delivery services will be done by Civil Service Classes in the Department of Public Health. Civil Service Classes in the Health Service System (HSS) cannot administer the healthcare plan because the plan covers employees who are not eligible to become members of HSS.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would be practical to adopt a new civil service class because civil service classes already exist and perform most of the work.

6. Additional Information
A. Will the contractor directly supervise City and County employees? If so, please include an explanation. No.

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

C. Are there legal mandates requiring the use of contractual services? Ordinance #176-07

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement. No.
E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.

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

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

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

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

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

*****FOR DEPARTMENT OF HUMAN RESOURCES USE*****

PSC# 41645 - 15/16  
DHR Analysis/Recommendation:  
Commission Approval Required  
DHR Approved for 06/20/2016  

Civil Service Commission Action:
Receipt of Union Notification(s)
From: chr-psccoordinator@sfgov.org on behalf of brent.lewis@sfgov.org
Sent: Tuesday, May 03, 2016 12:19 PM
To: Lewis, Brent (HRD); Lopez-Barrios, Ricardo (PDR); Basconcillo, Katherine (PUC);
 pcamarillo_seiu@sbcglobal.net; Wendy.Frigiliana@seiu1021.org;
 pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com;
 ablood@cirseiu.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS);
 david.canham@seiu1021.org; jtanner940@aol.com; camaguey@sfmea.com;
 staff@sfmea.com; richardisen@gmail.com; L21PSCReview@ifp21.org; Brusaca,
 Christina; Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)

Subject: Receipt of Notice for new PCS over $100K PSC # 41645 - 15/16

RECEIPT for Union Notification for PSC 41645 - 15/16 more than $100k

The HUMAN RESOURCES -- HRD has submitted a request for a Personal Services Contract (PSC) 41645 - 15/16 for
$5,000,000 for Initial Request services for the period 07/01/2016 – 06/30/2020. 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/6597 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
Hello Christina,

We are ok with waiving the 60-day notice for this PSC this year.

Cheers,

Xiu Min Li
SF Field Supervisor

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

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

Member Resource Center (MRC): 1-877-687-1021
For updates on what's happening with the union, visit us at http://www.selu1021.org/

Hi,

In my earlier email, I referenced June 17th. DHR would like to calendar PSC#41645-15/16 for the
June 20, 2016 Civil Service Commission meeting.

Thank you for your consideration.

Sincerely,

Christina Brusaca
Senior Administrative Analyst
Department of Human Resources
City and County of San Francisco
Good morning,

The purpose of this email is to request a 60-day notice waiver for PSC#41645-15/16. The Department of Human Resources (DHR) would like to calendar PSC#41645-15/16, Health Care Coverage Administration Services, for the June 17, 2016 Civil Service Commission meeting.

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

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

Let me know if you need any further information. Thank you for considering to waive the 60-day notice for PSC#41645-15/16.

Sincerely,

Christina Brusaca
Senior Administrative Analyst
Department of Human Resources
City and County of San Francisco
(415) 557-4829
Christina.brusaca@sfgov.org
Additional Attachment(s)
Ordinance authorizing the Department of Human Resources to execute a contract with the San Francisco Health Plan to administer healthcare coverage to certain eligible temporary exempt an-need City employees who are members of SEIU locals 535, 790 and UHW; and granting a waiver to the competitive procurement requirements of San Francisco Administrative Code Chapter 21.

July 24, 2007  Board of Supervisors — PASSED ON FIRST READING
Ayes: 10 - Alioto-Pier, Ammiano, Daly, Duffy, Elsbernd, Jew, Maxwell, Mirkarimi, Peskin, Sandoval
Absent: 1 - McGoldrick

July 31, 2007  Board of Supervisors — FINALLY PASSED
Ayes: 11 - Alioto-Pier, Ammiano, Daly, Duffy, Elsbernd, Jew, Maxwell, McGoldrick, Mirkarimi, Peskin, Sandoval
I hereby certify that the foregoing Ordinance was FINALLY PASSED on July 31, 2007 by the Board of Supervisors of the City and County of San Francisco.

Angela Calvillo
Clerk of the Board

Mayor Gavin Newsom

Date Approved: 7/31/07
Amendment of the Whole
7/16/07

FILE NO. 070925

ORDINANCE NO. 176-07

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

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

Note: Additions are *single-underlined Times New Roman*;
deletions are *strikethrough-italic Times New Roman.*
Board amendment additions are *double-underlined*.
Board amendment deletions are *strikethrough-normal*.

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

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

1. Administrative Code section 16.4700 and Charter Appendix A8.20.066.2 exclude from membership in the City's Health Services System temporary exempt as-needed employees who have not worked 1040 hours in a consecutive 12-month period.

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

3. The CBA established an "As-needed Health Benefits Committee" ("Committee") made up of six City representatives and six SEIU rank and file representatives. The CBA directed the Committee to exercise all reasonable efforts to begin providing benefits to eligible employees by April 1, 2007. The Committee began meeting in August 2006.
(4) The CBA allocated funds for the health benefits program as follows: $500,000 in FY 06-07; $2,000,000 in FY 07-08 and $2,000,000 in 08-09.

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

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

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

(8) The Committee did not engage in the competitive solicitation process. However, it did review several benefit plans, including those available through the City's Health Service System.
(9) The Committee determined that the San Francisco Health Plan's Healthy Workers Program presented the best choice for insuring eligible temporary exempt City employees at the earliest date possible (August 1, 2007). The Committee made its conclusion based on the cost and comprehensiveness of coverage and the existence of an already functioning infrastructure.

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

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

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

By:
Frederick P. Steinfield
Deputy City Attorney
I hereby certify that the foregoing Ordinance was FINALLY PASSED on July 31, 2007 by the Board of Supervisors of the City and County of San Francisco.

7/31/07
Date Approved

Angela Calvillo
Clerk of the Board

Mayor Gavin Newsom
MINUTES

Regular Meeting

July 16, 2012

2:00 p.m.

ROOM 400, CITY HALL
No report.

0270-12-8  Review of request for approval of proposed personal services contracts.
(Item No. 7)

<table>
<thead>
<tr>
<th>PSC#</th>
<th>Department</th>
<th>Amount</th>
<th>Type of Service</th>
<th>Type of Approval</th>
<th>Duration</th>
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<td>Human Resources 06/07</td>
<td>The San Francisco Health Plan (&quot;SFHP&quot;) administers healthcare coverage to eligible temporary exempt as-needed City employees who are members of SEIU Local 1021, formerly Local 790, 535, UHW. This modification allows the City to exercise the 2-year contract extension to continue to provide healthcare services that include preventive care, hospitalization, vision services, emergency care, prescription drugs, etc.</td>
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<td>Increase Amount $4,500,000</td>
<td>Mod 06/30/16</td>
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<td>New Amount $9,000,000</td>
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**Speakers:**
- T.J. Lansang, Municipal Transportation Agency spoke on PSC #4007-12/13.
- Greg Lyman and Koto Domingo, Public Utilities Commission spoke on PSC #4009-12/13.
(1) Adopted the report, Approved the request for PSC #4009-12/13 as amended to reflect that staff will be trained. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0)

(2) Adopted the report, Approved the request for PSC #4185-06/07 as amended to extend duration to June 30, 2016. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0)

(3) Adopted the report, Approved the request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 3 to 0)

0049-12-6 Appeal by Ted Zarzecki of the Municipal Transportation Agency's findings on his discrimination complaint, EEO File #10482. (Item No. 8)

Speakers: None.

Action: Postponed to the meeting of August 6, 2012 at the request of the Municipal Transportation Agency. (Vote of 3 to 0)

0271-12-2 Request to Grant Status to PCS Employee Jocelyn Gordon from Class 4203 Senior Assessment Clerk to Class 4214 Assessor-Recorder Office Specialist. (Item No. 9)
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 06/15/2012

DEPARTMENT NAME: Department of Human Resources

DEPARTMENT NUMBER: 33

TYPE OF APPROVAL: ☑ REGULAR  □ EXPEDITED  □ ANNUAL

TYPE OF REQUEST:  □ INITIAL REQUEST  ☑ MODIFICATION (PSC# 4185-06/07)

TYPE OF SERVICE: Healthcare coverage administration services

FUNDING SOURCE: MOU Reserve

Original Amount: $4,500,000  PSC DURATION: 8/1/2007-6/30/2010
Mod. Amount #1: $0  PSC DURATION: 7/1/2010-6/30/2011
Mod. Amount #2: $0  PSC DURATION: 7/1/2011-6/30/2012
Mod. Amount #3: $4,500,000  PSC DURATION: 7/1/2012-6/30/2014
PSC AMOUNT: $9,000,000  PSC DURATION: 8/1/2007 - 6/30/14

1. DESCRIPTION OF WORK
   A. Concise description of proposed work:
   The San Francisco Health Plan ("SFHP") administers healthcare coverage to eligible temporary exempt as-needed City employees who are members of SEIU Local 1021, formerly Locals 790, 535, UHW. This modification allows the City to exercise the 2-year contract extension to continue to provide health care services that include preventive care, hospitalization, vision services, emergency care, prescription drugs, etc.
   B. Explain why this service is necessary and the consequences of denial: SFHP was selected by the As-needed Health Benefits Committee, comprised of City and SEIU representatives to provide health benefit services per the current collective bargaining agreement with SEIU Local 1021. The contract was subsequently approved by the Board of Supervisors 7/31/07 under Ordinance #178-07 (see attached.) Denial of this modification will prevent the City from continuing to meet its obligation to provide the healthcare benefits to eligible City employees.
   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 modification to the services currently provided by SFHP, awarded under PSC# 4185-06/07, approved 7/2/2007.

D. Will the contract(s) be renewed: Uncertain. Renewal will depend upon the ability of the City to perform this work in the future and the success of the contract.

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

   SEIU LOCAL 1021  Signature of person mailing/faxing form  6/15/12
   MBE  Date
   IFPE LOCAL 21  Signature of person mailing/faxing form  6/15/12
   Union Name  Date

RFP sent to Union Name, on Date  Signature

******************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4185-06/07

-64-

PSC FORM 1 (9/96)
CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

PSC# 41557 - 0/0/07
STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE
A. Specify required skills and/or expertise:
Healthcare plan administration, including information technology for membership data, marketing and communication skills, customer service, financial administration, and coordination of benefits. Healthcare service delivery, including general medical, pharmaceutical, behavioral health services, ophthalmology, optometry, etc.

B. Which, if any, civil service class normally performs this work? Because healthcare delivery will be done by City employees, these classifications are not listed. Based on the HSS model, health plan administration would require the following Civil Service classes to perform the work: 1210 Benefits Analyst; 1613 Sr. Benefits Analyst; 1062, IS Business Analyst; 1053, Sr. IS Business Analyst; 1404, Clerk; 1406, Sr. Clerk; 1454 Executive Secretary III; 1632 Sr. Account Clerk; 1652 Sr. Accountant; 1654 Principal Accountant; 0922 Manager; 0932 Manager II; and 0931 Manager III.

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 applicable and will continue to provide the bulk of the services provided under this contract. Except for vision services and some emergency care, healthcare delivery will be performed by Civil Service classes in the Dept. of Public Health. The health plan administration portion of the contract would normally be performed by Civil Service classes in the Health Service System ("HSS"). However, as this plan covers employees who are not eligible to become members of HSS according to the City Charter and Administrative Code, HSS employees cannot perform this work at this time.

B. Would it be practical to adopt a new civil service class to perform this work? Explain. No. Civil Service classes already exist and do perform much of this work, which include sharing some administrative duties with the San Francisco Health Plan that are employee eligibility determinations, enrollment, communications and premium payments. It is unnecessary to adopt new Civil Service classes. Except for vision services and some emergency care, healthcare delivery will be performed by Civil Service classes in the Dept. of Public Health. Discussions are on-going with HSS for future administration of the plan.

5. ADDITIONAL INFORMATION (if "yes," attach explanation)
A. Will the contractor directly supervise City and County employees? Yes

B. Will the contractor train City and County employees?
   - Describe the training and indicate approximate number of hours.
   - Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained.

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

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

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

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? San Francisco Health Plan

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

Signature of Departmental Personal Services Contract Coordinator

Brent Lewis

415-557-4944

PSC FORM 1 (9/96)
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<th>Print or Type Name</th>
<th>Telephone Number</th>
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<tr>
<td>1 S. Van Ness, 4th Floor</td>
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<tr>
<td>San Francisco, CA 94103</td>
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<tr>
<td>Address</td>
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</table>
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PORT -- PRT
Dept. Code: PRT

Type of Request: ☑ Initial ☐ Modification of an existing PSC (PSC # ____________)

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

Type of Service: Professional Services - Mission Bay Ferry Terminal

Funding Source: Port Harbor Fund

PSC Amount: $8,000,000

PSC Duration: 5 years 1 day

1. Description of Work
A. Scope of Work/Services to be Contracted Out:
The Port intends to issue a Request for Proposals to provide Architectural and Engineering services for the development of a ferry terminal in the Mission Bay Area. Phase I of the proposed project will include the evaluation of two proposed locations for the proposed ferry terminal. The selected consultant will evaluate physical and environmental conditions, cost, and other factors that will impact the feasibility of ferry terminal construction for each of the sites and recommend a preferred site. Phase II of the project will require the selected consultant to provide 100% complete design drawings, outreach, permitting and cost estimates for the proposed development. The final project phase will require the selected consultant to provide construction stage architectural and engineering services in preparation for the construction invitation for bids.

B. Explain why this service is necessary and the consequence of denial:
Please see attachment for explanation.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
This service has not been provided in the past.

D. Will the contract(s) be renewed?
This contract will not be renewed. The services are one-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.
The time allocated for the development of the Mission Bay Ferry Terminal includes time design and bid of the site, but also the time needed to obtain various regulatory permits, including from the US Army Corps of Engineers. The time to perform all these activities is expected to be more than 5 years.

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:
The development of the Mission Bay Ferry Terminal is a capital project requiring a variety of diverse skills including geotechnical analysis, topographic and hydrographic surveys, dredging plans, and design and construction of: ferry float to accommodate two ferries simultaneously, a water taxi landing, fixed ramps, gangways, covered ferry terminal walkway, fixed platform, gate structures, corrosion protection systems and utility plans. Many of the services required to develop the Mission Bay Ferry Terminal are specialized and not available through existing resources within the City. While many of the services that are available through City resources exceed the available staff limits.

3. Description of Required Skills/Expertise
A. Specify required skills and/or expertise: Training, knowledge, license (as applicable), skill and ability in performing civil, structural, traffic, marine, electrical, mechanical, geotechnical and coastal engineering, landscape architecture, special inspections and testing.

B. Which, if any, civil service class(es) normally perform(s) this work? 5207, Assoc Engineer; 5211, Eng/Arch/Landscape Arch Sr; 5218, Structural Engineer; 5241, Engineer; 5268, Architect; 5274, Landscape Architect; 5314, Survey Associate; 5506, Project Manager 3; 6318, Construction Inspector; 6331, Building Inspector;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
No. The contractor will not provide facilities 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?
The Port sent a notice of intent to use architectural and engineering consultant services along with the proposed scope of work to the San Francisco Public Works, San Francisco International Airport, the Municipal Transportation Authority, and the Public Utilities Commission to obtain these services through existing available resources within agency.

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out
A. Explain why civil service classes are not applicable.
Although some of the work can be performed by Port and other City staff, the timing of the service needs does not always align with staff workloads and availability to perform the work. In some cases, the expertise is highly specialized and otherwise not available.

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 is not necessary to adopt a new civil service class given that this work is limited to a one-time highly specialized engineering project.

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No, there is no training or transfer of knowledge associated with this project. The contractor will be developing a ferry terminal for the Port of San Francisco.
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.
   Please see attachment for information.

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 04/22/2016, the Department notified the following employee organizations of this PSC/RFP request:
   Professional & Tech Engrs, SFAPP Professional & Tech Engrs, Local 21, Building Inspectors - 6331,
   6333, Architect & Engineers, Local 21, Professional & Tech Engrs, SFAPP Professional & Tech Engrs, Local
   21, Building Inspectors - 6331, 6333, 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: Lavena Holmes    Phone: 415-274-0305    Email: lavena.holmes@sfp.com

Address: Pier 1, The Embarcadero San Francisco, CA 94111

******************************************************************************
FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44753 - 15/16
DHR Analysis/Recommendation: Civil Service Commission Action:
Commission Approval Required
DHR Approved for 06/20/2016
Receipt of Union Notification(s)
RECEIPT for Union Notification for PSC 44753 - 15/16 more than $100k

The PORT -- PRT has submitted a request for a Personal Services Contract (PSC) 44753 - 15/16 for $8,000,000 for Initial Request services for the period 05/01/2016 - 05/01/2021. 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/6758 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
Hello Teamsters 856,

As an fyi... please see below Union Notification for submitted PSC 44753 - 15/16

Thank you,

Braganza

-----Original Message-----
From: dhr-psccoordinator@sfgov.org [mailto:dhr-psccoordinator@sfgov.org] On Behalf Of lavena.holmes@sfsport.com
Sent: Friday, April 22, 2016 11:48 AM
To: Holmes, Lavena (PRT); richardsen@gmail.com; l21PSCReview@ifpte21.org; Braganza, Lorceli (PRT); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over $100K PSC # 44753 - 15/16

RECEIPT for Union Notification for PSC 44753 - 15/16 more than $100k

The PORT -- PRT has submitted a request for a Personal Services Contract (PSC)
44753 - 15/16 for $8,000,000 for Initial Request services for the period
05/01/2016 - 05/01/2021. 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/dhrdrapal/node/6758 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
be TO: field as intended
Additional Attachment(s)
PORT OF SAN FRANCISCO (39)

PSC 44753  15/16
INITIAL REQUEST – REGULAR APPROVAL

1. DESCRIPTION OF WORK
   B. Explain why this service is necessary and the consequences of denial:

   This project is necessary to provide a public ferry boat berthing and water taxi landing in Mission Bay. The water transportation berthing facility will service ferry and water passengers traveling to and from the new developments at Mission Bay and Pier 70, including the new Golden State Warriors Arena.

   It is projected that the demand for the ferry and water taxi services will vary between 5,000 and 9,000 passengers per workday, with most of these passengers working in the newly constructed office buildings in Mission Bay and Pier 70. Rejection of this PSC and hence the development of the Mission Bay Ferry Terminal, will force these passengers to take other modes of overland transportation, increasing the traffic on the already congested highways and streets, and increasing the number of passengers in the already crowded BART rail cars.

   The design of the Mission Bay Ferry Terminal project will generate significant demand for the following technical consulting disciplines: structural engineering, coastal engineering, geotechnical engineering, environmental engineering, civil engineering, architecture, landscape architecture, electrical engineering, mechanical engineering, traffic engineering and testing and special inspection. Denial of this PSC will eliminate this proposed new demand for these technical services.

   The Mission Bay Ferry Terminal project will provide high-paying temporary and permanent jobs to the region. Construction of the ferry terminal will take at least 18 months and will create demand for pilehuts, welders, machinists, electricians and plumbers. New ferry boats will need to be built, generating additional demand for shipbuilders. Operation of the ferry terminal will generate permanent jobs for ferry operators. Denial of this PSC will eliminate these proposed new job opportunities.

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE
   B. Which, if any, civil service class(es) normally perform(s) this work?

   5207 Associate Engineer  
   5211 Senior Engineer  
   5218 Structural Engineer  
   5241 Engineer  
   5268 Architect  
   5274 Landscape Architect  
   5314 Survey Associate  
   5506 Project Manager  
   6318 Construction Inspector  
   6331 Building Inspector  
   And various classes in the Surveying, Engineering, and Architectural Assistant and Associate series.

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

   Yes. The Port Commission will be authorizing Port staff to solicit these services at their May 24, 2016 commission meeting.
Modification

Personal Services Contracts
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING

Type of Request:
- [ ] Initial
- [x] Modification of an existing PSC (PSC # 39051 - 14/15)

Type of Approval:
- [ ] Expedited
- [x] Regular
- [ ] Annual
- [ ] Continuing
- [ ] (Omit Posting)

Type of Service: As-Needed Stakeholder Outreach and Engagement Services

Funding Source: General Fund

PSC Original Approved Amount: $100,000

PSC Original Approved Duration: 06/29/15 - 06/30/17 (2 years 2 days)

PSC Mod#1 Amount: $400,000

PSC Mod#1 Duration: 07/01/17-06/30/18 (1 year)

PSC Cumulative Amount Proposed: $500,000

PSC Cumulative Duration Proposed: 3 years 2 days

1. Description of Work
   A. Scope of Work/Services to be Contracted Out:
      Selected consultant(s) will provide as-needed Stakeholder Outreach and Engagement Services. The Planning Department will select one or more consultants from the Controller's Office list of pre-qualified vendors, established on November 6, 2014 and updated every two years, with demonstrated experience in a wide variety of these service areas. Stakeholder outreach services include development and implementation of electronic, print, media, and community-based outreach strategies. Stakeholder engagement services include managing engagement processes and data collection plans, collecting and analyzing input via a range of data collection instruments, and reporting results and recommendations. A more detailed description is provided in the Controller's Office solicitation attached, RFQ#CON2014-17, in the scope of work on pages 2 to 3.

   B. Explain why this service is necessary and the consequence of denial:
      The as-needed services are necessary to conduct sufficient stakeholder outreach and engagement necessary for the Department on various topics and projects that could impact the planning of the City. Denial could result in less than thorough outreach efforts through electronic, print, media, and community-based outreach strategies; and also less effective engagement efforts through data collection and reporting methods. These services would be needed during large one-time specific planning projects to support existing Planning staff on the outreach and engagement component.

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

   D. Will the contract(s) be renewed?
      Consultant(s) must remain on the prequalified list updated every 2 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:
2. **Reason(s) for the Request**
   A. Display all that apply

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

   Explain the qualifying circumstances:
   Due to the various broad combinations of economic knowledge and expertise required for each project, it would not be desirable or practical to create various new classifications to provide services for a project limited duration.

   B. Reason for the request for modification:
   The department is seeking to modify the PSC for additional As-needed work for one-time projects.

3. **Description of Required Skills/Expertise**
   A. Specify required skills and/or expertise: The required skills and expertise are listed in the Controller's Office solicitation attached, RFQ#CON2014-17 Stakeholder Outreach and Engagement Services and Biennial City Survey, for those topic areas listed on pages 5 to 6.

   B. Which, if any, civil service class(es) normally perform(s) this work? 1312, Public Information Officer; 1314, Public Relations Officer; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 5277, Planner 1; 5278, Planner 2; 5283, Planner 5; 5291, Planner 3; 5293, Planner 4; 5320, Illustrator and Art Designer;

   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 services classes are not applicable for these broad and specialized services, as the needs change per project, and the projects are limited in duration (the outreach and engagement portion of a Planning Department project).

   B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: Due to the various broad combinations of economic knowledge and expertise required for each project, it would not be desirable or practical to create various new classifications to provide services for a project of limited duration.

6. **Additional Information**
   A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
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.
None, training not necessary.

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, the department would like to increase the PSC amount.

7. **Union Notification**: On 05/09/16, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Management & Superv, Local 21; Architect & Engineers, Local 21;

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 39051 - 14/15
DHR Analysis/Recommendation: Civil Service Commission Action:
Commission Approval Required
DHR Approved for 06/20/2016

-78-
Receipt of Union Notification(s)
From: dhr-psccoordinator@sfgov.org on behalf of belle.la@sfgov.org
Sent: Monday, May 09, 2016 2:37 PM
To: Danny.Yeung@sfgov.org; amakayan@ifpte21.org; richardisen@gmail.com; L21PSCReview@ifpte21.org; La, Belle (CPC); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)
Subject: Receipt of Modification Request to PSC # 39051 - 14/15 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The CITY PLANNING – CPC has submitted a modification request for a Personal Services Contract (PSC) for $400,000 for services for the period May 1, 2016 – May 1, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over $100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

http://apps.sfgov.org/dhrdrupal/node/6875
Email sent to the following addresses: L21PSCReview@ifpte21.org richardisen@gmail.com amakayan@ifpte21.org
Additional Attachment(s)
Request for Qualifications for Stakeholder Outreach and Engagement Services and Biennial City Survey
RFQ#CON2014-17

Background

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

The City seeks responses from firms demonstrating successful experience in stakeholder outreach and engagement services and related research and analysis. In particular, this RFQ is used to identify firms qualified to conduct the City’s biennial citywide survey. Respondents must have experience conducting public and stakeholder outreach, engagement, and/or data analysis, as described in this document.

This RFQ specifies three distinct categories related to stakeholder outreach for which the City may require service; respondents are encouraged to respond only for those Service Areas in which they can demonstrate sufficient experience and qualifications.

Schedule

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFQ Issued</td>
<td>11-06-2014</td>
</tr>
<tr>
<td>Deadline for RFQ Questions</td>
<td>11-10-2014 (12 pm PT)</td>
</tr>
<tr>
<td>Deadline for RFQ Answers</td>
<td>11-14-2014 (12 pm PT)</td>
</tr>
<tr>
<td>Deadline for RFQ Responses</td>
<td>12-08-2014 (12 pm PT)</td>
</tr>
<tr>
<td>Pre-qualification Notifications</td>
<td>01-20-2015</td>
</tr>
</tbody>
</table>

*Each date subject to change. Check website for latest schedule.

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.

Anticipated Contract Period

Respondents pre-qualified under this RFQ will remain eligible for consideration and contract negotiation on an as-needed basis for two years from the pre-qualification notification date. Firms pre-qualified under this RFQ are not guaranteed a contract.

Subcontracting Requirement

The S.F. Administrative Code Chapter 14B Local Business Enterprise (LBE) subcontracting goal for this RFQ and resulting contracts is 8% (eight 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. 10.8% LBE participation), Good Faith Outreach requirements will be waived. See RFQ Attachment II for more information.

Questions and Communications

To ensure fair and equal access to information about this RFQ, e-mail your questions to mary.horn@sfgov.org.

Questions must be in writing and received by the Deadline for RFQ Questions. No questions will be accepted after this time with the exception of City vendor requirement questions.

A summary of the questions and answers pertaining to this solicitation will be posted on City's website.


Controller’s Office • City Hall, Room 315 • 1 Dr. Carlton B. Goodlett Place • San Francisco, CA 94102 • 415.554.7500

http://www.sfcontroller.org
1. Introduction

1.1 General terms used in this RFQ

Terms and abbreviations used throughout this RFQ include:

- **The City** – The City and County of San Francisco.
- **City Services Auditor (CSA)** – A division of the Controller’s Office.
- **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 to this RFQ.
- **Stakeholders** – Individuals and groups that are affected by or can affect a City department’s decisions or actions, e.g., City staff, customers/users, partnering agencies, community organizations, and the general public.
- **Stakeholder Outreach** – Efforts to reach stakeholders and disseminate information.
- **Stakeholder Engagement** – Efforts to gather input from stakeholders to inform city departmental planning, decision-making and process improvement.

1.2 Background of the City Services Auditor

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](http://www.sfcontroller.org).

1.3 Statement of Need and Intent

**What Does the City Seek?**

The City and County of San Francisco, California ("City") seeks responses from firms demonstrating successful experience in providing stakeholder outreach and engagement services and related research and analysis across a range of project types and subject matter areas. The purpose is two-fold: (1) to reach stakeholders and disseminate information, and (2) to collect and analyze input from stakeholders to inform city departmental planning, decision-making, and process improvement efforts. In particular, this RFQ is used to identify firms qualified to conduct the City’s biennial citywide survey. Stakeholders include individuals and groups that are affected by or can affect a City department’s decisions or actions, e.g., City staff, customers/users, partnering agencies, community organizations, and the general public.
The RFQ is broadly divided into three Service Areas, including:

1. Stakeholder outreach services, including development and implementation of electronic, print, media, and community-based outreach strategies.

2. Stakeholder engagement services, including managing engagement processes and data collection plans, collecting and analyzing input via a range of data collection instruments, and reporting results and recommendations.

3. Biennial City Survey, including large-scale, multi-lingual, random sample phone and mail surveying, statistical analysis, and reporting.

Respondents must have experience working with municipalities (or similar government agencies) on stakeholder outreach, engagement, and/or related research and analysis.

With Whom Will Contractors Work?

Firms on the pre-qualified list may be selected by City departments, boards and/or commissions for selection and negotiation of contracts for the scope of services described herein. Firms selected for Service Area 3, Biennial City Survey, will work directly with the Controller’s Office.

What is the City’s Intent with this RFQ?

It is the intent of the City to create a pre-qualified 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 pre-qualified list, at its sole and absolute discretion, for selection of firms and negotiations of contracts for two years following establishment of the pre-qualification notification date. Contracts issued to pre-qualified firms will have terms of varying lengths depending on the City’s needs, but in no case longer than 9 years. The City reserves the right to procure services similar or identical to the services specified in this RFQ by any other means. No pre-qualified Respondent is guaranteed a contract.

2. Scope of Work

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 pre-qualified list of firms that may be selected in accordance with RFQ Section 4, Evaluation Criteria below, to provide a comprehensive range of services related to stakeholder outreach and engagement.

2.1 Service Area 1: Stakeholder Outreach Services

Firms pre-qualified for work in this Service Area may be requested to provide outreach services to stakeholders (e.g., staff, customers/users, community groups, general public). Services may include, but are not limited to, designing, producing, and managing outreach tools and strategies, such as:

- Electronic outreach (e.g., e-newsletters, project websites)
- Social media (e.g., Facebook, Twitter, blogs, cell phone apps)
- Graphic design, printing, and mail services (e.g., mailings, posters, newspaper display ads, construction signage)
Translation and interpretation for non-English speaking populations

On-the-ground community outreach (e.g., tabling at community events, attending community groups’ meetings, door-to-door fanning)

Media relations (e.g., media advisories, TV/radio/billboard advertisements, ethnic news media outreach)

Communication plans

2.2 Service Area 2: Stakeholder Engagement Services

Firms pre-qualified for work in this Service Area may be requested to provide 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 stakeholder engagement processes, including coordination, communication, facilitation, strategic advising, consensus-building, and conflict resolution services.
- Design, conduct, and manage data collection plans to collect input from stakeholders using data collection instruments, such as:
  - Surveys (e.g., online, mail, phone, in-person)
  - Opinion polling (and other large, random sample, statistically significant surveying)
  - Focus groups
  - Public meetings (e.g., open houses, community forums, planning charrettes)
  - Stakeholder strategic planning sessions, advisory committees, or working groups
- Design, conduct, and manage data analysis plans to analyze stakeholder input:
  - Collect, compile, and transmit data into usable formats
  - Develop and execute data analysis plan 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.

2.3 Service Area 3: Biennial City Survey

Firms pre-qualified for work in this Service Area may be requested to conduct the biennial San Francisco City Survey in 2017. The City Survey is a large-scale citywide survey to assess San Francisco residents’ perceptions and experiences of City services and community issues, e.g., public safety, public transportation, streets and sidewalks, parks and recreation, and libraries. The survey remains relatively constant over time, with some variation in topics and questions. For reference, the City Survey 2011 Report can be viewed at http://www.scontrol.org/index.aspx?page=406 and the City Survey 2013 Report can be viewed at http://scontrol.org/Modules/ShowDocument.aspx?documentid=4286

The City Survey requires a contractor that can design and execute large-scale, scientifically-rigorous survey research design, methods, analysis, and reporting.
The scope for firms pre-qualified for Service Area 3 may include:

- **Work Plan**: Develop a high-level outline of the project, including a specific timeline and a work plan describing strategies to ensure completion of deliverables.

- **Research Plan and Methodology**: Draft a survey methodology that follows generally accepted survey research or best practice protocols within the industry and results in statistically representative responses, particularly regarding demographic or geographic subgroups of the population.

- **Survey Materials and Administration**: Develop and administer a large-scale, random sample, multi-lingual questionnaire using multi-modal data collection methods. Ensure desired response rate through follow-up data collection efforts.

- **Data Analysis and Management**: Translate all data to English; conduct analysis on collected survey data, focusing on insights that are actionable for City service planning; conduct regression analysis to determine statistically significant findings; analyze year-over-year trends; conduct benchmarking with other jurisdictions; combine survey responses with past results into a multi-year data file for public use on the City’s website.

- **Final Report**: Produce a clear, well-written final report emphasizing key and actionable findings; use graphic and contextual explanations of findings that are understandable to a lay audience; produce a user-friendly spreadsheet encompassing all findings, including analyses not included in the Final Report.

### 3. Response Requirements

#### 3.1 Time and Place for Submission of Responses

Responses and all related materials must be received by 12:00pm PT on Monday, December 8, 2014. Responses may be delivered to the Reception Desk at City Hall, Room 316 or to:

Mary Hom  
Office of the Controller  
City Hall, Room 306  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102

Postmarks will not be considered in judging the timeliness of submissions. Responses submitted by e-mail will not be accepted. **Late submissions will not be considered**, including those submitted late due to mail or delivery service failure. Note that Respondents hand-delivering responses to City Hall may be required to open and make packages accessible for examination by security staff.

#### 3.2 Response Package

The following items must be included in your response and packaged in a box or envelope clearly marked **RFQ#CON2014-17 Stakeholder Outreach and Engagement Services and Biennial City Survey**.

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.

November 2014

RFQ#CON2014-17
A. One (1) flash drive or CD-ROM containing entire contents of response, including all RFQ Attachments. Please save Attachments as individual files. All files should be submitted in unprotected PDF or Word format. Electronic files should include signatures, where applicable. RFQ attachments include:

RFQ Attachment I  Acknowledgement of RFQ Terms and Conditions

RFQ Attachment II  Contract Monitoring Division Local Business Enterprise Forms

RFQ Attachment III  City’s Administrative Requirements

RFQ Attachment IV  City’s Agreement Terms and Conditions

RFQ Attachment V  Response Template

B. Five (5) complete printed copies of RFQ Attachment V. The pages may be bound by a method of the Respondent’s choosing. Respondents are advised to review RFQ Attachments I through IV before beginning work on the response template in RFQ Attachment V to ensure they can meet the City’s requirements.

3.3 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.”

3.3.1 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.

3.3.2 Respondents may mark any confidential or proprietary information, as appropriate, prior to submitting a response to this RFQ.

3.3.3 Respondents should clearly indicate net worth or other proprietary financial data if in the Respondent’s view it should be redacted in the event an RFQ response is publicly disclosed, with the understanding that this information cannot be redacted or withheld should a contract be awarded to the Respondent.

4. Evaluation Criteria

This section describes the guidelines used for analyzing and evaluating the responses and for Respondent pre-qualification. It is the City’s intent to pre-qualify Respondent(s) that provide the best overall qualifications to the City inclusive of fee considerations. Consultant firms selected for pre-qualification 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 pre-qualified list is inadequate to satisfy its needs.

4.1 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 pre-qualification, for conducting reference checks, and for interviews, if desired by the City.

4.2 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 two (2) Prior Project Descriptions as part of the RFQ Attachment V response FOR EACH SERVICE AREA for which it would like to be considered for pre-qualification, which meet all of the following criteria:

1. The services/experiences described in each of the Prior Project Descriptions FOR EACH SERVICE AREA must be comparable to the services the City is requesting.

2. The services described in both of the Prior Project Descriptions FOR EACH SERVICE AREA must have been provided to public sector municipalities or similar government agency clients.

3. Both Prior Project Descriptions FOR EACH SERVICE AREA must demonstrate successful completion within five (5) years from the issuance date of this RFQ (successful completion means project deliverables have been completed as required).

For Service Areas 1 and 2, respondents should have expertise in at least one type of outreach or engagement strategy (listed or of similar nature). Respondents will not be penalized for narrow expertise (i.e. only one type of service offered) as long as they demonstrate sufficient experience in that strategy.

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.

4.3 Evaluation Criteria for Pre-qualification

Each RFQ response 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 pre-qualified.

4.3.1 Firm Qualifications – 20 points

a) Respondent’s firm history and structure, including total staff size and composition.
b) Respondent’s experience providing stakeholder outreach and engagement services to public sector municipal or similar government agency clients.
c) Respondent’s experience providing survey work.
d) Litigation, pending litigation, or threatened litigation related to stakeholder outreach and engagement services provided by the firm within the past five years of this RFQ issue date.

e) Client relationships severed for reasons other than convenience.

f) Respondent’s capacity and resources to provide the services under this RFQ.

4.3.2 **Staff Qualifications – 30 points**

a) Clarity and appropriateness of proposed staffing structure.

b) Roles and responsibilities, qualifications, and educational backgrounds of lead staff members, including subcontractor staff, if applicable, proposed to perform services for the City are appropriately demonstrated for each Service Area indicated in response.

4.3.3 **Approach and Cost – 40 points**

a) City’s involvement or level of effort is appropriate.

b) Experience providing services to comparable clients.

c) Sufficient expertise or methodology to create competitive differences that will be beneficial to the City is demonstrated.

d) Cost response is sufficiently detailed, reasonable and appropriate.

For Service Area 3 only:

e) Proposed methodology and timeline for deliverables, if applicable, are appropriate.

4.3.4 **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.

4.4 **Contractor Selection Processes**

Respondents scoring 70 points and above for each Service Area will be added to the pre-qualified list for as-needed services in that Service Area. Due to the varied nature of the services to be performed, the City reserves the right to contract with any or all pre-qualified Respondents.

**Selection Interviews**

Following the Response Evaluation process, Respondents may be invited to interviews with the Evaluation Team. Interviews, if pursued by the City, will consist of standard questions asked of selected Respondents, and specific questions regarding individual proposals.

The City has sole and absolute discretion over whether interviews will be conducted or not to select Respondents for contract negotiations.

**Reference Checks**

Reference checks, including, but not limited to, prior clients as indicated in Attachment V Prior Project Description(s), 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.
Other Terms and Conditions
The selection of any pre-qualified 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 pre-qualified Respondent, then the City, in its sole discretion, may terminate negotiations and begin contract negotiations with any other remaining pre-qualified Respondents.

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

5. Protest Procedures

5.1 General

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.

5.2 Protest of Non-Responsiveness Determination

By 5:00 p.m. PST on the fifth (5th) working day of the City’s issuance of a notice of non-responsiveness, any Respondent that has submitted a response and who 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 5.4. Such notice of protest must be received by the City on or before 5 p.m. PST of the fifth (5th) 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.

5.3 Protest of Contract Award

By 5:00 p.m. PST on the fifth (5th) working day of the City’s issuance of a notice of intent to award a contract under this RFQ, any Respondent that has submitted a responsive response and who believes that the City has incorrectly selected another Respondent for award may submit a written notice of protest by e-mail (fax is not acceptable) as directed in Section 5.4. Such notice of protest must be received by the City on or before 5 p.m. PST of the fifth (5th) working day after the City’s issuance of the notice of intent to award a contract.

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 Proposer, 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.

5.4 Delivery of Protests
All protests must be received by the specified date and time deadline. 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 objectively will establish the date the City received the protest.
Protests or notice of protests made orally (e.g., by telephone) or by fax will not be considered.

Protests must be delivered to:

**E-mail:**
lily.conover@sfgov.org

**Mail:**
Lily Conover, Contracts Manager
Office of the Controller
City Hall, Room 306
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

5.5 Protest Review

The Controller’s Office will confirm receipt of notice of protest by Respondent.

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: (a) receipt by due date; (b) inclusion of a written statement specifying in detail each
and every one of the grounds asserted for the protest; (c) signed by an individual authorized to
represent the Respondent; (d) citation of the law, rule, local ordinance, procedure or RFQ
provision on which the protest is based; and (e) specification of facts and evidence sufficient for
the City to determine the validity of the 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. 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 will
notify the Respondent in writing of its decision at the conclusion of the review. The decision of
the Controller’s Office is final. The evaluation of proposals will not be delayed or postponed to
allow for completion of a protest process.

Protests not received within the time and manner specified will not be considered. A
Respondent’s failure to protest as specified above on or before the time specified above shall
constitute a complete and irrevocable waiver of the ground(s) of protest and forfeit the
Respondent’s right to raise such ground(s) of protest later in the procurement process, in a
Government Code Claim, or in other legal proceeding.

6. Vendor Compliance

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

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING - CPC
Dept. Code: CPC

Type of Request: ☑ Initial ☐ Modification of an existing PSC (PSC # ______)

Type of Approval: ☑ Expedited ☐ Regular ☐ Omit Posting

Type of Service: As-Needed Stakeholder Outreach and Engagement Services

Funding Source: General Fund
PSC Amount: $100,000
PSC Duration: 2 years 2 days
PSC Est. Start Date: 06/29/2015 PSC Est. End Date: 06/30/2017

1. Description of Work

A. Scope of Work:
Selected consultant(s) will provide as-needed Stakeholder Outreach and Engagement Services. The Planning Department will select one or more consultants from the Controller’s Office list of pre-qualified vendors, established on November 6, 2014 and updated every two years, with demonstrated experience in a wide variety of these service areas. Stakeholder outreach services include development and implementation of electronic, print, media, and community-based outreach strategies. Stakeholder engagement services include managing engagement processes and data collection plans, collecting and analyzing input via a range of data collection instruments, and reporting results and recommendations. A more detailed description is provided in the Controller’s Office solicitation attached, RFQ#CON2014-17, in the scope of work on pages 2 to 3.

B. Explain why this service is necessary and the consequence of denial:
The as-needed services are necessary to conduct sufficient stakeholder outreach and engagement necessary for the Department on various topics and projects that could impact the planning of the City. Denial could result in less than thorough outreach efforts through electronic, print, media, and community-based outreach strategies; and also less effective engagement efforts through data collection and reporting methods. These services would be needed during large one-time specific planning projects to support existing Planning staff on the outreach and engagement component.

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.
The Planning Department has contracted for these services in the past, on a project-specific basis.

D. Will the contract(s) be renewed? Consultant(s) must remain on the prequalified list updated every 2 years.

2. Union Notification: On 06/22/2016, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21, Management & Superv Local 21, Architect & Engineers,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 39051 - 14/15
DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 06/29/2015

July 2013

-92-
City and County of San Francisco

Department of Human Resources

3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise:
      The required skills and expertise are listed in the Controller's Office solicitation attached, RFQ#CON2014-17
      Stakeholder Outreach and Engagement Services and Biennial City Survey, for those topic areas listed on pages 5
      to 6.

   B. Which, if any, civil service class(es) normally perform(s) this work? 1514, 1823, 1824, 1512, 5277, 5278, 5281, 5293, 5283, 5320.

   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 services classes are not applicable for these broad and specialized services, as the needs change per
      project, and the projects are limited in duration (the outreach and engagement portion of a Planning Department
      project).

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      Due to the various broad combinations of economic knowledge and expertise required for each project, it would
      not be desirable or practical to create various new classifications to provide services for a project of limited
      duration.

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

   YES NO

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

   B. Will the contractor train City and County employee? ☐ ☑

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

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

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

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

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 06/29/2015 BY:

Name: Danny Yeung Phone: 415-575-9042 Email: Danny.Yeung@sfgov.org

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

July 2013
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ENVIRONMENT  Dept. Code: ENV

Type of Request: ☑ Modification of an existing PSC (PSC # 4052-12/13)

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

Type of Service: Outreach, Marketing

Funding Source: Department Funds and Grant Funds

PSC Original Approved Amount: $5,000,000  PSC Original Approved Duration: 07/01/13 - 06/30/18 (5 years)

PSC Mod#1 Amount: $6,000,000  PSC Mod#1 Duration: 07/01/18-06/30/24 (6 years 2 days)

PSC Cumulative Amount Proposed: $11,000,000  PSC Cumulative Duration Proposed: 11 years 2 days

1. Description of Work

A. Scope of Work/Services to be Contracted Out:
   Assist the Department in designing, developing, facilitating, and implementing outreach and social marketing programs and creative multilingual campaigns in various areas including waste reduction, reuse, recycling, toxics reduction, energy efficiency and climate adaptation, etc. Additionally, contractor will provide research assistance such as surveys, focus groups, and other forms of market research.

B. Explain why this service is necessary and the consequence of denial:
   Public outreach and education aimed at all levels of San Francisco business and residents is critical to implementing and attaining many of the City’s policies and ordinances including: zero waste goal of 2020, renewable energy generation by 2020, & conduct research to gauge effectiveness of outreach. Without this contract, Department would have difficulty meeting board-mandated goals.

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 4062-12/13

D. Will the contract(s) be renewed?
   No, if the service is needed again, it will be bid.

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 has an on-going need for outreach and marketing services, based on ever-expanding environmental programs in a variety of areas. The services are needed on an intermittent basis as new projects develop. Having long-term contracts in place allows department staff to concentrate on oversight of the process rather than bidding and re-bidding the same type of service.

2. Reason(s) for the Request
A. Display all that apply

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

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

Explain the qualifying circumstances:
The work requires highly specialized marketing and research expertise in multiple environmental program areas. The work is intermittent, with different skills needed for different projects and the projects vary, depending on program goals and City regulations.

B. Reason for the request for modification:
   Increase approval to $11,000,000 total, and extend term to 6/30/2024 in order to accommodate need for increased services.

3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise: Highly specialized marketing and research expertise in the areas of recycling, toxics reduction, renewable energy, energy efficiency, waste reduction, environmental justice, transportation and climate change. Experience in public engagement, specifically with underserved communities of San Francisco.

   B. Which, if any, civil service class(es) normally perform(s) this work?  none

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

4. If applicable, what efforts has the department made to obtain these services through available resources within the City?
   Not Applicable

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out
   A. Explain why civil service classes are not applicable.
      This work requires specialized marketing and engagement skills that the City does not currently possess.

   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: See addendum.

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.
      There is no training included in this PSC.
C. Are there legal mandates requiring the use of contractual services?
   No.

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

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

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
   Increase to some contracts plus RFP for additional services.

7. **Union Notification:** On 04/21/16, the Department notified the following employee organizations of this PSC/RFP request:
   all unions were notified

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

Name: Rachel Buerkle    Phone: 415-355-3704    Email: Rachel.Buerkle@sfgov.org

Address: 1255 Market St, #1200, San Francisco, CA 94103

*******************************************************************************
FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4062-12/13
DHR Analysis/Recommendation: Civil Service Commission Action: Commission Approval Required
DHR Approved for 06/20/2016
Receipt of Union Notification(s)
---Original Message---
From: dhr-psccoordinator@sfgov.org [mailto:dhr-psccoordinator@sfgov.org] On Behalf Of Rachel.Buerkle@sfgov.org
Sent: Thursday, April 21, 2016 2:42 PM
To: Buerkle, Rachel (ENV) <rachel.buerkle@sfgov.org>; amakayan@ifpte21.org; jb@local16.org; Lopez-Barrios, Ricardo (PDR) <ricardo.lopez@sfgov.org>; Basconcillo, Katherine (PUC)<kbasconcillo@sfwater.org>; Sandeep.lal@seiu1021.me; pcamarillo_seiu@sbcglobal.net; Carey.dali@seiu1021.org; richardisen@gmail.com; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; joe.brenner@seiu1021.org; agonzalez@iam1414.org; ted.zarzecki@seiu1021.net; leah.borlanga@seiu1021.org; gail@sfdlocal798.org; cityworker@sfewu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA) (DSS) <sin.yee.poon@sfgov.org>; smcgarry@nccrc.org; rmitchell@twusu.org; grojo@local39.org; jduritz@uapd.com; staff@sfnamea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfmsma@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; jtarner940@aol.com; Larry.Bradshaw@seiu1021.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200wu@sbcglobal.net; speedy4864@aol.com; camaguey@sfnamea.com; cedemvoter@aol.com; tiya.thlang@seiu1021.org; Buerkle, Rachel (ENV) <rachel.buerkle@sfgov.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccoordinator@sfgov.org>; Isen, Richard (TIS) <richard.isen@sfgov.org>
Subject: Receipt of Modification Request to PSC # 4062-12/13 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The ENVIRONMENT -- ENV has submitted a modification request for a Personal Services Contract (PSC) for $6,000,000 for services for the period July 1, 2018 -- June 30, 2024. For all Modification requests, there is a 7-Day notice 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 system 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/dhhrupal/node/6704

Email sent to the following addresses: Please check the record to see if you selected a union where a corresponding email in the TO: field isn’t present.
Either you selected none or there is no email entered in the system by that particula
That's right.

Sent from my iPhone, please excuse brevity.

> On May 17, 2016, at 5:58 PM, Buerkle, Rachel (ENV) <rachel.buerkle@sfgov.org> wrote:
> 
> Xiu Min:
> 
> Thanks for getting back to me. I do want to confirm with you that SEIU does not have any objections to the PSC and we can now put it back on the Commission calendar.
> 
> Thanks very much.
> 
> Rachel C. Buerkle
> Sr. Administrative Analyst
> San Francisco Department of the Environment
> 1455 Market Street, Ste. 1200, San Francisco, CA 94103
> rachel.buerkle@sfgov.org (415) 355-3704
> 
> SFEnvironment.org | Facebook | Twitter | Get Involved
> 
> Please consider the environment before printing this email.
> 
> — Original Message ——
> From: XiuMin Li [mailto:XiuMin.Li@seiu1021.org]
> Sent: Monday, May 16, 2016 12:41 PM
> To: Buerkle, Rachel (ENV) <rachel.buerkle@sfgov.org>
> Cc: Oliveira, Donald (ENV) <donald.oliveira@sfgov.org>; Gurney, Cara (ENV) <cara.gurney@sfgov.org>; Ben Sizemore
> <Ben.Sizemore@seiu1021.org>
> Subject: RE: Receipt of Modification Request to PSC # 4062-12/13 - MODIFICATIONS
> 
> Hello Rachel,
> We have no more questions. Thank you.
> 
> Xiu Min Li
> SF Field Supervisor
SEIU 1021 SF Office
350 Rhode Island, South Building
San Francisco, CA 94103

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

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

-----Original Message-----
From: Buerkle, Rachel (ENV) [mailto:rachel.buerkle@sfgov.org]
Sent: Monday, May 09, 2016 11:36 AM
To: XiuMin Li
Cc: Oliveira, Donald (ENV); Gurney, Cara (ENV)
Subject: FW: Receipt of Modification Request to PSC # 4062-12/13 - MODIFICATIONS

Xiu Min:

I wanted to check in with you and make sure we have answered all of your questions or if you need anything further from us. If there is anything that you have concerns about, please give me or Donnie a call.

Please let us know. Thanks very much.

Rachel C. Buerkle
Sr. Administrative Analyst
San Francisco Department of the Environment
1455 Market Street, Ste. 1200, San Francisco, CA 94103
rachel.buerkle@sfgov.org (415) 355-3704

SFEnvironment.org | Facebook | Twitter | Get Involved

Please consider the environment before printing this email.

-----Original Message-----
From: Oliveira, Donald (ENV)
Sent: Tuesday, May 03, 2016 5:13 PM
To: XiuMin Li <XiuMin.Li@seiu1021.org>; Buerkle, Rachel (ENV)
<Buerkle,Buerkle@seiu1021.org>
Cc: Ben Sizemore <Ben.Sizemore@seiu1021.org>; Easdale, Luke (ENV)
<luke.easdale@sfgov.org>; Gurney, Cara (ENV) <cara.gurney@sfgov.org>
Subject: RE: Receipt of Modification Request to PSC # 4062-12/13 - MODIFICATIONS

Hi Xui Min,

I want to be sure we are talking about the same thing when we discuss public outreach. From our perspective, the entire RFP is designed to provide on demand, as needed services to support our public outreach programming as
funding becomes available (we are not a general fund agency). Given that we don't know what funding we will have year over year, and more specifically what types of programs or tactics we will utilize, it is tough to breakdown these details. But we use the funds for all types of public outreach; such as experiential events, digital engagement, advertising, audience segmentation, translation services and culturally competent campaign design.

> Regards,
>
> Donnie Oliveira
> Outreach and Communications Manager
> San Francisco Department of the Environment Donald.oliveira@sfgov.org
> P: (415) 355-3792 | C: (415) 506-8039
>
>
> SFEnvironment.org | Facebook | Twitter | Get Involved
>
> Please consider the environment before printing this email.
>
>
> ——Original Message——
> From: XiuMin Li [mailto:XiuMin Li@seiu1021.org]
> Sent: Monday, May 02, 2016 1:50 PM
> To: Buerkle, Rachel [ENV] <rachel.buerkle@sfgov.org>
> Cc: Ben Sizemore <Ben.Sizemore@seiu1021.org>; Oliveira, Donald [ENV]
> <donald.oliveira@sfgov.org>; Easdale, Luke [ENV]
> <Luke.easdale@sfgov.org>; Gurney, Cara [ENV] <cara.gurney@sfgov.org>
> Subject: RE: Receipt of Modification Request to PSC # 4062-12/13 -
> MODIFICATIONS
>
> Hi Rachael and Donald,
>
> You mentioned 40% of this goes towards media buys. What percentage of it goes to public outreach?
>
> Thanks,
>
> Xiu Min Li
> SF Field Supervisor
>
> SEIU 1021 SF Office
> 350 Rhode Island, South Building
> San Francisco, CA 94103
>
> Phone: 415-848-3686
> Fax: 415-431-6241
>
> Member Resource Center (MRC): 1-877-687-1021 For updates on what's happening with the union, visit us at http://www.seiu1021.org/
>
>
> ——Original Message——
> From: Buerkle, Rachel [ENV] [mailto:rachel.buerkle@sfgov.org]
> Sent: Thursday, April 28, 2016 3:51 PM
> To: XiuMin Li
Cc: Ben Sizemore; Oliveira, Donald (ENV); Easdale, Luke (ENV); Gurney, Cara (ENV)

Subject: RE: Receipt of Modification Request to PSC # 4062-12/13 - MODIFICATIONS

XiuMin:

I am never sure what you can see in the PSC database, so I am attaching documents from the original submission in 12/13, with their addenda. A copy of the new PSC submission for the modification, as well. I think that these documents answer most of the questions in your email. Attached also are copies of the RFPs from 2/19/4 and from 9/23/14. (There was a year's delay between the PSC approval and the RFP's.)

Also attached are copies of the Intent to Award notices for both RFPs, which gives the list of vendors.

I want to point out that approximately 40% of the funding under these contracts is used for media buys for the various outreach campaigns. So that funding is not going to personnel costs.

You ask me for the # of FTE's used by the vendors and a list of the positions used by the vendors in providing services. This is not information that we have on hand. I think that even the vendors would have difficulty in assembling the information because they don't use the FTE concept, and because of the nature of the work. The Department of the Environment (SFE) has outreach campaigns for all of our program areas: Energy, Toxics Reduction, Zero Waste, Environmental Justice, Green Building, Green Business, School Ed, BioDiversity, Clean Air, Climate., etc. The range of programs covered requires that outreach campaigns be tailored for specific needs. So the requirements from our vendors will vary as we need different capabilities at different times.

SFE receives no general fund money. A great deal of our funding comes from grants. So the programs design their work to meet the grant requirements and the outreach campaigns follow suite. When we are awarded a grant, we must complete the work within the grant timeline. This means that we must be able to respond quickly to new situations. And it also means that we do not have stable funding that would allow us to have a large staff on hand. The request for this PSC approval allows us to have contracts in place that we can use as needed, but the total of the contact amounts may never be spent - it depends on what grants we are awarded to SFE in the future.

Two last thoughts: Has this work been done by City staff in the past: No. Does SFE plan to bring the work in-house in the future: No, the funding is too uncertain and the specialties needed are very diverse and are used intermittently.

If you need further information, please contact our Outreach Communications Manager, Donald Oliveira at 355-3792, donald.oliveira@sfgov.org

Or of course I will be happy to help in you need anything from me.

Rachel C. Buerkle
Sr. Administrative Analyst
San Francisco Department of the Environment
1455 Market Street, Ste. 1200, San Francisco, CA 94103
rachel.buerkle@sfgov.org (415) 355-3704

SFEnvironment.org | Facebook | Twitter | Get Involved

Please consider the environment before printing this email.
> 
> > 
> > ---Original Message---
> > From: XiuMin Li [mailto:XiuMin.Li@seiu1021.org]
> > Sent: Thursday, April 28, 2016 1:38 PM
> > To: Buerkle, Rachel (ENV) <rachel.buerkle@sfgov.org>
> > Cc: Ben Sizemore <Ben.Sizemore@seiu1021.org>
> > Subject: RE: Receipt of Modification Request to PSC # 4062-12/13 -
> > MODIFICATIONS
> > 
> > Dear Rachel,
> > 
> > Please provide SEIU Local 1021 with
> > 
> > - The RFP and/or other documents, as may be relevant and available.
> > - A list of the vendors associated with this PSC
> > - # of estimated FTE used by vendors to provide the service.
> > - A list of positions used by the vendors for this service.
> > 
> > The Union request response to the following questions regarding this PSC:
> > 
> > 1. Which of the following is the reason for this PSC? (check appropriate box)
> >   
> > • Emergency, unanticipated or transitional situation: Yes or No
> >   If yes, which _______________________________
> > • Special Expertise, Skills, and/or Knowledge not currently possessed by SEIU Local 1021-represented city staff: Yes or No
> > • As-needed, intermittent, or periodic services, e.g., peak work load: Yes or No
> >   If yes, specify which _______________________________
> > • Regulatory or legal requirements, or funding source mandates that preclude City employees: Yes or No. If yes, specify _______________________________
> > • Services that require resources that the City lack, e.g., office space: Yes or No
> >   If yes, specify _______________________________
> > • Demonstrable Conflict of Interest: Yes or No
> > • Future funding is so uncertain that new civil service positions, classes or program not feasible: Yes or No
> > 
> > 2. What efforts the Department has made to obtain these services through available resources with the City, including through the use of interdepartmental work orders
> > 
> > 3. Has this work of service been performed in the past by city staff? Explain.
> > 
> > 4. Please provide the number and type(s) of consultant positions (contracted or subcontracted) that are proposed to be hired.
> > 
> > 5. Please provide the scope of work, including duties to be performed.
> > 
> > 6. Please provide the estimated number of hours to be worked or FTE equivalents for these personnel.
> > 
> > 7. What skills and expertise are required for these positions?
> > 
> > 8. Do Local 1021-represented employees in the Department have the required skills and expertise to do this work?
> > 1. [If yes]
> 1. Which positions could do what work?
> 2. Are you open to having current city staff perform this work?
>  
> 2. [If no]
> 1. Does the Department have an ongoing need to perform this service? (Why? Why not?)
> 2. Is the Department open to considering providing support, such as providing knowledge transfer to current staff, to help build internal capacity to do this work in the future?
>  
> 3. What efforts has the Department made to obtain these services through available resources with the City, including through the use of interdepartmental work orders?
>  
> 4. Are you open to hiring staff to do this work to create the capacity of city staff to do this work?
>  
> 9. Is there a plan to transition this work back to the City – if so, please explain; if not, explain why not?
>  
> Thank you,
>  
> Xiu Min Li
> SF Field Supervisor
>  
> SEIU 1021 SF Office
> 350 Rhode Island, South Building
> San Francisco, CA 94103
>  
> Phone: 415-848-3686
> Fax: 415-431-6241
>  
> Member Resource Center (MRC): 1-877-687-1021 For updates on what's happening with the union, visit us at http://www.seiu1021.org/
>  
> ——Original Message———
> From: dhr-psccoordinator@sfgov.org
> [mailto:dhr-psccoordinator@sfgov.org] On Behalf Of
> Rachel.Buerkle@sfgov.org
> Sent: Thursday, April 21, 2016 2:42 PM
> To: Rachel.Buerkle@sfgov.org; amakayan@ifpte21.org; jb@local16.org;
> Ricardo.lopez@sfgov.org; Kbasconcillo@sfwater.org;
> Sandeep.lal@seiu1021.me; pcamarillo_seiu@sbcglobal.net;
> Carey.dall@seiu1021.org; richardsen@gmail.com; Wendy.Frigillana;
> PSReview; Joe Brenner; agonzalez@lamic1414.org;
> ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org;
> gail@sfdlocal1798.org; cityworker@sfcwu.org; davidmkersten@gmail.com;
> djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiui.org;
> pkarinen@nccrc.org; tony@dc16.us; stevek@bar3-ca.org; XiunMin Li;
> Sin.Yee.Poon@sfgov.org; smcgarry@nccrc.org; rmitchell@twusf.org;
> grojo@local39.org; jduritz@uapd.com; staff@sfnema.com; mike@dc16.us;
> khughes@ibew6.org; L21PSReview@ifpte21.org; sfmsa@gmail.com;
> mshelley@dc16.us; David.Canham; Jтанner940@aol.com; Larry.Bradshaw;
> L21PSReview@ifpte21.org; LIUNA.local261@gmail.com;
> local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfnema.com;
> ecdemvoter@aol.com; Tiya Thlang; Rachel.Buerkle@sfgov.org;
> dhr-psccordinator@sfgov.org; richard.isen@sfgov.org
> Subject: Receipt of Modification Request to PSC # 4062-12/13 -
> MODIFICATIONS
>
> PSC RECEIPT of Modification notification sent to Unions and DHR
> 
> The ENVIRONMENT – ENV has submitted a modification request for a
> Personal Services Contract (PSC) for $6,000,000 for services for the
> period July 1,
> 2018
> – June 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/dhrdrupal/node/6704
> Email sent to the following addresses: Please check the record to see if you selected a union where a corresponding
> email in the TO: field isn’t present.
> Either you selected none or there is no email entered in the system by
> that particular union
Additional Attachment(s)
Q. 58 Would it be practical to adopt a new civil service class to perform this work? Explain.

No. Contractor and subcontractors provide a wide range of specialized services. In cases such as telemarketing, contractor would provide a large number of people for a project that is of short duration - this would not merit full-time civil service employment. In the case of conducting focus groups, special knowledge is required, and again, duration and frequency of project do not merit creation of civil service class.
CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

February 8, 2013

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4059-12/13 THROUGH 4073-12/13; 4094-10/11; 4099-7/08; 4023-09/10; 4028-06/07.

At its meeting of February 4, 2013 the Civil Service Commission had for its consideration the above matter.

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

The Commission:
(1) Approved the request to withdraw PSC# 4065-12/13 at the request of Department of Human Resources. (Vote of 4 to 0)
(2) Adopt the report; Approved the request for approval of PSC# 4066-12/13 as amended to reflect a contract duration of five years instead of six. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)
(3) Adopt the report; Approved the request for approval of PSC#4072-12/13 on the condition that the department reports back on its discussion with SEIU after one year. Notify the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)
(4) Adopt the report; Approved the request for approval of PSC# 4073-12/13 as amended to reflect that the contract will be renewed after it has come before the Board of Supervisors. Notify the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)
(5) Adopt the report; Approved the requests for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment
<table>
<thead>
<tr>
<th>PSC No</th>
<th>Dept No.</th>
<th>Dept Name</th>
<th>Approval Type</th>
<th>Contract Amount</th>
<th>Description of Work</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>4059-12/13</td>
<td>09</td>
<td>Controller</td>
<td>Regular</td>
<td>$75,000</td>
<td>The Contractor will conduct a benchmarking study to identify best practices in community engagement, specifically as they relate to planning the City's general obligation bond programs' construction &amp; capital projects. In this context, community engagement includes information, consultation, engagement, and empowering activities that provide members of the public with direct ways to be involved in public life &amp; decision making, particularly on issues in which they have a direct interest. The City greatly values citizen input &amp; community engagement, as they are vital components for the City's construction planning &amp; decision making. The goal of this study is to determine potential cost savings by identifying improvements to the City's current community engagement practices. The Contractor will: 1) describe the City's current policies &amp; practices for engaging communities &amp; soliciting public input; 2) identify &amp; research at least three comparable jurisdictions to determine community engagement best practices; and 3) recommend a set of best practices &amp; a roadmap of strategies &amp; plans for how to implement effective, cost-efficient community engagement.</td>
<td>12/1/2012 - 1/30/2013</td>
</tr>
<tr>
<td>4060-12/13</td>
<td>09</td>
<td>Controller</td>
<td>Regular</td>
<td>$75,000</td>
<td>The Contractor will conduct a benchmarking study to map San Francisco's project compliance &amp; approval process &amp; policies, specifically as they relate to the City's general obligation bond programs' construction &amp; capital projects. The goal of this study is to determine opportunities for time &amp; cost efficiency gains by identifying improvements to the process. As such, the selected Contractor will: 1) describe the City's current project compliance &amp; approval process &amp; policies; 2) identify &amp; research at least three comparable jurisdictions to determine project compliance &amp; approval process best practices; and 3) recommend a roadmap of strategies &amp; plans for how to improve the City's project compliance &amp; approval process, making it more time &amp; cost efficient.</td>
<td>1/1/2013 - 2/31/2013</td>
</tr>
<tr>
<td>4051-12/13</td>
<td>22</td>
<td>Environment</td>
<td>Regular</td>
<td>$1,000,000</td>
<td>A qualified environmental professional contractor to conduct environmental site assessments, prepare cleanup plans and conduct remediation of privately-owned and public properties located in the Southeast area of San Francisco, as part of a Brownfield's project supported by federal grant awards from the U.S. Environmental Protection Agency (EPA). Specifically, the environmental professional is required to develop opinions and conclusions regarding conditions indicative of releases or threatened releases of hazardous substances and petroleum chemicals, as specified by EPA regulations (70 FR 65970, Nov. 1, 2005), for Brownfield sites.</td>
<td>2/1/2013 - 2/30/2017</td>
</tr>
<tr>
<td>4062-12/13</td>
<td>22</td>
<td>Environment</td>
<td>Regular</td>
<td>$5,000,000</td>
<td>Assist the Department of designing, developing, facilitating and implementing outreach and social marketing programs and creative marketing campaigns in various areas including waste reduction, reuse, recycling, toxics reduction, energy efficiency and climate adaptation, etc. Additionally, contractor will provide research assistance such as surveys, focus groups, and other forms of market research.</td>
<td>7/1/2013 - 6/30/2018</td>
</tr>
<tr>
<td>4063-12/13</td>
<td>28</td>
<td>Art Commission</td>
<td>Regular</td>
<td>$77,200</td>
<td>Artist team will design &amp; fabricate a ceramic tile mosaic for the Arseneuil Walker Stair Replacement Project.</td>
<td>1/1/2013 - 2/28/2016</td>
</tr>
</tbody>
</table>
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY
Dept. Code: MTA

Type of Request: ☑ Modification of an existing PSC (PSC # 35070 - 14/15)
Type of Approval: ☑ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)
Type of Service: As-Needed Graphic Design Services

Funding Source: Operating Budget

PSC Original Approved Amount: $50,000
PSC Original Approved Duration: 01/02/15 - 07/31/16 (1 year 30 weeks)

PSC Mod#1 Amount: $100,000
PSC Mod#1 Duration: 08/01/16-07/31/18 (2 years)

PSC Cumulative Amount Proposed: $150,000
PSC Cumulative Duration Proposed: 3 years 30 weeks

1. Description of Work
   A. Scope of Work/Services to be Contracted Out:
      The contractor will have an as-needed support role for the San Francisco Municipal Transportation Agency (SFMTA) during peak periods of design requests and will prepare a wide variety of graphs, charts and maps to illustrate and provide comparative information on both proposed projects and projects under construction; prepare and design the format, page layouts and typography; and execute various types of plain and color art work for a variety of publications.

   B. Explain why this service is necessary and the consequence of denial:
      The design and graphic request for SFMTA is unpredictable. There are periods when time-sensitive projects overlap with the same or very close deadlines. This service is critically needed since without additional graphic support to address these peak periods, SFMTA would not be able to address unexpected/emergency or time-sensitive graphic design needs related to transit services, construction, safety, and similar projects.

   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. Via PSC #35070-14/15.

   D. Will the contract(s) be renewed?
      Not at this time.

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

2. Reason(s) for the Request
   A. Display all that apply

      ☑ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
Explain the qualifying circumstances:
The SFMTA proposed an additional 5320 Illustrator and Art Designer for the coming fiscal year to resolve this problem.

B. Reason for the request for modification:
Additional Cost and Duration.

3. Description of Required Skills/Expertise
A. Specify required skills and/or expertise: Must possess at least 5 years of design/production experience. Excellent knowledge of: commercial or graphic art and desktop publishing work; techniques of effective presentation; design and layout work; and typography for reports, formats, letterheads, brochures, posters, three-dimensional display, and exhibits.

B. Which, if any, civil service class(es) normally perform(s) this work? 5320, Illustrator and Art Designer;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The Contractor will provide his/her own design laptop and software.

4. If applicable, what efforts has the department made to obtain these services through available resources within the City?
Not Applicable

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out
A. Explain why civil service classes are not applicable. 
This contract is only for as-needed services for periods involving peak workload.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. The SFMTA currently employs a 5320 Illustrator and Art Designer and proposed an additional position in the agency budget to bring much of this work in-house.

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
This position is an "as-needed" position to assist with peaks in workload and is not providing 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 **05/06/16**, the Department notified the following employee organizations of this PSC/RFP request:
   Professional & Tech Engrs, Local 21;

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

   Name: Cynthia Hamada   Phone: 415.701.5381   Email: cynthia.hamada@sfmta.com

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

******************************************************************************
FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35070 - 14/15
DHR Analysis/Recommendation: Civil Service Commission Action:
Commission Approval Required
DHR Approved for 06/20/2016
Receipt of Union Notification(s)
From: dhr-psccoordinator@sfgov.org on behalf of cynthia.hamada@sfmtra.com
Sent: Friday, May 06, 2016 3:41 PM
To: Hamada, Cynthia (MTA); L21PSCReview@ifpte21.org; Hamada, Cynthia (MTA); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TTS)
Subject: Receipt of Modification Request to PSC # 35070 - 14/15 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY — MTA has submitted a modification request for a Personal Services Contract (PSC) for $100,000 for services for the period August 1, 2016 — July 31, 2018. For all Modification requests, there is a 7-Day notice 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/6857
Email sent to the following addresses: L21PSCReview@ifpte21.org
Additional Attachment(s)
PSC Approval Notice

Type of Service: As-Needed Graphic Design Services
PSC#: 35070-14/15
PSC Amount: $50,000
PSC Duration: 01/02/2015-07/31/2016

The approved document is attached.

Best Wishes,
Suzanne Choi
Citywide PSC Coordinator
415-557-4886

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

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

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

Type of Request: ☑ Initial
☐ Modification of an existing PSC (PSC # □ )

Type of Approval: ☑ Expedited
☐ Regular
(☐ Omit Posting)

Type of Service: As-Needed Graphic Design Services

Funding Source: Operating Budget

PSC Amount: $50,000

PSC Duration: 1 year 30 weeks

PSC Est. Start Date: 01/02/2016 PSC Est. End Date: 07/31/2016

1. Description of Work

A. Scope of Work:
The contractor will have an as-needed support role for the San Francisco Municipal Transportation Agency (SFMTA) during peak periods of design requests and will prepare a wide variety of graphs, charts and maps to illustrate and provide comparative information on both proposed projects and projects under construction; prepare and design the format, page layouts and typography; and execute various types of plain and color artwork for a variety of publications.

B. Explain why this service is necessary and the consequence of denial:
The design and graphic request for SFMTA is unpredictable. There are periods when time-sensitive projects overlap with the same or very close deadlines. This service is critically needed since without additional graphic support to address these peak periods, SFMTA would not be able to address unexpected/emergency or time-sensitive graphic design needs related to transit services, construction, safety, and similar projects.

C. Has this service been provided in the past? If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.
This service has been provided in the past through PSC #3110-12/13.

D. Will the contract(s) be renewed? Not at this time.

2. Union Notification: On 12/09/2014, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21.

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35070 - 14/15
DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 12/18/2014

July 2013
3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise:
      Must possess at least 5 years of design/production experience. Excellent knowledge of:
      commercial or graphic art and desktop publishing work; techniques of effective presentation;
      design and layout work; and typography for reports, formats, letterheads, brochures, posters,
      three-dimensional display, and exhibits.
   B. Which, if any, civil service class(es) normally perform(s) this work? 5320,
   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      The Contractor will provide his/her own design laptop and software.

4. Why Classified Civil Service Cannot Perform
   A. Explain why civil service classes are not applicable:
      This contract is only for as-needed services for periods involving peak workload.
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No. The SFMTA currently employs a 5320 Illustrator and Art Designer and proposed an additional position in
      the agency budget to bring much of this work in-house.

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? This position is an "as-needed"
      position to assist with peaks in workload an ☑ ☐
   C. Are there legal mandates requiring the use of contractual services? ☑ ☐
   D. Are there federal or state grant requirements regarding the use of
      contractual services? ☑ ☐
   E. Has a board or commission determined that contracting is the most effective
      way to provide this service? ☑ ☐
   F. Will the proposed work be completed by a contractor that has a current PSC
      contract with your department? ☑ ☐

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 12/09/2014 BY:

Name: Cynthia Hamada Phone: 415.701.5381 Email: cynthia.hamada@sfmta.com
Address: 1 S. Van Ness Avenue, 6th Floor San Francisco, CA 94103

July 2013
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY
Dept. Code: MTA

Type of Request: ☑ Modification of an existing PSC (PSC # 39922 - 15/16)
☐ Initial

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

Type of Service: Traffic Signal Priority Software Programming

Funding Source: Federal Funds

PSC Original Approved Amount: $100,000
PSC Original Approved Duration: 05/16/16 - 07/01/18 (2 years 6 weeks)

PSC Mod#1 Amount: $350,000
PSC Mod#1 Duration: no duration added

PSC Cumulative Amount Proposed: $450,000
PSC Cumulative Duration Proposed: 2 years 6 weeks

1. Description of Work
A. Scope of Work/Services to be Contracted Out:
The consultant will configure the Advanced Schedule Management (ASM) and Transit Signal Priority (TSP) software system, including updating firmware and proprietary software on transit fleet vehicles. The consultant will: configure Wi-Fi on each bus (currently 950) and at each yard; test all vehicle components per design specification; inspect all cables and test overhead sign connections and communications; install firmware updates and update ASM software to current revision; load updated San Francisco Municipal Transit Agency (SFMTA) transit schedule data and configure vehicle thresholds; and use on-site software to validate and correct all vehicle/bus identification numbers.

B. Explain why this service is necessary and the consequence of denial:
This work will complete TSP fleet deployment and allow the SFMTA to reap the full benefits of the technology provided by Global Traffic Technologies’ (GTT) proprietary Global Positioning System (GPS). If this service is denied, the SFMTA will have to individually and manually manipulate the system for each bus instead of utilizing technology to be unable to remotely access TSP functionality and capabilities.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
No.

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

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

2. Reason(s) for the Request
A. Display all that apply
☐ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Explain the qualifying circumstances:
This is a sole source vendor that owns the proprietary software system.

B. Reason for the request for modification:
Increase in cost.

3. Description of Required Skills/Expertise
A. Specify required skills and/or expertise: The consultant must possess extensive knowledge and expertise in GTT's proprietary TSP solution, including all related hardware and software required for TSP operation, and integration with transit vehicle door, overhead sign, and power systems. This is a sole source vendor whom owns the licensed software.

B. Which, if any, civil service class(es) normally perform(s) this work? 1062, IS Programmer Analyst; 1091, IT Operations Support Admin;

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 do not possess the expertise and licensing for the proprietary software system.

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. Civil service classes already exist, but are unable to provide the services required due to the proprietary nature of the software system.

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

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

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? 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 **05/17/16**, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21;

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

Name: Cynthia Hamada   Phone: 415.701.5381   Email: cynthia.hamada@sfmta.com

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

**********************************************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 39922 - 15/16
DHR Analysis/Recommendation:  
Civil Service Commission Action:  
Commission Approval Required
DHR Approved for 06/20/2016
Receipt of Union Notification(s)
PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a modification request for a Personal Services Contract (PSC) for $350,000 for services for the period May 16, 2016 – July 1, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over $100,000, there is a 60 day review period for SEIU.

After logging into the system please select link below:

http://apps.sfgov.org/dhdrupal/node/7382
Email sent to the following addresses: L21PSCReview@ifpte21.org
Additional Attachment(s)
PSC Approval Notice

Type of Service: Traffic Signal Priority Software Programming
PSC#: 39922-15/16
PSC Amount: $100,000
PSC Duration: 05/16/2016-07/01/2018

The approved document is attached.

Thank you,

Suzanne Choi
Citywide PSC Coordinator
415-557-4886

Note: For all inquiries/correspondences regarding Personal Services Contracts (PSCs) please send requests directly to DHR-PSCCoordinator@sfgov.org for record keeping and review processing. Please do not send them to my email address because it may be overlooked. Thank you.
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

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

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

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

Type of Service: Traffic Signal Priority Software Programming

Funding Source: Federal Funds
PSC Amount: $100,000
PSC Est. Start Date: 05/16/2016
PSC Est. End Date: 07/01/2018

1. Description of Work
A. Scope of Work/Services to be Contracted Out:
The consultant will configure the Advanced Schedule Management (ASM) and Transit Signal Priority (TSP) software system, including updating firmware and proprietary software on transit fleet vehicles. The consultant will: configure Wi-Fi on each bus (currently 950) and at each yard; test all vehicle components per design specification; inspect all cables and test overhead sign connections and communications; install firmware updates and update ASM software to current revision; load updated San Francisco Municipal Transit Agency (SFMTA) transit schedule data and configure vehicle thresholds; and use on-site software to validate and correct all vehicle/bus identification numbers.

B. Explain why this service is necessary and the consequence of denial:
This work will complete TSP fleet deployment and allow the SFMTA to reap the full benefits of the technology provided by Global Traffic Technologies’ (GTT) proprietary Global Positioning System (GPS). If this service is denied, the SFMTA will have to individually and manually manipulate the system for each bus instead of utilizing technology to be unable to remotely access TSP functionality and capabilities.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
This service has not been provided in the past.

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

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

2. Reasons(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 sole source vendor that owns the proprietary software system.

3. Description of Required Skills/Expertise
A. Specify required skills and/or expertise: The consultant must possess extensive knowledge and expertise in GTT’s proprietary TSP solution, including all related hardware and software required for TSP operation,
and integration with transit vehicle door, overhead sign, and power systems. This is a sole source vendor whom owns the licensed software.

B. Which, if any, civil service class(es) normally perform(s) this work? 1062, IS Programmer Analyst; 1091, IT Operations Support Admin 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?
Civil service class 1062 Programmer Analyst and 1091 IT Operations Support Administrator I would normally perform similar type of work, but do not possess the expertise and licensing for the proprietary software system.

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 do not possess the expertise and licensing for the proprietary software system.

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. Civil service classes already exist, but are unable to provide the services required due to the proprietary nature of the software system.

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

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

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

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

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

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

7. Union Notification: On 04/28/2016, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, 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: Cynthia Hamada   Phone: 415.701.5381   Email: cynthia.hamada@sfmta.com

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 39522 - 15/16
DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 05/13/2016
PERSONAL SERVICES CONTRACT SUMMARY (“PSC FORM 1”)

Department: PUBLIC HEALTH

Type of Request: □ Initial  ☑ Modification of an existing PSC (PSC # 4065-10/11)

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

Type of Service: Intermittent, as-needed professional radiologist technologists Registry

Funding Source: CHN/SFGH funds

PSC Original Approved Amount: $11,272,800
PSC Original Approved Duration: 01/01/11-06/30/16 (5 years 25 weeks)

PSC Mod#1 Amount: $2,525,107
PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: $4,370,000
PSC Mod#2 Duration: no duration added

PSC Mod#3 Amount: $9,000,000
PSC Mod#3 Duration: 07/01/16-06/30/20 (4 years 1 day)

PSC Cumulative Amount Proposed: $27,167,907
PSC Cumulative Duration Proposed: 9 years 26 weeks

1. Description of Work
   A. Scope of Work/Services to be Contracted Out:
      Contractor will provide intermittent, as needed temporary, on-call professional radiology technologists with on-call availability, 7 days per week. Registry personnel will be available on 24-hour notice to back-up civil service employees during scheduled and unscheduled staff absences.

   B. Explain why this service is necessary and the consequence of denial:
      These registry services are necessary to provide adequate levels of staffing at San Francisco General Hospital Medical Center during periods of unanticipated staff absences and staff shortages. Denial of these registry services will result in delays to patient treatment, possibly endangering the health and safety of patients, the hospitals' accreditation status, and ability to generate revenues.

   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 4065-10/11

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

   E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:
      The Department expects the need for these radiology registry services to continue, as they provide backup to existing civil service employees due to absences or peak workloads.

2. Reason(s) for the Request
   A. Display all that apply
Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:
These services are intermittent, as needed and temporary, to provide on-call professional radiology technologists 24/7 to back up civil service employees during peak workloads and absences, in order to provide appropriate patient care, maintain hospital accreditation, and generate revenues.

B. Reason for the request for modification:
The modification adds additional capacity to this approval to enable the Department to meet ongoing staffing needs and provide adequate levels of radiology professionals at San Francisco General Hospital Medical Center and Laguna Honda Hospital during periods of unanticipated staff absences and staff shortages. In addition, this approval will also provide San Francisco General Hospital Medical Center and Laguna Honda Hospital needed staffing while civil service staff are trained in using the new hospital building and equipment. There is a continuous need for these services.

3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise: As applicable to the type of registry services required, contracts must have personnel with valid, current American Register of Radiologic Technologist, California Radiologic Technologist and Mammography certifications.

   B. Which, if any, civil service class(es) normally perform(s) this work? 2467, Diagnostic Imaging Tech I; 2468, Diagnostic Imaging Tech II; 2469, Diagnostic Imaging Tech III; 2470, Diagnostic Imaging Tech 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 classifications exist, however, these services are for intermittent, temporary, on-call and as-needed services to provide back-up coverage during scheduled and unscheduled Civil Service staff absences.

   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 City currently has Civil Service classifications used to provide these services on a regular basis. (Continued on attachment).

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.
   Purpose of this PSC is to provide back-up for existing civil service employees; training will only be applicable to the extent it allows existing civil service employees to attend trainings.

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

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

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

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

7. **Union Notification:** On 03/25/16, the Department notified the following employee organizations of this PSC/RFP request:
   SEIU Local 1021; SEIU 1021 Miscellaneous: Professional & Tech Engrs.; Local 21;

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

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

Address: 101 Grove Street Room 307, San Francisco, CA 94102

*************************************************************************
FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4065-10/11
DHR Analysis/Recommendation: Civil Service Commission Action:
Commission Approval Required
DHR Approved for 06/20/2016

-131-
Receipt of Union Notification(s)
PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC HEALTH — DPH has submitted a modification request for a Personal Services Contract (PSC) for $9,000,000 for services for the period July 1, 2016 — June 30, 2020. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over $100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

http://apps.sfgov.org/dhrdrupal/node/4242

Email sent to the following addresses: L21PSCReview@ifpte21.org Larry.Bradshaw@seiu1021.org tiya.thlang@seiu1021.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 joe.brenner@seiu1021.org pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org Carey.dall@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconcillo@sfwater.org Ricardo.lopez@sfgov.org leah.berlanga@seiu1021.org Sandeep.lal@seiu1021.me
Additional Attachment(s)
DATE: May 26, 2016

TO: Suzanne Choi, Citywide PSC Coordinator, Department of Human Resources

FROM: Jacquie Hale, Director, Office of Contract Management and Compliance
       Department of Public Health Business Office

RE: PSC 4065-10/11 Intermittent, As-Needed Professional Radiologist Registry

This is to request that a modification to the above-referenced PSC be considered for approval at the June 20, 2016, meeting of the Civil Service Commission, as the Department of Public Health needs to move forward with the contract certification process so that we will have a contract in place by July 1, 2016.

This PSC was last approved by the Commission on September 21, 2015, with these conditions:

“(1) The Department of Public Health will continue ongoing engagements with SEIU, Local 1021 to monitor, analyze, and evaluate the use of registry with the goal and commitment to reduce the use of and allocation of funding for registry positions over the next year.

(2) The Department of Public Health will report back to the Civil Service Commission on progress in this regard including assessing and reducing the registry use, in six months and again in one year.”

A full report on our activities in both of these areas has been uploaded into the PSC database. This report details our need to continue the use of radiology registry staff, how these registries are used, increased hiring, training and education of Civil Service staff, and adjustments to staffing models.

We continue to address issues related to employees in classifications providing these services, and expect to continue to do so in the future.

Please let us know if you need more information. Thank you for your time and consideration.
Imaging Services Hiring Progress October 2015 through Feb 2016

Activity Follow up report

Background:

In the fall of 2015 it became clear that the use of Registry Staff support Imaging Services would not be able to sustain the service level necessary to make the transition to our new Hospital in the spring of 2016. In working with the Union and city staff it was determined that developing fully staffed and trained Technical and support staff for Imaging Services at ZSF GH would be essential for the success of how we manage and maintain this essential service for our city and the people that we care for.

Continuous Use of Registry Staff:

The Imaging Department has continued the use of registry staff as a backfill of our continued hiring and training for our new expanded department (outlined below). As we have been actively hiring we must also continue to train and prepare for the future as well as continue to provide service to our current patients. It is with keeping that in mind our registry spending has not decreased as much as we had anticipated. It is important that we keep our wait times for both in and outpatients from reverting back to where they were several years ago prior to the use of registry staff.

Challenges in reduction of Registry Staff:

- Need for advanced Education didactic and Clinical of current staff in CT and MRI to assure 24/7 coverage in these specialty modalities in the new hospital
- Need for training of new staff that we have hired so as to keep patient care at the highest level possible for our organization
- We only received 11 of the 14 new 2467 Diagnostic Imaging Technologist 1. FTE’s in this year’s budget.
- Not enough 2470 Diagnostic Imaging Technologist IV Ultrasound Technologists to provide 24/7 coverage to meet the increasing demand for this service. This service also requires a technologist that has gone through specialty training and the department, city and union are in the process of resolving the classification issues that have been identified with this classification.
Opportunities in reducing registry staff usage:

- As newly hired staff are fully trained and deployed to their permanent assignments we will see usage decline.
- As we move past the opening of the new hospital we will see the need for additional training decline so use of registry staff to backfill positions in training will also decline.
- With the evolution of 4 leadership staff (all within current positions) we will be able to attach goals and guideline to staffing models that will decrease the use of registry staffing.
- We will add additional on-call opportunities for DTI and DTII staff to assure that back filling for staff sick call will be managed within the department and not with registry staff.
- We are developing a staff model that will also accommodate vacation and other scheduled time off through a process of utilizing permanent city staff instead of registry staff.

Background Support for Registry usage:

MRI

If you were an outpatient that needed an outpatient MRI the first available time to schedule services for you was on average more than 120 days and if you needed an expedited exam we may be able to meet your needs in 7-10 days. Currently we can schedule a patient for a routine MRI exam in less than 30 days and expedited exams within 1-2 days or even sooner if necessary. This is still not meeting our goals of less than 7 days for routine exams and expedited outpatients within the day.

For our in-patients we also had issues with timely service. These delays caused many issues for our inpatients that ranged from timely treatments and procedures to extended length of stays that impact many things ranging from decreased revenue to challenges in placing patients in outside treatment facilities. In the past it could take over 50 hours from order to exam in our current practice our average time from order to exam for MRI is 12-14 hours.

CT

An out-patient needing a CT exam prior to registry use would be scheduled to wait for their exam in excess of 90 days for a routine CT exam while an in-patient needing a CT exam would wait 3-4 days or up to 50+ hours after the exam was ordered. Currently our outpatients wait 5-6 days for routine exams and can be seen same day if necessary for expedited exams while an
in-patient average wait time from order to exam is now 5-6 hours. During one of our performance improvement presentations it was stated by more than one physician that the decrease in our wait times for patient exams has allowed them to practice medicine in a manner that allows them to take advantage of all of the tools available to our patients and not have to delay care in order to get appropriate diagnostic testing.

**Ultrasound**

We have been experiencing some of the same issues with this modality as well. Long wait times for exams for both inpatients and outpatients but this modality has now proven to have some additional challenges. As the technology has grown and the number of exams done per year has now exceeded 18,000 the city has not been able to provide staff coverage for the clinicians to utilize this diagnostic tool on a 24/7 basis. It is this modality that I see the largest and most expensive increase in registry use until we get appropriate staff model developed, hired, trained and in active practice

**Imaging Services Staff Appointments: October 2015-February 2016**

10 Diagnostic Imaging Assistants (2424) 65 Eligible - 49 interviewed

11 Diagnostic Imaging Technologists I (2467) 65 Eligible - 22 interviewed

3 Diagnostic Imaging Technologist II (2468) 22 Eligible - 12 interviewed

1 Diagnostic Imaging Technologist IV (2470) Ultrasound Technologist 8 Eligible - 6 interviewed

These hires have taken place through a variety of activities in the following manner:

4 2424 promoted from provisional to permanent

4 2424 promoted from Category 18 to permanent

3 2467 promoted from Category 18 to permanent

1 FTE 2468 promoted from Category 17 to permanent

We are still engaged and actively training the following category 18 positions:

2 2424

3 2467

1 2468
Technology and Capacity Update:

As we move into the new tower know as building 25 on the ZSFGH campus Imaging Services will be expanding capacity by adding additional service locations while keeping the bulk of our current operations intact. We will be expanding specific modalities in the following manner:

Computerized Tomography (CT) will have an additional 4 scanners to a total of 7

Magnetic Resonance Imaging (MRI) will add new scanners and remove one for a total of 3, one of which will be in the operating room environment.

Interventional Radiology (IR) will move from 2 rooms to a total of 5, 4 of which will be in the operating room environment

Ultrasound (US) will add three additional units for a total of 11

General Radiology (x-Ray) will be adding 5 units to its existing 7 for a total of 12. We will also be moving from 3 Digital Radiology (DR) portable units to 10.

Mammography Although not moving into building 25 this essential service has also expanded into the new technology of Tomosynthesis and has updated its Ultrasound capabilities as well.

Positron Emission Technology (PET/CT). We have also added the technology to support PET scanning an essential tool for Oncology, Neurology and Cardiology Services that can and will be utilized in the future.

Improved Testing and Hiring practices:

With the addition of new technology and the expansion of capacity built into the new facility the need for increased permanent city staff to manage and provide operations is essential. It is through these negotiations we determined that new eligibility and testing parameters be put in place to assure that any future staffing roles coupled with any increase in staff associates would be utilized at the highest level of expertise and efficiencies.

It was determined that we would approach this process in a systematic and deliberate approach.

Initially we would determine if we would need any additional testing to assure the highest quality applicant pool for all of our position classifications. This was done with the guidance and support of the DHR. In doing so we created new tests for all of the positions in Imaging Services except for Nursing Support.
We also determined that recruitment would be moved from exhaustion of the list to continuous as this will help us attract new candidates at all times.

With new testing and recruitment tools DPH HR and Imaging services embarked on a journey to recruit, retain and hire staff to our department.

**Training and Education:**

As with any new hire staff coupled with the new technology expansion we will experience with the move and expansion of our department these staff members as well as our current staff are all now engaged in various stages of training for their new roles within the Department.

The following activities have or are currently taking place:

2424 Diagnostic Imaging Assistant: Training has been taking place and all staff is currently being trained and are being assigned through various work activities to determine best fit for the department so as to be the most effective they can be in the care of our patients.

Training hours for new staff is on the average of 1200 hours per associate. When completed there will have been approximately 12,000 hours of training provided. As we prepare to expand permanent staff will also be in the need for additional training and this will translate into an additional 24 to 32 hours per individual depending on work assignment. This additional training will add an additional 900 hours of training.

2467 Diagnostic Imaging Technologist I & 2468 Diagnostic Imaging Technologist II: Training for these categories is ongoing and consists on the average 1800 hours per new associate. When completed there will have been approximately 19,800 hours of training provided keep in mind that this training is for new hires only. As we prepare to expand permanent staff will also need training for the new facility and those hours will be approximately 40 to 48 hours per current staff depending on work assignments. If the Technologist works in more than one modality this training regimen is expected to double. These training hours will be an additional 1500 hours of staff training time that will be scheduled prior to opening of new facility.

2470 Diagnostic Imaging Technologist IV: This category of Technologist is unique in the fact that these technologists provide services without the use of radiation. This technology is now a primary diagnostic tool and usage has risen to well over 18,000 exams per year at our facility. As this specialty continues to evolve our organization will need to adjust how we manage this specialty staff through a re-organization of staff requirements and competencies. As this technology continues to expand into a primary diagnostic tool we will also need to develop and propose robust staffing models that will allow for 24/7 full service coverage within our care model.
Future Scope of Registry Usage:

With the continued use of registry dollars we will be able to develop a robust staff model and work through the city budgeting and staff requirements while continuing to provide full the full scope of care for our patients. It is our desire to develop a long term permanent city staff solution over the next two years.

In the current configuration of our department we do not anticipate the complete dissolution of registry usage but it is our vision that we work with the city in providing the appropriate amount of budgeted FTE's to accommodate a growing the city provi
Attachment to 4065-10/11

5 B. Would it be practical to adopt a new civil service class to perform this work? (Continued)

These registry services are needed to meet intermittent staffing needs during periods of unusually high patient activity or low staffing of Civil Service employees due to unanticipated sick leaves and/or temporarily unfilled position vacancies.
City and County of San Francisco

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH
Dept. Code: DPH

Type of Request: ☐ initial ☑ Modification of an existing PSC (PSC # 4065-10/11)
Type of Approval: ☐ Expedited ☑ Regular (☐ Omit Posting)
Type of Service: Intermittent, as-needed professional radiologist technologists Registry

Funding Source: CHN/SFGH funds
PSC Original Approved Amount: $11,272,800
PSC Mod#1 Amount: $2,525,107
PSC Mod#2 Amount: $4,370,000
PSC Cumulative Amount Proposed: $18,167,907
PSC Original Approved Duration: 01/01/11 - 06/30/16 (5 years 25 w
PSC Mod#1 Duration: no duration added
PSC Mod#2 Duration: no duration added
PSC Cumulative Duration Proposed: 5 years 25 weeks

1. Description of Work
   A. Scope of Work:
   Contractor will provide intermittent, as needed temporary, on-call professional radiology technologists with on-call availability, 7 days per week. Registry personnel will be available on 24-hour notice to back-up civil service employees during scheduled and unscheduled staff absences.

   B. Explain why this service is necessary and the consequence of denial:
   These registry services are necessary to provide adequate levels of staffing at San Francisco General Hospital Medical Center during periods of unanticipated staff absences and staff shortages. Denial of these registry services will result in delays to patient treatment, possibly endangering the health and safety of patients, the hospitals' accreditation status, and ability to generate revenues.

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

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

2. Union Notification: On 06/26/15, the Department notified the following employee organizations of this PSC/RFP request:
   SEIU Local 1021; SEIU 1021 Miscellaneous; Professional & Tech Engrs, Local 21;

*******************************************************************************
FOR DEPARTMENT OF HUMAN RESOURCES USE
*******************************************************************************

PSC# 4065-10/11
DHR Analysis/Recommendation: 09/21/2015
Commission Approval Required: Approved by Civil Service Commission with cond
DHR Approved for 09/21/2015

July 2013

-143-
3. Description of Required Skills/Expertise
   A. Specify required skills and/or expertise:
      As applicable to the type of registry services required, contracts must have personnel with valid, current American Register of Radiologic Technologist, California Radiologic Technologist and Mammography certifications.

   B. Which, if any, civil service class(es) normally perform(s) this work? 
      2467, 2468, 2469, 2470,

   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 classifications exist, however, these services are for intermittent, temporary, on-call and as-needed services to provide back-up coverage during scheduled and unscheduled Civil Service staff absences.

   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
      No, because the City currently has Civil Service classifications used to provide these services on a regular basis. (Continued on attachment).

5. Additional Information (If “yes”, attach explanation)
   A. Will the contractor directly supervise City and County employee? 
      ☑     ☐

   B. Will the contractor train City and County employee? 
      ☑     ☐

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

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

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

   F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? The Registry Network and Medical Contracting Services
      ☑     ☐

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 06/26/15 BY:

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

Address: 101 Grove Street, Room 307 San Francisco, CA 94102

July 2013

-144-
PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DEPARTMENT OF BUILDING INSPECTION
Dept. Code: DBI

Type of Request:
- Initial
- Modification of an existing PSC (PSC # 4079 11/12)

Type of Approval:
- Expedited
- Regular
- Annual
- Continuing
- [Omit Posting]

Type of Service: Scanning and Digitizing Building Plans/Drawings

Funding Source: Dept of Bldg Insp. Fee Revenues

PSC Original Approved Amount: $1,750,000
PSC Original Approved Duration: 10/01/12 - 06/30/17 (4 years 39 weeks)

PSC Mod#1 Amount: $700,000
PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: $1,600,000
PSC Mod#2 Duration: 07/01/17-06/30/19 (2 years)

PSC Cumulative Amount Proposed: $4,050,000
PSC Cumulative Duration Proposed: 6 years 39 weeks

1. Description of Work
   A. Scope of Work/Services to be Contracted Out:
      To provide preparation indexing, scanning and electronic imaging services required to convert all paper-based building plans/drawings into digital images for electronic retrieval through PaperVision document management system. Drawings vary in sizes from 11x17 inches, 16x24 inches, 24x36 inches, 36x42 inches, and 36x48 inches.

   B. Explain why this service is necessary and the consequence of denial:
      California Health and Safety Code Section 19850-19853 (attached) requires departments of every city and county to maintain an official copy of the plans of every building, during the life of the building, for which the department issued a building permit and provide them when requested. Ongoing conversion of paper plans to digital allows the department to access records rapidly, efficiently and effectively thereby improving customer service and better use of existing staff. Without this continued service, the Department must return to storage of paper drawings, manual retrieval, and result in an inevitable backlog of issued plans/drawings; or purchase expensive equipment and hire additional staff to try to scan and index the oversized documents in-house.

   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, thru PSC 4079-11/12 approval

   D. Will the contract(s) be renewed?
      Yes, this 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:
      California Health and Safety Code Section 19850-19853 requires departments of every city and county to maintain an official copy of the plans of every building, during the life of the building,
for which the department issued a building permit and provide them when requested. Ongoing conversion of paper plans to digital allows the department to access records rapidly, efficiently and effectively thereby improving customer service and better use of existing staff. Without this continued service, the Department must return to storage of paper drawings, manual retrieval, and result in an inevitable backlog of issued plans/drawings; or purchase expensive equipment and hire additional staff to try to scan and index the oversized documents in-house. This is an ongoing project. For example, during FY 2015-2016 the Department of Building Inspection has issued an average of 2,350 building permits a month which require the imaging and scanning services in order to make the documents readily available to staff and customers.

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

   A. Display all that apply

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

   Explain the qualifying circumstances:
   Large document scanning would require a big space for large scanning machines and two staff members per large document to hold plans while scanning to ensure that they are scanned straight. It would also require a lot of on-site storage for plans. The vendor currently stores 150 boxes of plans during the scanning and wait period, before the plans are destroyed. Prior to the Department outsourcing this service in February 2008, DBI discussed the matter with staff of the Department of Technology (DT). They have advised us that although they have contracts with Xerox, BMI and Ricoh, their contracts do not meet DBI requirements since they only do scanning of small size documents. Further, DT has indicated that it would not be feasible for the Department or the City to do the proposed work in-house due to heavy investments in the scanning and imaging technologies (i.e., software, hardware and maintenance) which continue to advance at a rapid pace and it is difficult for the Department and/or the City to stay current. In addition, the Department does not currently have the technical support, scanning equipment, network or physical storage space to perform the tasks.

   B. Reason for the request for modification:
   Modification is to request $1.6 million in additional funds and a 2-year time extension to carry out the scanning of daily plans, received from customers through the building permit application process, that are to be kept by the department throughout the lifetime of the building pursuant to the California Health and Safety Codes 19850-19853. The scanning and indexing tasks are needed on a continuous basis so that the department will not have to store huge rolls of plans of various sizes (11” x 17”, 16” x 24”, 24” x 36”, 36”x 42”, and 36” x 48”), which, generally, cannot be reproduced/copied in-house upon customers’ request. Ongoing conversion of paper plans to digital allows the department to access records, stored in the department’s server, rapidly, efficiently and effectively thereby improving customer service and better use of existing staff.

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

   A. Specify required skills and/or expertise: Contractor must have three (3) or more continuous years in business performing document scanning. The number and magnitude of prior completed projects, and experience should meet the quality, standards and specifications set forth by the City and County of San Francisco.
B. Which, if any, civil service class(es) normally perform(s) this work? 1750, Microphoto/Imaging Technician; 1752, Sr. Microphoto/Imaging Tech.;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The contractor provides storage of plans while they are waiting to be scanned. Upon completion of scanning and QC process the plans are retained for ninety days. The work is performed at the contractor’s site using their own specialized scanning equipment for large size document format.

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.
Large document scanning would require a big space for large scanning machines and two staff members per large document to hold plans while scanning to ensure that they are scanned straight. It would also require a lot of on-site storage for plans. The vendor currently stores 150 boxes of plans during the scanning and wait period, before the plans are destroyed. Prior to the Department outsourcing this service in February 2008, DBI discussed the matter with staff of the Department of Technology (DT). They have advised us that although they have contracts with Xerox, BMI and Ricoh, their contracts do not meet DBI requirements since they only do scanning of small size documents. Further, DT has indicated that it would not be feasible for the Department or the City to do the proposed work in-house due to heavy investments in the scanning and imaging technologies (i.e., software, hardware and maintenance) which continue to advance at a rapid pace and it is difficult for the Department and/or the City to stay current. In addition, the Department does not currently have the technical support, scanning equipment, network or physical storage space to perform the tasks. The Department plans to request at least two (2) 1408 positions to help with the quality control review, after the records have been converted, in the next budget cycle.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: As stated above, 1750 and 1752 classifications can do the work; however, in addition for DBI to identify funding for the positions, it would also need funding for specialized equipment, technical training, technical service contracts, software licenses, space for the equipment and other costs associated with performing this task in-house.

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.
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.  
   Current agreement has not ended.

7. **Union Notification:** On 03/17/16, the Department notified the following employee organizations of 
   this PSC/RFP request:  
   SEIU 1021 Miscellaneous;

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

Name: Taras Madison   Phone: 415-558-6239   Email: taras.madison@sfgov.org

Address: 1660 Mission Street, San Francisco, CA 94103

**************************************************************************

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4079 11/12  
DHR Analysis/Recommendation:  
Commission Approval Required  
DHR Approved for 06/20/2016

Civil Service Commission Action:
Receipt of Union Notification(s)
PSC RECEIPT of Modification notification sent to Unions and DHR

The DEPARTMENT OF BUILDING INSPECTION – DBI has submitted a modification request for a Personal Services Contract (PSC) for $1,600,000 for services for the period October 1, 2011 – June 30, 2019. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over $100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

http://apps.sfgov.org/dhddrupal/node/4903

Email sent to the following addresses: Larry.Bradshaw@seiu1021.org tiya.thlang@seiu1021.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 joe.brenner@seiu1021.org pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org Carey.dall@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconcillo@sfwater.org Ricardo.lopez@sfgov.org
Additional Attachment(s)
City and County of San Francisco

Department of Human Resources

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DEPARTMENT OF BUILDING INSPECTION

Dept. Code: DBI

Type of Request: □ Initial ✔ Modification of an existing PSC (PSC # 4079 11/12)

Type of Approval: □ Expedited □ Regular (☐ Omit Posting)

Type of Service: Scanning and Digitizing Building Plans/Drawings

Funding Source: Dept of Bldg Insp. Fee Revenues

PSC Original Approved Amount: $1,750,000

PSC Mod#1 Amount: $700,000

PSC Mod#2 Amount:

PSC Cumulative Amount Proposed: $2,450,000

PSC Original Approved Duration: 10/01/12 - 06/30/17 (4 years 39 w

PSC Mod#1 Duration: no duration added

PSC Mod#2 Duration: 

PSC Cumulative Duration Proposed: 4 years 39 weeks

1. Description of Work

A. Scope of Work:

To provide preparation indexing, scanning and electronic imaging services required to convert all paper-based building plans/drawings into digital images for electronic retrieval through PaperVision document management system. Drawings vary in sizes from 11

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

California Health and Safety Code Section 19850-19863 (attached) requires departments of every city and county to maintain an official copy of the plans of every building, during the life of the building, for which the department issued a building permit and provide them when requested. Ongoing conversion of paper plans to digital allows the department to access records rapidly, efficiently and effectively thereby improving customer service and better use of existing staff. Without this continued service, the Department must return to storage of paper drawings, manual retrieval, and result in an inevitable backlog of issued plans/drawings; or purchase expensive equipment and hire additional staff to try to scan and index the oversized documents in-house.

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, thru PSC 4079-11/12 approval

D. Will the contract(s) be renewed? Yes, this is an ongoing need.

2. Union Notification: On 05/27/15, the Department notified the following employee organizations of this PSC/RFP request:

SEIU 1021 Miscellaneous;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC#: 4079 11/12

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 07/28/2015

July 2013
3. **Description of Required Skills/Expertise**
   
   A. Specify required skills and/or expertise:
      
      Contractor must have three (3) or more continuous years in business performing document scanning. The number and magnitude of prior completed projects, and experience should meet the quality, standards and specifications set forth by the City and County of San Francisco.

   B. Which, if any, civil service class(es) normally perform(s) this work?  
      1750,1752,

   C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
      
      The contractor provides storage of plans while they are waiting to be scanned. Upon completion of scanning and QC process the plans are retained for ninety days. The work is performed at the contractor's site using their own specialized scanning equipment for large size document format.

4. **Why Classified Civil Service Cannot Perform**
   
   A. Explain why civil service classes are not applicable:
      
      Large document scanning would require a big space for large scanning machines and two staff members per large document to hold plans while scanning to ensure that they are scanned straight. It would also require a lot of on-site storage for plans. The vendor currently stores 150 boxes of plans during the scanning and wait period, before the plans are destroyed. Prior to the Department outsourcing this service in February 2008, DBI discussed the matter with staff of the Department of Technology (DT). They have advised us that although they have
   
   B. Would it be practical to adopt a new civil service class to perform this work? Explain.
   
   As stated above, 1750 and 1752 classifications can do the work; however, in addition for DBI to identify funding for the positions, it would also need funding for specialized equipment, technical training, technical service contracts, software licenses, space for the equipment and other costs associated with performing this task

5. **Additional Information (if “yes”, attach explanation)**
   
   A. Will the contractor directly supervise City and County employee?  
      
      ☐ ☑

   B. Will the contractor train City and County employee?  
      N/A

   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? Current agreement has not ended.  
      ☑ ☐

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

ON 05/27/15  BY:

Name: Taras Madison  Phone: 415-558-6239  Email: taras.madison@sfgov.org

Address: 1660 Mission Street  San Francisco, CA 94103

July 2013
February 10, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER 4077-11/12 THROUGH 4092-11/12; 4098-09/10 AND 4098-07/08.

At its meeting of February 6, 2012 the Civil Service Commission had for its consideration the above matter.

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

The Commission adopted the following:

1. Adopted the report; Approved the request for PSC #4085-11/12 as amended which is to be submitted to the Executive Officer and the Human Resources Director. Notified the Office of the Controller and the Office of Contract Administration.

2. Adopted the report; Approved the request for PSC #4087-11/12 as amended; change duration to five (5) years and silent on the matter of options. Notified the Office of the Controller and the Office of Contract Administration.

3. Adopted the report; Approved the request for PSC #4088-11/12 as amended for a duration of five (5) years. Notified the Office of the Controller and the Office of Contract Administration.

4. Adopted the report; Approved the request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

ANITA SANCHEZ
Executive Officer

Attachment
## POSTING FOR

**2/6/2012**

**PROPOSED PERSONAL SERVICES CONTRACTS**

**Regular, Continuing, Annual**

<table>
<thead>
<tr>
<th>PSC No</th>
<th>Dept No.</th>
<th>Dept Name</th>
<th>Approval Type</th>
<th>Contract Amount</th>
<th>Description of Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>4077-11/12</td>
<td>13</td>
<td>Adult Probation</td>
<td>Regular</td>
<td>$6,142,977</td>
<td>This proposed contract is to create and operate a one-stop Community Assessment and Services Center (CASC) to provide services to high-risk high need individuals who are under the supervision of the Adult Probation Department. A variety of individualized and group services will be provided from dawn until dusk. These services will be both by appointment and on a drop-in basis to include but not be limited to case management for individuals who have a serious mental illness, substance abuse assessment/referrals, remedial and basic education and connection to opportunities for higher education, vocational assessment and employment training, assessment for government benefits, cognitive behavioral groups, parenting and family strengthening support/advice and housing referrals and assistance.</td>
</tr>
<tr>
<td>4078-11/12</td>
<td>27</td>
<td>Airport Commission</td>
<td>Regular</td>
<td>$1,450,000</td>
<td>Construction Management (CM) team with design-build and specialty design experience at airports to manage the design and construction and assist in the selection of a Design-Build Consultant for the West Field Cargo Development Project. The CM team will manage the design and construction of a new cargo building to replace an existing outdated cargo facility in the airport cargo area known as the West Field.</td>
</tr>
<tr>
<td>4079-11/12</td>
<td>19</td>
<td>Building Inspection</td>
<td>Regular</td>
<td>$1,750,000</td>
<td>To provide preparation, indexing, scanning and electronic imaging services required to convert all paper-based building plans/drawings into digital images for electronic retrieval through PaperVision document management system. Drawings vary in sizes from 11&quot;X17&quot;, 16&quot;X20&quot;, 24&quot;X36&quot;, 30&quot;X42&quot;, and 36&quot;X48&quot;.</td>
</tr>
<tr>
<td>4080-11/12</td>
<td>19</td>
<td>Building Inspection</td>
<td>Regular</td>
<td>$5,000,000</td>
<td>To convert all 16mm and 35mm rolls of microfilm, and 25 boxes of old paper records dating back to 1936, containing building records into digital images for electronic retrieval through PaperVision document management system. The Department currently has 1,255 rolls of 16mm microfilm containing job cards, certificates of final completion, permits and miscellaneous documents, many of which date back mid 1930s. It is estimated that there are 2,550 frames per roll for a total of 3,000,000 frames with each roll likely to have 800 records to index for a total of 2,400,000 records. Further the Department has 3,400 rolls of 35mm microfilm with plans dating back to 1940s. Each roll has approximately 300 frames per roll for a total of 1,050,000 frames and each roll will have approximately 90 records to index for a total of 975,000 records. indexing, including researching missing information and quality control, of the converted records will be done by in-house staff.</td>
</tr>
<tr>
<td>4081-11/12</td>
<td>09</td>
<td>Controller</td>
<td>Regular</td>
<td>$2,000,000</td>
<td>Provide underwrite, investment banking, and credit enhancement services to the City in connection with the issuance, marketing and distribution of its fixed-rate debt obligations, variable-rate debt obligations, and commercial paper.</td>
</tr>
<tr>
<td>4082-11/12</td>
<td>77</td>
<td>Emergency Management</td>
<td>Regular</td>
<td>$200,000</td>
<td>The contractor will provide the Bay Area UASF Approval Authority with legal counsel and advice on various matters pertaining to open meetings, grants administration, or other issues that may arise.</td>
</tr>
</tbody>
</table>

CCSF: DHR, PSCSP Posting  
Posting Date: January 20, 2012