



**San Francisco  
Department of Public Health**

**DHRPSC0006144 : Epic Wave 4**

**Department Project Manager:** Todd Riley, Director, Applications, Application Delivery Services, Integration

**DPH Division – Section:** Central Admin – Information Technology

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**Civil Service Commission**

**April 06, 2026**

## PSC REQUEST OVERVIEW: EPIC WAVE 4

- **Scope of Services:** Temporary, project-based, and intermittent services. These services provide as-needed skillsets with technical expertise covering system implementations, enhancements, integrations, and upgrades across DPH-IT systems.
- **Need of Services:** The need is for flexible, highly specialized resources that can scale up or down based on project demands and workload functions.
  - Example: DPH is installing a new system we have never worked with before. 6-month project.
    - 2 PCS FTE will work on the project. These are the 2 PCS FTE who will support the system long-term.
    - 1 contractor added for 6 months. Experienced with the new system. Knowledge transfer to PCS staff.
- **Service Delivery Locations:** Various
- **Service Delivery Timeline:** As-needed
- **Clients to be Served:** Various

## WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background and Service History:** 3 prior PSCs.
  - 1) Epic Wave 1
  - 2) Epic Wave 2
  - 3) Epic Wave 3
- **Why Contracting is the Right Tool for This Need:** Demand for these services varies on project timelines and workload fluctuations. Resources are required intermittently to address peak demand, specialized tasks, and time sensitive deliverables, but NOT on a continuous basis.
- **How This Supports DPH Programs:** These as-needed services allow DPH to respond quickly to urgent requests and initiatives supporting priorities across the City's agenda. These contracts also represent low-risk as there is no guarantee of spend. If no work is performed, no funds are expended; no annual budget is allocated to these contracts. For example, these contracts are often used to expend grant funds to support a specific grant objective.
- **PSC Amount:** \$20,000,000
- **PSC Duration:** 10 years. We believe this to be a more realistic duration than our previous requests and aligns with our operational needs.



**THANK YOU**

