



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of
Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: _____ - _____ -
2. For Civil Service Commission Meeting of: April 6, 2026
3. Check One: **Consent Agenda**
4. Subject: Report Back - Personal Services Contract # DHRPSC0002603 (Legacy PSC 49091-22/23) Security System Maintenance
5. Recommendation: Adopt the report.
6. Report prepared by: Reanna Albert, PSC Coordinator, Department of Public Health
Telephone number: reanna.albert@SFDPH.org
7. Notifications: L21pscreview@ifpte21.org
cpark@local39.org
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

Date:
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to: **Executive Officer, Civil Service Commission, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

CSC RECEIPT STAMP



San Francisco Department of Public Health

Daniel Tsai
Director of Health

City and County of San Francisco
Daniel Lurie
Mayor

DATE: March 13, 2026

TO: Sandra Eng, Executive Officer, Civil Service Commission

FROM: Reanna Albert, PSC Coordinator, Department of Public Health

RE: Report Back for DHRPSC0002603 (Legacy PSC 49091-22/23) Security System Maintenance

At the Civil Service Commission meeting on April 3, 2023, the Civil Service Commission conditionally approved DHRPSC0002603 (Legacy PSC 49091-22/23) Security System Maintenance, subject to report back in 3 years. Attached is our status report for the contract.

We hope that this addresses the Commission's request. Please let us know if there are further questions. I can be reached at reanna.albert@sfdph.org.

Attachments:
Status Report
DHRPSC0002603
Notice of Action

cc: Chauncey Jackson, ZSFG Deputy COO
Basil Price, DPH Director of Security
AJ Hansra, ZSFG Director of Facility Services
My Lan Do Nguyen, Manager of Contractual Pre-Award, Compliance and Training Services
Letania Ferreria, Pre-Award Unit Analyst | Junior PSC Coordinator



City and County of San Francisco
Daniel Lurie
Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: March 13, 2026

TO: Sandra Eng, Executive Officer, Civil Service Commission

FROM: Reanna Albert, PSC Coordinator, Department of Public Health

RE: 3-Year Report Back for DHRPSC0002603 (Legacy PSC 49091-22/23) Security System Maintenance

At the Civil Service Commission meeting on April 3, 2023, the Civil Service Commission conditionally approved DHRPSC0002603 (Legacy PSC 49091-22/23) Security System Maintenance, provided that the Department of Public Health (DPH) report back in 3 years. Please see the following items:

1) The contracts executed under the PSC since the last report, including duration.

There was one contract executed under this PSC with Comtel Systems Technology, Inc. (Contract ID #1000028730) for maintenance services for the Lenel OnGuard Prism Security System, for the term of September 1, 2023 to August 31, 2028.

2) The types of services rendered under the approved PSC since the last report:

Services have included regular maintenance and emergency repairs for electronic security systems. The contractor provides maintenance and support for Lenel OnGuard and Prism systems, including future upgrades for OnGuard and the Video Platform. This keeps the systems reliable and fully functional at DPH sites. As part of ongoing upkeep, maintenance includes checking the entire system, updating documentation, planning for growth, identifying any problems, and reviewing gaps or needs.

3) The amounts expended under the contracts executed under the PSC:

\$1,066,580.51 has been expended since contract execution.

4) Are there any new classifications created that could perform the work or whether any such efforts are underway?

No new classifications have been created that could perform the work described in this PSC. Services are required on an as-needed, 24-hour basis for scheduled maintenance and unscheduled, intermittent repair. The maintenance and repair of the existing security system require specialized skills working with proprietary products and expertise using original equipment manufacturer (OEM) parts that must be acquired from the manufacturer or a qualified vendor.

5) The identities of any potentially affected unions:

IFPTE Local 21 and Local 39

6) The progress made (e.g., the extent of the scope of work accomplished) under the contract:

The Department of Public Health’s (DPH) inaugural security system maintenance contract significantly improved the Department’s electronic security systems, which resulted in improved patient and staff safety. Most significant are DPH Lenel/Milestone network upgrades to Lenel 8.2, conversion to Milestone Video Management System (VMS) and 17 new Seneca network video recorders (NVRs).

System components are identified and tested on a periodic and regular basis (table below). Lenel alarm panel inputs (e.g., callboxes, duress buttons, intrusion systems, card readers*, and video cameras* (alarm panel, readers, intrusion attachments) are tested periodically by the vendor (Comtel). Executive leadership and facilities divisions (e.g., San Francisco General Hospital, Clinics) receive improved metrics, repair work orders, and invoicing.

The contract ensures faster repairs for critical devices. Dozens of devices have been updated and programmed to current standards, leading to decreased response times (e.g., duress and intrusion), improved situational awareness (e.g., cameras) and greater controlled access (e.g., card readers and video intercom).

| Equipment Category | Equipment | Quantity | Inspections per year | Location |
|---------------------|--|----------|----------------------|--------------------|
| Intrusion | Intrusion Controller & Keypad | 10 | 1 | Campus and Clinics |
| Access Control | Access Controllers (9-16 Doors) | 64 | 0 | Campus and Clinics |
| Access Control | Access Control Modules (RRE-1, RRE- 4, 1/0 boards) | 315 | 0 | Campus and Clinics |
| Client Workstations | Lenel and Milestone Software | 11 | 0 | Campus and Clinics |
| Power | Power Supplies – Enclosure Type | 94 | 2 | Campus and Clinics |
| Power | Power Supply Batteries - Enclosure Type (Rechargeable) | 500 | 2 | Campus and Clinics |
| CCTV | NVR - Large (24 to 47 Channels) | 27 | 4 | Campus and Clinics |

| | | | | |
|--------------------------|--|--------|---|--------------------|
| Access Control | Photo ID Badge Printer | 3 | 1 | Campus and Clinics |
| Alarm | Panic/Remote Release Buttons/ Panel Inputs | 1241 | 4 | Campus and Clinics |
| Alarm | Door Contacts | 1113*+ | 2 | Campus and Clinics |
| Alarm | Exit Button/PIR | 46+ | 2 | Campus and Clinics |
| Alarm | Motion Sensors | 48+ | 2 | Campus and Clinics |
| Alarm | Intrusion Detection Areas | 23 | 2 | Campus and Clinics |
| Alarm | Intrusion Detection Devices | 276+ | 2 | Campus and Clinics |
| Access Control | Proximity Readers | 753 | 0 | Campus and Clinics |
| Alarm and access control | Pop up maps | 46 | 4 | hospital campuses |
| CCTV | Cameras | 522 | 2 | Campus and Clinics |
| Emergency Phone System | Emergency Phones – Analog | 36 | 2 | Campus and Clinics |
| Intercom | Intercoms | 33 | 1 | Campus and Clinics |
| Alarm | Local Door Management Alarms | 122* | 2 | Campus and Clinics |
| CCTV | Color Monitors | 18 | 0 | Campus and Clinics |
| Network | Network Video Encoders/Decoders - Large (9 to 24 Ports) | 10 | 2 | Campus and Clinics |
| Alarm | Motion Detectors | 33 | 4 | Campus and Clinics |
| Network | Client Workstation | 14 | 4 | Campus and Clinics |

Sandra Eng, Executive Officer, Civil Service Commission
March 13, 2026
Page 2 of 2

*misc. extra door contacts
**does not include non-networked
+rows 10-12 are additive for row 14

We hope that this addresses the Commission's request. Please let us know if there are further questions.
I can be reached at reanna.albert@sfdph.org.

Attachments:
DHRPSC0002603 (Legacy PSC 49091-22/23)
Notice of Civil Service Commission Action

cc:
My Lan Do Nguyen, Manager of Contractual Pre-Award, Compliance and Training Services
Chauncey Jackson, ZSFG Deputy COO
Basil Price, DPH Director of Security
AJ Hansra, ZSFG Director of Facility Services
Letania Ferreria, Pre-Award Unit Analyst | Junior PSC Coordinator

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

Department Coordinator: Reanna Albert,
reanna.albert@sfdph.org

Project Manager: AJ Singh

ServiceNow Number: DHRPSC0002603

Version: 1.01

Version Type: Amendment

Legacy PSC #: 49091-22/23

Brief description of proposed work: Security System Maintenance

Reason for the Request for Amendment: To increase the amount to align with the anticipated contract term.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

Previously Approved Amount: \$800,000

Increase Amount: \$1,183,555

Why are you requesting the PSC amount to be increased?: To increase the amount to align with the anticipated contract term.

Total Amended Amount: \$1,983,555

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 72

Duration Increase (months): 0

Total Amended Duration (months): 72

First Contract Start Date: 9/1/2023

PSC Duration End Date: 8/31/2029

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Post Union Notification

05/14/2025

Clearly describe scope and detail the services to be performed: Original coordinator's email: kelly.hiramoto@sfdph.org.

Contractor qualified will provide the San Francisco Department of Public Health (DPH) with 24 hour technical support, proprietary software support and upgrades and onsite support for the existing security system to ensure that the System, as defined below, remains continuously operating in good condition for which it was designed, improved, constructed, altered, or repaired, at various sites within DPH.

Maintenance Definition: Routine, recurring, and usual work for the preservation, protection and keeping of any publicly owned facility for its intended purposes in a safe and continually usable condition for which it was designed, improved, constructed, altered or repaired.

As part of "usual work for preservation" of the System, Maintenance shall include comprehensive Systems assessments, including System documentation, System growth needs, System deficiencies if any, and System, gap analysis at periodic times requested by City and agreed to by Contractor.

In General, the System includes:

1. Headend servers located at Zuckerberg San Francisco General Hospital (ZSFGH);
2. Security Operations Center at ZSFGH, which monitors and responds to device and closed circuit television (CCTV) alarms; and
3. A badging station at ZSFG.

The complete System is comprised of an access/alarm system and a video management system which integrate with each other.

The system is currently comprised of eight active sites with a roadmap to add additional sites over the duration of this contract with at least six additional sites currently identified.

Maintenance services will be provided for the eight current sites. Additional sites will be quoted by the vendor as they come online. The Contractor will maintain those sites as required at an additional cost to the City.

Why are these services required and what are the consequences of denial?: The DPH maintenance services is for its Lenel OnGuard/Prism security system. The services are as-needed, 24 hour availability, and requires specialized skills working with proprietary products and expertise using original equipment manufacturer (OEM) parts that must be acquired from the manufacturer or a qualified vendor.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: Yes

Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?:

Services are required on an as-needed, 24 hour, basis for scheduled maintenance and unscheduled, intermittent repair. The maintenance and repair of the existing security system requires specialized skills working with proprietary products and expertise using original equipment manufacturer (OEM) parts that must be acquired from the manufacturer or a qualified vendor.

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services:

Maintenance and upkeep of the security system requires 24 hour technical support and specialized skills working with proprietary products and original equipment manufacturer (OEM) parts that must be acquired from the manufacturer or a qualified vendor. Maintenance shall include comprehensive Systems assessments, including System documentation, System growth needs, System deficiencies if any, and System gap analysis at periodic times requested by City and agreed to by Contractor. In General, the System includes: 1. Head end servers located at ZSFG 2. Security Operations Center at ZSFG, which monitors and responds to device and cctv alarms; and 3. A badging station at ZSFG. The complete System is comprised of an access/alarm system and a video management system which integrate with each other. The system is currently comprised of eight active sites with a roadmap to add additional sites over the duration of this contract with at least six additional sites currently identified.

Q5c) Does City have classifications with the required specialized skills or expertise?: Yes

Q5c1) Identify the classifications: 1823 - Senior Administrative Analyst, 1042 - IS Engineer-Journey, 7262 - Maintenance Planner, 1041 - IS Engineer-Assistant, 1044 - IS Engineer-Principal, 1054 - IS Business Analyst-Principal, 1824 - Pr Administrative Analyst, 1043 - IS Engineer-Senior

Q5c2) Does the Department have employees in these classifications?: Yes

Q5c3) Why are they not able to perform the services?: The services are as-needed, 24 hour availability, and require specialized skills working with proprietary products and expertise using original equipment manufacturer (OEM) parts that must be acquired from the manufacturer or a qualified vendor.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: There is no formal training component in the project.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: The City currently has civil service classifications that are used to do this type of work.

Additional information to support your request (Optional): Per Original PSC#49091-22/23 Approval, Maintenance and upkeep of the security system requires 24 hour technical support and specialized skills working with proprietary products and original equipment manufacturer (OEM) parts that must be acquired from the manufacturer or a qualified vendor. Maintenance shall include comprehensive Systems assessments, including System documentation, System growth needs, System deficiencies if any, and System, gap analysis at periodic times requested by City and agreed to by Contractor.

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 1823 - Senior Administrative Analyst, 1042 - IS Engineer-Journey, 7262 - Maintenance Planner, 1041 - IS Engineer-Assistant, 1044 - IS Engineer-Principal, 1054 - IS Business Analyst-Principal, 1824 - Pr Administrative Analyst, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21, 039 - Stationary Engineers, Local 39

Labor Union Email Addresses: L21pscreview@ifpte21.org, cpark@local39.org

Union Review Sent On: 5/7/2025

Union Review End Date: 5/14/2025

Union Review Duration Met On: 5/14/2025



**CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO**

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

April 5, 2023

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT 43155-22/23; 46270-22/23; 42164-22/23; 43631-22/23; 46763-22/23; 49091-22/23; 49399-22/23; 45026-22/23; 46193-22/23; 47313-22/23; 38576-22/23; 36452-19/20; 46332-20/21; 4045-11/12; AND 49868-17/18.

At its meeting on **April 3, 2023**, the Civil Service Commission had for its consideration the above matter.

The Civil Service Commission:

- 1) Approved PSC #46763-22/23 from the Economic and Workforce Development.
- 2) **Approved PSC #49091-22/23 from the Department of Public Health with the condition to report back in three (3) years.**
- 3) Approved PSC #47313-22/23 from the Public Utilities Commission with the condition to report back in four (4) years.
- 4) Approved PSC #46332-20/21 from the SF Public Library with the condition to report progress in four (4) years.
- 5) Adopted the report. Approved the remaining requests for proposed Personal Services Contract; Notify 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.

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

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Alexander Burns, Department of Public Works
Jenny Collins, Economic and Workforce Development
Shawndrea Hale, Public Utilities Commission
Kelly Hiramoto, Department of Public Health
Lynn Khaw, Office of the City Administrator
Daniel Kwon, Public Utilities Commission
Marcus Lange, SF Public Library
Joan Lubamersky, Office of the City Administrator
Commission File
Chron