

Persons to be Notified

San Francisco Health Service System's Report Out on Union Engagement and Request for Extension of the PSC for the use of Off-Site Call Center for Open Enrollment for Plan Year 2027

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**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

San Francisco Health Service System’s Report Out on Union Engagement and Request for Extension of the PSC for the use of Off-Site Call Center for Open Enrollment for Plan Year 2027

Date: March 17th, 2026

From: San Francisco Health Service System (SFHSS)

To: Honorable Civil Service Commission

Cc: Rey Guillen, Health Service System
Rin Coleridge, Health Service System
Teresa Tan, Health Service System
Shawn Sherburne, Department of Human Resources
Paul Greene, Department of Human Resources
Lauren Rowe, Department of Human Resources
Najuawanda Daniels, SEIU Local 1021
De'Marea Brandy, SEIU Local 1021

Re: Report back as requested by the Commission on July 21st, 2025, regarding the department’s (SFHSS) meeting and discussion with SEIU pertaining to the *Off-site Professional Call-Center* contract for Open Enrollment and request for extension of the original Professional Services Contract for Open Enrollment for Plan Year 2027

As requested by the San Francisco Civil Service Commission on July 21, 2025, in connection with the approval of PSC # DHRPSC0005352 – *Off-site Professional Call-Center for the San Francisco Health Service System* during the annual Open Enrollment period (attached as Appendix A), SFHSS submits the following:

- A summary of communications with Service Employees International Union 1021 (“SEIU” or “Union”) regarding the off-site call center,
- A review of Open Enrollment performance for Plan Year 2026 with the off-site call center vendor, and
- A request and justification to continue using the off-site call center for Open Enrollment Plan Year 2027.

1. Background

On July 21, 2025, the San Francisco Civil Service Commission (“Commission” or “CSC”) approved Personal Services Contract (PSC) No. DHRPSC0005352 for the San Francisco Health Service System (SFHSS) to obtain off-site professional call center services to support the Member Services Division during the annual Open Enrollment period for Plan Year 2026 (see Appendix A). During the Commission’s consideration of the request, questions were raised regarding a lack of engagement with Service Employees International Union (SEIU) to discuss whether alternatives to contracting had been explored.

The Commission approved the PSC with modifications to the proposed contract. The term was reduced from eighteen (18) to twelve (12) months, and the contract amount was reduced accordingly (See Appendix B). In addition, the Commission directed SFHSS to return with a report within six (6) months providing an update regarding discussions with SEIU, operational performance during Open Enrollment, and whether the contracted services remained necessary.

While report-back date to the CSC was initially requested to occur by February 2, 2026, SFHSS acknowledges that competing departmental demands posed challenges to adhering to that timeline. SFHSS required additional time to ensure this report was complete, accurate, and reflective of the full scope of operational requirements as it relates to the PSC in order to maintain the level of diligence and completeness expected for a report to the Civil Service Commission.

Importantly, SFHSS sought to allow sufficient time to notify and convene multiple meetings with SEIU since the July 21, 2025 meeting to provide opportunities to discuss the PSC and consider alternatives (see Section 4, Findings). Coordinating schedules for these discussions during the December holiday season, gathering operational input from multiple SFHSS divisions, and incorporating feedback into the report required additional resources that factored into the timing and feasibility of this report-back.

The January 2026 timeframe also coincided with the regular closeout of the annual Open Enrollment (OE) period, which requires extensive data reconciliation, final enrollment processing, carrier file validation, and the resolution of enrollment discrepancies before final figures can be relied upon for reporting purposes. During this same period, SFHSS management was also engaged in several time-sensitive initiatives, including budget development activities related to the City’s budgeting process which placed considerable demands on management capacity.

2. Issue

The San Francisco Health Service System administers health benefits for active and retired City employees and their dependents, approximately 139,000 lives. During the annual Open Enrollment period, the Member Services Division experiences a substantial temporary increase

in member inquiries related to benefit plan selection, eligibility requirements, and enrollment changes. This leads to an increase of about five thousand (5,000) calls during that period compared to the average number of calls received during the non-Open Enrollment time period.

While Open Enrollment activity is concentrated within a short period of time, the department must simultaneously continue all routine benefit administration functions, including processing enrollments for new hires, responding to life-event benefit changes, reconciling enrollment reports from health plan vendors, taking payments and providing ongoing support to retirees.

The issue presented to the Commission by SEIU at the July 21, 2025 CSC meeting was whether SFHSS had met its obligation to meet with the Union, upon the Union's request, prior to the CSC meeting. Furthermore, the Commission sought confirmation on whether SFHSS would meet with Union and consider alternatives to the contracting out for professional services.

SFHSS is also requesting approval to extend the amended PSC (#DHRPSC0005352) in order to continue the utilization of the temporary and as-needed off-site call center vendor to supplement staffing capacity and workload increase during the Open Enrollment period in October 2026 for the 2027 plan year.

3. Authority/Standards

The Civil Service Commission has authority to approve Personal Services Contracts when departments “demonstrate a compelling basis to contract out”.¹ These criteria include circumstances where the work represents a temporary peak workload, where the duration of the services is limited, or where contracting is necessary to ensure continuity of essential public services.²

In addition to noticing requirements, the Collective Bargaining Agreement Between and For Service Employees International Union Local 1021 and The City and County of San Francisco 2024--2027³ also provides the Union the opportunity to submit Requests for Information (RFI) to city departments to discuss potential alternatives to a PSC when work may be performed by civil service employees. In reviewing PSC requests, the Commission considers whether departments have evaluated internal staffing options and whether contracting represents an appropriate and limited solution to operational needs.

¹ Policy of the Civil Service Commission on Personal Services Contracts, December 2023, Sec III.A. available at https://media.api.sf.gov/documents/Personal-Services-Contracts_ftiYkaU.pdf

² Policy of the Civil Service Commission on Personal Services Contracts, December 2023, Sec III.A.2 available at https://media.api.sf.gov/documents/Personal-Services-Contracts_ftiYkaU.pdf

³ Collective Bargaining Agreement Between and For Service Employees International Union Local 1021 and The City and County of San Francisco 2024—2027 Section 113 available at https://media.api.sf.gov/documents/SEIU-1021-Citywide-2024-2027_lsAq1Xg.pdf

4. Findings

SFHSS recognizes the initial Union engagement to communicate was delayed. Following the Commission's July 21, 2025, approval, SFHSS engaged in a series of discussions and communications with the Service Employees International Union (SEIU) regarding the call center contract, staffing levels, and operational alternatives. After multiple discussion sessions, no alternatives were agreed upon. San Francisco Health Service System acknowledged that additional staffing is required and stated that it would take steps to hire the necessary staff if funding became available. However, the Union did not propose any other alternatives in the event that funding for the required staffing is not available.

- On August 25, 2025, SFHSS met with SEIU to discuss the Request for Proposal for the off-site professional call center.
- On October 6, 2025, SFHSS provided SEIU with a memorandum describing the implementation of the off-site call center contract. A second memorandum was sent on October 20, 2025, providing an update regarding the vendor's performance during the Open Enrollment period for Plan Year 2026 as well as the operational staffing conditions within the Member Services Division.
- On November 18, 2025, the call center contract and staffing levels were further discussed during a scheduled SFHSS Labor-Management meeting. During that meeting, SFHSS informed SEIU that the department intended to request additional staffing through the budget process which commenced in early December.
- In December 2025, SFHSS submitted a request to the Mayor's Budget Office seeking approval for fifteen temporary staff positions (1209 Benefit Technician⁴) to support the increased workload during Open Enrollment. That request was ultimately denied due to the City's hiring freeze and the current fiscal constraints facing the City.
- On January 29, 2026, SFHSS met again with SEIU to inform the union that, in light of the denial of additional staffing and the continuing operational need, the department intended to request approval to extend the PSC to the originally proposed 18-month term.

5. Discussion and Analysis

The San Francisco Health Service System (SFHSS) administers health benefits for approximately 139,000 lives. During Open Enrollment for Plan Year 2026, the Member Services Division ("Division") operated with an average of fourteen (14) frontline staff responsible for

⁴ 1209-Benefits Technician job classification and job description is available at <https://careers.sf.gov/classifications/?classCode=1209>

responding to member inquiries, processing benefit transactions, and providing individualized consultations.

The Member Services Division has historically experienced consistent turnover, as the 1210 Benefit Analyst and 1209 Benefit Technician positions are entry-level roles with promotional opportunities throughout the City. Most staff departures have been due to promotions across a number of City HR departments or retirements, creating vacancies that take time to fill. Once new staff are onboarded, training typically requires three (3) to four (4) months due to the complexity of the division's workstreams.

At the July 21, 2025 meeting, the Union cited full staffing at twenty (20) positions. While this aligns with the Division's overall authorized positions (currently 22, down from 25 in 2021), it does not reflect the number of frontline staff who directly engage with members. The Division's current structure includes one (1) Manager, one (1) Call Center Supervisor, three (3) Staff Supervisors, fourteen (14) 1210 Benefit Analysts, two (2) Benefit Technicians, and one (1) Policy and Quality Assurance Analyst. This results in only sixteen (16) staff available to directly support members through calls and in-person interactions while at the same time ensuring that enrollment processing, vendor report reconciliations, and internal reporting are completed.

The 16-frontline staff does not account for any level of attrition, scheduled vacations or sick time. SFHSS does have block-out periods where staff requests to use vacation leave are not approved (last two weeks of September through the first two weeks of November—to support with the significant influx of work during Open Enrollment). However, staff requests to use vacation are approved during December through August to support a level of life-work balance.

During the 2026 Open Enrollment period, the SFHSS call center received 8,790 calls. An off-site vendor handled 3,945 of these calls, achieving a first-contact resolution rate of seventy-eight (78%) percent. By managing a substantial portion of routine inquiries, the vendor enabled SFHSS staff to focus on more complex member issues and maintain other critical operations.

Further, during the Open Enrollment period, SFHSS staff processed 1,216 benefit applications and conducted 335 retiree consultations unrelated to Open Enrollment. Nearly 1,300 members were assisted through in-person visits, and SFHSS hosted eight (8) benefits fairs, generating approximately 1,700 member interactions.

Outside of Open Enrollment, the Member Services Division supported an average of 3,198 calls and an average of 550 members in-person per month in 2025. Staff also continued routine operations, including reconciling enrollment reports with health plan vendors, enrolling newly hired City employees into benefits, transitioning retired employees into retiree benefits, and processing benefit changes related to life events.

To address the annual temporary workload increase during Open Enrollment for Plan Year 2027, the department sought approval to hire fifteen (15) temporary staff positions. However, the request was not approved due to the City's hiring freeze and current budget constraints.

The Union asserts that hiring temporary employees would provide a quick solution to current staffing needs. However, this assumption does not reflect the operational realities of the work. The classification most closely aligned with the work performed by the off-site call center vendors is the 1209 Benefits Technician, and these positions require significant training and subject-matter knowledge before staff can perform the work independently.

On average, it takes approximately three (3) months to train staff to perform the duties of a 1209 Benefits Technician. Effective training for the proposed number of staff would require a structured cohort of approximately fifteen (15) trainees and at least two (2) supervisors to deliver instruction, provide hands-on guidance, and conduct quality assurance reviews to ensure accuracy and compliance. With only three (3) supervisors currently assigned to the Division, dedicating two supervisors to training would significantly impact the Division's ability to oversee ongoing operations. As a result, the Division does not have sufficient supervisory capacity to rapidly train and deploy a large cohort of temporary staff.

In addition, the work performed by a 1209 Benefits Technician is substantially more complex than the tasks assigned to the call center representatives (CSR) employed by the off-site call center vendors. 1209 Benefits Technicians must learn and apply detailed eligibility rules governing health benefits for active and retired members and their dependents. They must also be trained on multiple systems used to process enrollments, changes, and corrections, and are responsible for ensuring that data entered into these systems is accurate and compliant with program rules.

The Union frequently compares the 1209 Benefits Technician role to the Department of Elections' poll workers. This comparison is not appropriate. Poll workers are typically trained to perform a limited set of procedural tasks during a defined election period. By contrast, 1209 Benefits Technicians must develop a working knowledge of eligibility policies, understand and apply benefit rules, navigate multiple administrative systems, and exercise judgment (with supervisor oversight) when processing member transactions. The level of subject-matter expertise and accountability required for the Benefits Technician role makes it fundamentally different from short-term election staffing roles.

As a result, the off-site call center contract remains the only viable yearly solution for managing the annual temporary surge in workload while ensuring timely service for members.

6. Conclusion

The Open Enrollment period creates a predictable but significant increase in workload for the SFHSS Member Services Division. With responsibility for determining eligibility and supporting approximately 139,000 lives and an average of fourteen (14) frontline staff during Open Enrollment, the department's internal capacity alone is not sufficient to manage the seasonal spike in call volume while continuing its full range of operational responsibilities.

The off-site call center vendor provided important supplemental support during Open Enrollment for Plan Year 2026 by handling a substantial share of incoming calls and resolving most inquiries at the first point of contact. At the same time, SFHSS explored alternatives to contracting, including the addition of temporary staff, but those options were not feasible due to the City's hiring freeze and budget constraints.

SFHSS also engaged in ongoing communication with SEIU regarding the contract, staffing levels, and operational needs throughout this period. The communications were conducted in good faith, however, other than securing additional staffing through increased hiring, no alternative solutions were shared with the department.

7. Recommendation

Based on the operational results during Open Enrollment Plan Year 2026 and the continued staffing limitations faced by the department, the San Francisco Health Service System respectfully requests that the San Francisco Civil Service Commission approve the extension of PSC No. DHRPSC0005352 to the originally proposed 18-month term. Extending the contract will ensure that SFHSS can continue to provide timely and effective service to City employees, retirees, and their families during the next Open Enrollment period while maintaining continuity of operations within the Member Services Division.

Attachments (3):

1. Appendix A – PSC No. DHRPSC0005352 (Form 1)
2. Appendix B – Notice of Civil Service Commission Action (July 21st, 2025)
3. Appendix C – SFHSS Member Services Staffing Timeline for 2023—2025

Appendix A

PSC No. DHRPSC0005352 (Form 1)

SFHSS must comply with Section 125 of the Internal Revenue Code regarding Cafeteria Plans, which requires members to finalize their benefit elections prior to the coverage period's start and restrict changes during the plan year.

As of December 2024, SFHSS serves over 80,000 active employees and retirees from City and County, SFUSD, City College, and Superior Court (excluding dependents). Open Enrollment spans four weeks in October, enabling members to update their coverage without qualifying life events. During the October 2024 Open Enrollment, SFHSS handled:

- a. 9,909 calls (average time-to-answer: 3 minutes, 50 seconds).
- b. 528 retiree consultations.
- c. 675 in-person walk-ins/drop-ins and 275 in-person consultations at our 1145 Market Street office lobby and member service rooms.
- d. 1,137 open enrollment paper applications in addition to online elections via eBenefits.

In 2024, 3,296 of the total calls were routine and effectively handled by a third-party off-site call center vendor, VSA, Inc. Despite extensive efforts to address staffing challenges, including increased hiring, training, and retention initiatives, SFHSS staffing remains insufficient to handle the additional 33% of routine calls during Open Enrollment.

Please reference Open Enrollment Member Services activities and call volumes [Report of Open Enrollment Activities for Plan Year 2025, San Francisco Health Service Board, December 12, 2024 (regular meeting), p.5 of 37. As this PSC submission is limited to two (2) attachments, please find the summary of Open Enrollment Member Services activities and call volumes at available at : <https://sfhss.org/sites/default/files/2024-12/December%2012%2C%202024%20SFHSS%20Report%20of%20Open%20Enrollment%20Activities%20for%20Plan%20Year%202025.pdf>

During SFHSS October 2024 Open Enrollment, SFHSS Member Services handled 9,909 calls (average time-to-answer 3m50s; average length 13min, 7 secs) . In addition, SFHSS Member Services handled 528 retiree consultations, and 675 Member in-person walk-in/drop-ins and another 275 in-person consultations at our 1145 Market Street offices. SFHSS Member Services also processed 1,137 open enrollment paper applications (in addition to 12,196 elections through eBenefits/online).

With the exception of certain routine telephone calls, only SFHSS Member Services can manage complex member questions and enrollment issues and in-person member consultations and walk-ins. In 2024 these routine telephone calls (3,296 of 9,909 total calls) were successfully handled by our third-party off-site call center support vendor VSA, Inc.

Outside of the Member Services Unit staff, SFHSS Operations leadership and the Department of Human Resources have engaged in extensive hiring, training and retention efforts to address ongoing attrition and hiring challenges for SFHSS' 1209 and 1210 roles, emerging successfully

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HSS
Submitted By: Patrick Chang
Department Coordinator: Iftikhar Hussain,
iftikhar.hussain@sfgov.org
Project Manager: Olga Stavinskaya-Velasquez

ServiceNow Number: DHRPSC0005352
Version: 0.01
Version Type: New

Brief description of proposed work: Request for Proposal (RFP) for Off-site Professional Call-Center for the San Francisco Health Service System Member Health Benefits Services Unit during annual Open Enrollment period.

Review Type and Reason

CSC Review Required: Yes
CSC Review Reason(s):
- Requires CSC Approval by Amount

Amount

PSC Amount: \$502,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 18

Funding

Funding Source: City Funds
Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Request for Proposal (RFP) for Off-site Professional Call-Center for the San Francisco Health Service System Member Health Benefits Services Unit during annual Open Enrollment period.

Why are these services required and what are the consequences of denial?: To support over 80,000 members during Open Enrollment each year, SFHSS requires the assistance of a third-party off-site call center to manage routine calls (33% of total calls as of 2024). This allows SFHSS Member Services Unit front line staff (15 FTEs) to focus on complex member inquiries, enrollment issues, and in-person consultations.

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

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

Justification

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?: The

services SFHSS seeks through this procurement would only be leveraged during the peak workload time associated with the annual Open Enrollment. As SFHSS call data shows, the workload increase during Open Enrollment are limited to a three (3) month period from October to December and would not justify the hiring of temporary staff, who would have a limited term of employment of a maximum of four (4) months. As the contracted services seek support of already trained call center representatives, the training lead time for the contracted staff (1 month) would be less than what would otherwise be required of temporary City employees (3 months).

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

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

Ability to guide callers through routine Open Enrollment inquiries clearly and concisely.

B) Transfer complex inquiries to SFHSS Member Services Unit.

C) Maintain accurate call records for daily transmittal to SFHSS.

D) Basic knowledge of employee benefits.

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

Q5c1) Identify the classifications: 1813 - Senior Benefits Analyst, 1209 - Benefits Technician, 1814 - Benefits Supervisor, 1210 - Benefits Analyst

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

Q5c3) Why are they not able to perform the services?: The workload quantity for the brief duration during the Open Enrollment period is what is driving the need for this short-term support. The department has made various efforts to obtain these services through available resources within the City, including:

1. Funding additional Department of Human Resources support for hiring.
2. Expanding eBenefits, webinars, videos, online guides, benefit fairs, and custom OE webpages and microsites.
3. Improved training and onboarding for new hires.
4. Restricting PTO/vacation use during Open Enrollment.
5. Mandatory overtime for staff during Open Enrollment.

6. In October 2023 and 2024, SFHSS contracted VSA, Inc. through an RFP process to handle routine calls during Open Enrollment [RFPQHSS2023.O1 for As-needed Off-site Employee Benefits Call Center Services, Civil Service Commission PSC 47934 - 22/23 – 5/1/2023). VSA provided 6-10 representatives depending on weekly call volumes during Open Enrollment and open enrollment processing allowing SFHSS Member Services staff to handle complex questions, enrollment transactions. Before 2023, all member services calls and tasks were managed exclusively by SFHSS staff. Despite these efforts, staffing limitations persist. Routine calls handled by the vendor ensure SFHSS Member Services can focus on complex issues and in-person Member support and consultations.

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: SFHSS staff would provide any and all required trainings to the vendor to ensure that any temporary personnel is able to fulfill its responsibilities as determined by SFHSS.

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 services sought through this procurement are on a temporary and as-needed basis for when staff attrition / retirements and/or demand for customer support services may be likely to increase beyond the department's capacity (e.g., Open Enrollment during October). Once department capacity is able to meet demand, these services will no longer be utilized.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1813 - Senior Benefits Analyst, 1209 - Benefits Technician, 1814 - Benefits Supervisor, 1210 - Benefits Analyst

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

from a 48-52% staffing level (December 2022-January 2023) to 78% as of January 2025. Even absent ongoing (though mitigated) attrition and hiring challenges, with 100% staffing, mandatory overtime, and restrictions on vacation/PTO use during Open Enrollment, SFHSS does not have the bandwidth to support the additional 33% of calls assigned to our third-party off-site call center support vendor.

In order to continue to support 80,000+ members during Open Enrollment each year, SFHSS requires the support of a third-party vendor to handle routine calls and allow the SFHSS Member Services Unit Staff to manage complex member questions and enrollment issues and in-person member consultations and walk-ins.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 1

Why have you not hired City employees to perform the services?: SFHSS has 20 full time permanent civil servant FTEs in our Operations Division, including 1209, 1210, 1813 and 1814 positions. This is sufficient to handle call volumes, processing and member service inquiries throughout the year outside of Open Enrollment. The requested professional services contract and services are exclusive to the Open Enrollment period each year (October) when call volumes increase by 300 to 400 percent.

In 2023, SFHSS engaged a third-party call center service provider, following approval by the Civil Service Commission, to address routine calls and thereby free-up our full-time member services staff to focus on complex member inquiries, enrollment issues, and in-person consultations. This engagement resulted in a successful 2024 Open Enrollment period and handling of 9,909 calls (average month 2,000 to 3,000).

SFHSS must remain compliant with Section 125 of the Internal Revenue Code and the requirement that members make their benefit elections prior to the first day of the coverage period and SFHSS has sufficient time to process enrollments.

SFHSS has engaged in mandatory overtime, Prop F outreach, vacation/leave restrictions. These prior attempts were unsuccessful in address this increase in work. Temporary staffing (TEX) for this period would require extensive onboarding and resources that far exceeds the current SFHSS budget and available office space. SFHSS has improved onboarding and hiring practices between 2022 and 2024 to address attrition due to retirements and staff accepting other positions (usually other City roles) and increased fulltime staffing from a massive deficit (48-52%) in December 2022-January 2023 to nearly full-staffing (90%+) by 2024. However temporary service needs for routine calls remain for our Open Enrollment period each year.

Board and Commission Approvals

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Appendix B
Notice of Civil Service Commission Action (July 21st, 2025)



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

NOTICE OF CIVIL SERVICE COMMISSION ACTION

Hello Iftikhar Hussain,

At its meeting on **2025-07-21 14:00:00 PDT**, the Civil Service Commission had for its consideration the HSS PSC [DHRPSC0005352].

The Civil Service Commission, APPROVED PSC [DHRPSC0005352] on 2025-07-21.

CSC Approval Type: Conditional Approval Granted

Relevant Comments:

Report Back Date: 2026-02-02

Report Back Reason: Approve the PSC and modify the duration to 12 months, the amount to \$250,000. Report back in 6-months to the Commission. (4-0)

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.

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

Sandra Eng | Executive Officer

PSC Summary

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Record Number: DHRPSC0005352 v 1.0

Description of Proposed Work: Request for Proposal (RFP) for Off-site Professional Call-Center for the San Francisco Health Service System Member Health Benefits Services Unit during annual Open Enrollment period.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: HSS

Dept PSC Coordinator: Iftikhar Hussain
Dept PSC Coordinator Email: iftikhar.hussain@sfgov.org
DHR Admin/Reviewer: Suzanne Choi
CSC Admin/Reviewer: Elizabeth Aldana
PSC Amount: \$502,000.00
PSC Duration (months): 18
Funding Source(s): City Funds
Scope of Work: Request for Proposal (RFP) for Off-site Professional Call-Center for the San Francisco Health Service System Member Health Benefits Services Unit during annual Open Enrollment period.
Job Class(es): 1209 - Benefits Technician, 1210 - Benefits Analyst, 1813 - Senior Benefits Analyst, 1814 - Benefits Supervisor

PSC Justification(s)

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- ✔ Services required on an as-needed, intermittent, or periodic basis
- ✔ Services requiring specialized expertise, knowledge experience

[Take me to the PSC Record](#)

Ref:TIS6012059_YDcQsX7EaUWWrFhcNHcg

Appendix C

SFHSS Member Services Staffing Timeline for 2023—2025

Year	Month	1209		1210		1813		1814		Total Staff	% of Total Staff	Supervisory Staff	% Supervisory Staff	Frontline Staff	% Frontline Staff
		PCS	TEX	PCS	TEX	PCS	TPV	PCS	Acting						
2023	Jan	0	0	9	0	1	1	0	1	12	52%	3	60%	9	53%
	Feb	0	0	9	0	1	1	0	1	12	52%	3	60%	9	50%
	Mar	0	0	9	0	1	1	0	1	12	52%	3	60%	9	50%
	Apr	1	0	10	0	1	1	0	1	14	61%	3	60%	11	61%
	May	1	0	10	0	1	1	0	1	14	61%	3	60%	11	61%
	Jun	1	0	10	0	1	1	0	1	14	61%	3	60%	11	61%
	Jul	1	0	10	0	1	1	0	1	14	61%	3	60%	11	61%
	Aug	3	0	13	0	1	1	0	1	19	83%	3	60%	16	89%
	Sep	2	0	11	0	1	2	0	1	17	74%	4	80%	13	72%
	Oct	1	0	12	0	1	2	0	1	17	74%	4	80%	13	72%
	Nov	1	0	13	0	1	2	0	1	18	78%	4	80%	14	78%
	Dec	1	0	13	0	1	2	0	1	18	78%	4	80%	14	78%
2024	Jan	1	0	13	0	1	2	0	1	18	78%	4	80%	14	78%
	Feb	1	0	13	0	1	2	0	1	18	78%	3	60%	14	78%
	Mar	2	0	14	0	3	0	1	0	20	87%	4	80%	16	89%
	Apr	2	0	15	0	4	0	1	0	22	96%	5	100%	17	94%
	May	2	0	14	0	4	0	1	0	21	91%	5	100%	16	89%
	Jun	2	0	15	0	4	0	1	0	22	96%	5	100%	17	94%
	Jul	2	0	15	0	4	0	1	0	22	96%	5	100%	17	94%
	Aug	2	0	15	0	4	0	1	0	22	96%	5	100%	17	94%
	Sep	2	0	15	0	4	0	1	0	22	96%	5	100%	17	94%
	Oct	2	0	14	0	4	0	1	0	21	91%	5	100%	16	89%
	Nov	2	0	12	0	4	0	1	0	19	83%	5	100%	14	78%
	Dec	2	0	12	0	4	0	1	0	19	90%	5	100%	14	78%

Year	Month	1209		1210		1813		1814		Total Staff	% of Total Staff	Supervisory Staff	% Supervisory Staff	Frontline Staff	% Frontline Staff
		PCS	TEX	PCS	TEX	PCS	TPV	PCS	Acting						
2025	Jan	1	0	12	0	4	0	1	0	18	86%	5	100%	13	81%
	Feb	1	0	12	0	4	0	1	0	18	86%	5	100%	13	81%
	Mar	2	0	12	0	4	0	1	0	19	90%	5	100%	14	88%
	Apr	1	0	12	0	4	0	1	0	18	86%	5	100%	13	81%
	May	1	0	13	0	4	0	1	0	19	90%	5	100%	14	88%
	Jun	1	1	12	0	4	0	1	0	19	90%	5	100%	14	88%
	Jul	1	1	12	0	4	0	1	0	19	90%	5	100%	14	88%
	Aug	1	1	12	0	4	0	1	0	19	90%	5	100%	14	88%
	Sep	1	1	12	0	4	0	1	0	19	90%	5	100%	14	88%
	Oct	1	1	12	0	3	0	1	0	18	86%	4	80%	14	88%
	Nov	1	1	12	0	3	0	1	0	18	86%	4	80%	14	88%
	Dec	2	0	12	0	3	0	1	0	18	86%	4	80%	14	88%