

Notifications: **(Attach a list of the person(s) to be notified in the format described in Civil Service Commission Procedure Number Two)**

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L21PSCReview@ifpte21.org

DHR-PersonalServicesContracts@sfgov.org

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civilservice@sfgov.org



Date: May 6, 2026
To: Civil Service Commission
From: Planning Department and Department of Building Inspection
Re: DHRPSC0006234

The Planning and Building Inspections Departments are jointly requesting approval of DHRPSC0006234, which amends Contract ID #1000036689 for services and software to support the development of an online permitting platform for San Francisco.

This approval will enable City staff to partner with the vendor to complete the development of a new, comprehensive digital permitting system serving departments regulating construction, business operations and special events. The contract builds on the successful development and launch of the PermitSF system, which is replacing the aging computer systems for across multiple City departments.

The City's current permitting system is more than 20 years old and relies on outdated technology. The interface is not intuitive and the permitting departments that rely on it frequently receive complaints and frustrations from customers trying to access basic services. The new, modern system is a central component of Mayor Lurie's permit reform initiative, and we are already seeing an increase in both applications and issuance for permits currently offered through the new platform.

This contract will secure services from the sole vendor qualified to perform the foundational services required for this system. These services include highly specialized development activities such as data conversion, interface development, and the creation of custom workflows and security configurations that are integral and essential to the software's architecture.

While our civil service technical staff remain vital partners in the ongoing system maintenance and data governance, these initial 'right-first-time' installation activities—including specialized system administrator training and documentation development—require proprietary vendor expertise.

For your consideration, we've attached additional documentation providing an overview of the successful initial implementation, the transition of ongoing support to City technical staff, and relevant communications requested at the last hearing.

The PermitSF platform is off to a great start, but we have much more work to do. Approval of this contract will enable the City to take the crucial next step towards the PermitSF's success.

Phase 1 - Successful Launch

The first phase of platform development is focused on the core infrastructure for permit application, payment, review and issuance. The permits currently available on the PermitSF platform are specific fire permits only available to licensed contractors, and permits for in-kind replacement of doors, siding and windows. Since launching in February, approximately 1,500 permit applications have been submitted through the platform and more than 1,000 permits have been issued to customers.

<https://www.sf.gov/permit-performance-metrics>

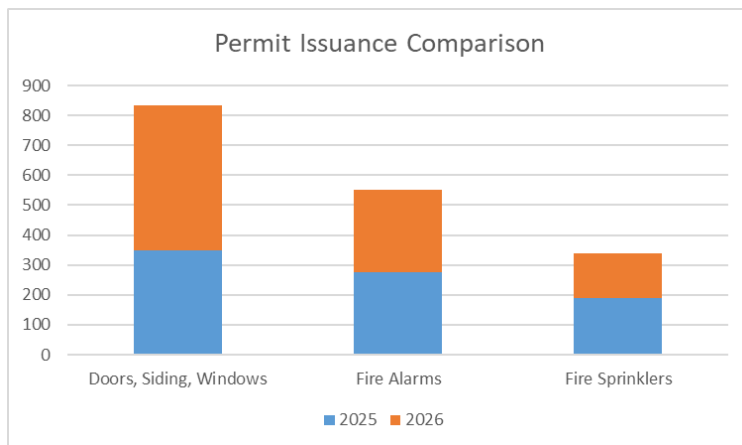
Phase 2 – Expanding & Scaling

In the next phase, we’re going to begin offering specialty trade permits (such as electrical and plumbing) and then permits for kitchen and bath remodels on the PermitSF platform. This will substantially increase the volume of permits moving through the new system and require us to transfer inspection scheduling for these permits from DBI’s current system to the PermitSF platform.

Specialty trade permits represent more than 50% of the construction permits issued by DBI. This work is often tightly coordinated with other project components that cannot move forward until the trade work is completed, inspected and approved. To offer trade permits on the PermitSF platform, we need to be able to schedule approximately 300 specialty trade permit inspection requests every day. At the same time, the computer system needs to link the permit and inspection in DBI’s records to document compliance and complete the permit.

Once the trade permits have launched, we plan to bring basic kitchen and bath remodels to the PermitSF platform. This will further increase the volume of permits being processed through the platform and lay the ground work for more complicated permit types requiring more robust documentation, review and interdepartmental coordination.

Given the overall increase in the volume of applications submitted and permits issued for the initial permits available on the PermitSF portal, we believe there’s a high likelihood that there will be a similar increase for specialty trade permits and building permits for kitchen and bath remodels, but at a much greater scale.



City Staff Providing Technical Support for the PermitSF Platform

Following the February 2026 launch, maintenance and support for standard platform configuration issues has shifted to City staff. The City currently triages issues, attempts to solve internally, then involves OpenGov for more complex problems associated with integrations or multi-step workflow processes.

The following Local 21 positions are actively engaged in maintaining the production platform or working on initiatives for the next phases of work.

Project Manager	9976 Technology Expert 1
Technology Lead	9976 Technology Expert 1
Enablement Lead	9976 Technology Expert 1
Data & Reporting Strategy	1054 IS Business Analyst Principal 1825 Principal Administrative Analyst II
Data Integrations	1044 IS Engineer 1824 Principal Administrative Analyst
GIS & Addressing	1054 IS Business Analyst Principal 1051 IS Business Analyst – Assistant 1054 IS Business Analyst Principal
Inspections Calendaring	1044 IS Engineer Principal 1043 IS Engineer Senior 1053 IS Business Analyst Senior
Payment Processing & Financial Interfaces	1824 Administrative Analyst Principal
Communications	1823 Administrative Analyst
Help Desk Support	1070 IS Project Manager 1092 IT Operations Administrator 2
Product Support and Configuration	1053 IS Business Analyst Senior
Infrastructure	1044 IS Engineer - Principal 1053 IS Business Analyst Senior

Building this platform is complicated and requires a broad cross-section of input and expertise. Implementing a citywide enterprise system relies on expert support from the vendor, specifically to secure systems integrations and migrate data. Our City technical staff are important partners on this project and have been generous in sharing their expertise in operating, maintaining and improving our digital systems. However, we are dependent on the vendor’s proprietary expertise to establish the platform correctly from the start. Once this initial work is complete, we can shift our focus back to long-term support by City staff, but using vendor experts now is the best way to reduce risk during this critical setup phase.

Timeline to the Civil Service Commission 5/4 Hearing

The Department has acted in good faith, provided all requested transparency, and complied with all labor notification timelines.

Date	Action	Summary
03/25/2026	Initial Submission	Request for union review submitted via ServiceNow, initiating the mandatory 10-day review clock.
04/04/2026	Union Objection & Inquiry	IFPTE Local 21 formally objected to the PSC and submitted additional technical questions via Emily Wallace.
04/08/2026	Department Response	Planning and the Department of Building Inspection (DBI) provided full written responses to all union questions.
04/09/2026 – 05/04/2026	Union Non-Engagement	No further communication, follow-up questions, or requests for meetings were received from the union following the City's response.
04/14/2026	DHR Compliance Verification	DHR confirmed no active holds remained on the contract, noting the union failed to request Fact Finding within the allocated timeframe required by the MOU.
04/15/2026	DHR Approval	Contract advanced to the Civil Service Commission for calendaring following completion of all labor requirements.
04/17/2026	CSC Calendaring	DHRPSC0006234 officially calendared for the May 4, 2026, Civil Service Commission Meeting.
05/01/2026 – 05/04/2026	Public Comment	Late-stage public comments received via email regarding the contract.



DBI [DHRPSC0006234] submitted for Union Review

From CCSF IT Service Desk <ccsfdt@service-now.com>

Date Wed 3/25/2026 7:00 PM

To DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Lee, Sharon (DBI) <sharon.lee@sfgov.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>

3 attachments (2 MB)

OpenGov - Sole Source Letter - San Francisco.pdf; PSC Form 1 - DHRPSC006234.pdf; SIGNED 1_OpenGov_FINAL_contract_9_26_v2.pdf;

Hello union representatives,

DBI is requesting your review of PSC [DHRPSC0006234]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2026-04-04.**

PSC Summary

=====

Record Number: DHRPSC0006234 v 0.01

Description of Proposed Work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

CSC Approval by Amount

Submitting Department: DBI

Dept PSC Coordinator: Junko Laxamana

Dept PSC Coordinator Email: Junko.Laxamana@sfgov.org

PSC Amount: \$6,500,000.00

PSC Duration (months): 72

Funding Source(s): City Funds

Scope of Work: This request formalizes and expands the professional services framework for PermitSF Portal, the

City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses. Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.

Job Class(es): 1053 - IS Business Analyst-Senior, 1054 - IS Business Analyst-Principal, 1070 - IS Project Director, 1043 - IS Engineer-Senior, 1042 - IS Engineer-Journey, 1044 - IS Engineer-Principal, 1092 - IT Operations Support Admin II, 1093 - IT Operations Support Admn III, 1095 - IT Operations Support Admin V, 9976 - Technology Expert I

Labor Unions: 021 - Prof & Tech Eng, Local 21

PSC Justification(s)

=====

- ✔ Proprietary services such that City is not authorized to perform them

Ref:TIS6549415_jzW3hV3BDMJCKunFUSzq

August 29, 2025

Office of Contract Administration
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place
Room 430
San Francisco, CA 94102

RE: Sole Source Developer of OpenGov Permitting & Licensing Software

To Whom it May Concern:

Please accept this letter as confirmation that OpenGov, Inc. ("OpenGov") is solely responsible for the product development and hosting of the OpenGov Permitting & Licensing product suite. OpenGov is also the only party authorized to provide maintenance, support, upgrades, and access rights to the OpenGov Permitting & Licensing product suite.

Additionally, OpenGov is the sole provider for the following professional services for implementation of the OpenGov Permitting & Licensing product suite: development activities, including data conversion and integration, interface development, and creation of custom workflows, forms and reports; security configuration; system administrator training; end user training; and documentation development.

Please let me know if you need any additional information or have any questions.

Sincerely,

Signed by:

61EB0B86479D4EB...
Craig Wickersham
General Counsel
OpenGov, Inc.
cwickersham@opengov.com

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DBI

Submitted By: Sharon Lee

Department Coordinator: Junko Laxamana,
Junko.Laxamana@sfgov.org

Project Manager: Rebecca Mayer

ServiceNow Number: DHRPSC0006234

Version: 0.01

Version Type: New

Brief description of proposed work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$6,500,000

Does contract include items other than services?: Yes

- On-premise Software Licenses: \$21,994,772

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 72

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: This request formalizes and

expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses.

Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.

Why are these services required and what are the consequences of denial?: Professional service is necessary to consolidate fragmented, aging permitting systems into a single, auditable cloud environment. The previous contract phase established basic viability; this amendment is required to execute the sophisticated configuration and data migration needed for high-complexity departments and begin a focused enablement process to move support from OpenGov to the department technology, product and service design professionals.

If request is denied, would result in an incomplete enterprise rollout, leaving multiple departments stranded on unsupported legacy systems. This would lead to significant operational risk, data silos, and a failure to meet the City's modernization goals for public-facing permit services

Additionally, delays in enhancing the existing OpenGov system will continue to burden both staff and customers by requiring the use of multiple, disconnected platforms for permit submission, review, and issuance. Customers will face a fragmented experience, needing to navigate different websites and processes depending on the permit type. At the same time, staff will be required to manage and process permits across several systems, including reviewing applications, issuing approvals, and conducting inspections. This lack of integration will lead to confusion, longer review timelines, and duplicated effort, ultimately reducing efficiency and creating unnecessary work for both applicants and staff.

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?: While City IS staff provide high-level project management and business analysis, they do not have the proprietary administrative access or developer-level training required to configure the underlying OpenGov code base. As a SaaS (Software as a Service) product, the vendor retains the exclusive right and

technical ability to perform the environment provisioning and needed customizations to support the City. This work is non-repetitive and specialized, occurring primarily during the initial configuration and 30-day stabilization period of each Task Order. Additionally, city staff does not have expert-level knowledge of the proprietary OpenGov SaaS architecture, specifically in flexible workflow design for complex land-use entitlements. The contractor must perform back-end system configuration, API integration with City financial systems, and specialized data migration that requires administrative access to the vendor's source code. Expertise in establishing "Sandbox-to-Production" promotion pipelines with version control and rollback capabilities is essential for system integrity

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: Yes

Provide details related to contracts for which BOS approval will be required?: Exceed \$10M

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?: Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1042 - IS Engineer-Journey, 1093 - IT Operations Support Admn III, 9976 - Technology Expert I, 1070 - IS Project Director, 1095 - IT Operations Support Admin V, 1092 - IT Operations Support Admin II, 1044 - IS Engineer-Principal, 1054 - IS Business Analyst-Principal, 1053 - IS Business Analyst-Senior, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

From: [CCSF IT Service Desk](#)
To: [Laxamana, Junko \(DBI\)](#)
Subject: DBI [DHRPSC0006234] submitted for PSC Coordinator approval [ACTION REQUIRED]
Date: Saturday, April 4, 2026 7:01:45 PM
Attachments: [image](#)

Hello Junko Laxamana,

The Union Notification Duration for DBI PSC [DHRPSC0006234] has ended, and the PSC is ready for your approval decision. Please note that it will take up to two hours for the PSC Summary (Form 1) to indicate that the Union Notification Duration has ended and show the updated “Post Union” suffix on the lower left corner.

At this time, please conduct your final review and submit the Dept. PSC Coordinator Decision.

- To submit this record to DHR, change the **Dept PSC Coordinator Decision** field to “**Review Completed/Send to DHR**”.
- To send this record back to the Dept Requestor, change the **Dept PSC Coordinator Decision** field to “**Rejected**”.
- If you require additional information, please contact the parties below **directly** and **remove** ccsfdt@service-now.com from your reply.

Requestor Name: Sharon Lee
Requestor Email: sharon.lee@sfgov.org
Requestor Phone: +1 (628) 652-3552
Dept Project Manager Name: Rebecca Mayer
Dept Project Manager Email: rebecca.mayer@sfgov.org

PSC Summary

Record Number: DHRPSC0006234 v 0.01

Description of Proposed Work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

- ✔ CSC Approval by Amount

Submitting Department: DBI
Dept PSC Coordinator: Junko Laxamana
Dept PSC Coordinator Email: Junko.Laxamana@sfgov.org
PSC Amount: \$6,500,000.00
PSC Duration (months): 72
Funding Source(s): City Funds

Scope of Work: This request formalizes and expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and

businesses. Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.

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PSC Justification(s)

- ✔ Proprietary services such that City is not authorized to perform them

[Take me to the PSC Record](#)

Ref:TIS6571270_bouls4cnYZJlqDQS7E3m



Re: DBI [DHRPSC0006234] submitted for Union Review

From Emily Wallace <ewallace@ifpte21.org>

Date Sat 4/4/2026 9:00 AM

To Lee, Sharon (DBI) <sharon.lee@sfgov.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>

Cc L21PSC Review <L21PSCReview@ifpte21.org>; DT Service Now (TIS) <ccsfdt@service-now.com>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Isen, Carol (HRD) <carol.isen@sfgov.org>

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Hi Sharon,

Local 21 objects to this PSC proceeding for Civil Service Commission approval as we believe the knowledge, skills, and direct experience required to perform this scope of work already exists within the City's civil service classifications, yet the City has selected a proprietary SaaS solution that necessitates continuous vendor engagement.

Local 21 requests the following information:

- What is the total dollar amount the City has awarded to OpenGov since July 1, 2025?
 - Provide a detailed cost breakdown showing the amount spent on software licenses and the amount spent on professional services, including a description of the professional services performed by OpenGov for PermitSF to date.
- During a meet and confer on January 23, 2026 between the City and Local 21, DHR confirmed that the City does not anticipate any reduction in force, and instead, anticipates that there will be more work for City employees as a result of the OpenGov implementation. Does the Department intend to hire additional civil service employees during FY26-27 as a result of the projected increase in work?
- Provide the Local 21-represented job classifications and hiring timeline associated with this project's staffing and knowledge transfer plan, including a detailed transition plan for how the work to be contracted out will return to the City's workforce at the conclusion of the duration of the PSC.
- The Department's PSC submission states that City workers have not been hired to perform these services, citing that City staff don't have expert-level knowledge of the OpenGov SaaS architecture. The PSC states "expertise in establishing "Sandbox-to-Production" promotion pipelines with version control and rollback capabilities is essential for system integrity."
 - Does the functionality described above currently exist within OpenGov?
 - Are the UAT and the production environments within OpenGov currently connected?
 - Does OpenGov offer native dashboarding functionality?
- The Department's PSC submission states that the "previous contract phase established basic viability".
 - What were the dates of the "previous contract phase"?
 - What criteria was used to determine that OpenGov's basic viability has been established?

Local 21 reserves the right to request to meet upon receiving this information. Kindly respond to confirm receipt.

For the Union,

Emily Wallace (she/her)
IFPTE Local 21 Representative

Main: (415) 864-2100
Direct: (415) 914-7343

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Wednesday, March 25, 2026 7:00 PM
To: DHR-PersonalServicesContracts@sfgov.org; L21PSC Review <L21PSCReview@ifpte21.org>; sharon.lee@sfgov.org; rebecca.mayer@sfgov.org; Junko.Laxamana@sfgov.org
Subject: DBI [DHRPSC0006234] submitted for Union Review

Hello union representatives,

DBI is requesting your review of PSC [DHRPSC0006234]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2026-04-04. If you would like to request a factfinder review for this PSC, please submit the [PSC factfinder review request form](#) within 5 days of your initial meeting with the department.**

PSC Summary

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Record Number: DHRPSC0006234 v 0.01

Description of Proposed Work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: DBI

Dept PSC Coordinator: Junko Laxamana

Dept PSC Coordinator Email: Junko.Laxamana@sfgov.org

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Labor Unions: 021 - Prof & Tech Eng, Local 21

PSC Justification(s)

=====

✔ Proprietary services such that City is not authorized to perform them

Ref:TIS6549416_OIrs6LbRRPDB2WWqUPIx



RE: DBI [DHRPSC0006234] submitted for Union Review - Dept Response

From Lee, Sharon (DBI) <sharon.lee@sfgov.org>
Date Wed 4/8/2026 5:01 PM
To Emily Wallace <ewallace@ifpte21.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>
Cc L21PSC Review <L21PSCReview@ifpte21.org>; DT Service Now (TIS) <ccsfdt@service-now.com>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Isen, Carol (HRD) <carol.isen@sfgov.org>

Hi Emily,

Please see responses from Department below.

From: Emily Wallace <ewallace@ifpte21.org>
Sent: Saturday, April 4, 2026 9:00 AM
To: Lee, Sharon (DBI) <sharon.lee@sfgov.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>
Cc: L21PSC Review <L21PSCReview@ifpte21.org>; DT Service Now (TIS) <ccsfdt@service-now.com>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Isen, Carol (HRD) <carol.isen@sfgov.org>
Subject: Re: DBI [DHRPSC0006234] submitted for Union Review

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Hi Sharon,

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o Provide a detailed cost breakdown showing the amount spent on software licenses and the amount spent on professional services, including a description of the professional services performed by OpenGov for PermitSF to date.

Response:

- Software Licenses (SaaS Subscription): \$4,000,000 (Paid 11/2025). This covers the citywide use of the proprietary hosted platform.
• Professional Services (Implementation & Training): \$1,900,000 total contract value. To date, \$950,000 has been paid for completed milestones.
• Description of Services for PermitSF: Professional services include the technical discovery, design, and configuration of the Permit Management system. Deliverables to date include:

Table with 2 columns: Deliverable, Type. Rows include Master Address Table, Single sign-on, Hyland OnBase (Document Management) and their corresponding integration types.

California State Licensing Bureau (CSLB)	Integration
Unified Data Hub - Snowflake	Single Integration
Building Inspection Contractor’s Database	Integration
City’s Payment Processor	Integration with EUNA Web
City’s Cashiering System	Integration with EUNA kiosk
Bluebeam	Integration
Property Information Map (PIM)	Integration
Record Type Configuration	<ul style="list-style-type: none"> • OTC Window Permit • OTC Doors Permit • OTC Siding Permit • Fire Construction Permit - Fire Alarm • Fire Construction Permit - Fire Sprinklers • Fire Construction Permit – Water Flow Inspections • Special Event Permit <p>June 2026 Delivery</p> <ul style="list-style-type: none"> • Instant Online Solar Permit • Electrical Permit • Plumbing Permits • Instant Online Kitchen Remodel Permit • Instant Online Bath Remodel Permit
Staff Training	72.5 hours of staff training 8+ hours of active preparation with the leads ~20+ hours of Office Hours “stand by time” for questions
Documentation	Training guides for each record type, and standard processes like refund processing
Public Dashboards/Data	Public facing dashboard to display the defined metrics

- During a meet and confer on January 23, 2026 between the City and Local 21, DHR confirmed that the City does not anticipate any reduction in force, and instead, anticipates that there will be more work for City employees as a result of the OpenGov implementation. Does the Department intend to hire additional civil service employees during FY26-27 as a result of the projected increase in work?

Response:

Since the meet and confer held on January 23, 2026, there has been a strategic merger of technology teams across the **Department of Building Inspection, the Permit Center, and the Planning Department.**

This consolidation has moved us toward a **centralized service model**, which provides several key benefits:

- **Work Redistribution:** By pooling resources across departments, we are shifting workloads to ensure that high-priority tasks—including those generated by the OpenGov implementation—are handled by the most appropriate personnel.
- **Greater Efficiency:** Eliminating departmental silos allows for shared technical expertise, reducing redundancy and improving response times without the immediate need for new headcount.
- **Agile Scaling:** This combined staffing model allows us to absorb the projected increase in work by optimizing our existing talent pool.

Future Hiring Outlook

Regarding hiring intentions for FY26-27, the Department is not currently making projections or commitments for additional Civil Service hires. Our strategy is to first realize the full efficiency gains of the recent centralization and work redistribution. We remain committed to monitoring the impact of the OpenGov implementation on staff capacity and will reassess our needs once the current staffing adjustments are finalized and the fiscal landscape for the next year is more clearly defined.

- Provide the Local 21-represented job classifications and hiring timeline associated with this project’s staffing and knowledge transfer plan, including a detailed transition plan for how the work to be contracted out will return to the City’s workforce at the conclusion of the duration of the PSC.

Response:**Current Project Classifications**

The Department is actively involving Local 21-represented staff in the OpenGov transition. The following classifications are currently engaged in knowledge transfer and project oversight:

- **9976** Technology Expert I
- **1043** IS Engineer, Senior
- **1054** IS Business Analyst, Principal
- **1053** IS Business Analyst, Senior
- **1070** IS Project Director

Knowledge Transfer and Transition Plan

Now that the first phase of delivery is complete, the City has transitioned from a passive role to an active learning phase. While a definitive schedule for the full transfer of all technical tasks is not yet finalized, the City is implementing a "**Shadow-to-SOP**" model to ensure long-term sustainability:

- **Initial Training & Configuration:** City staff have begun training on basic configuration support. This allows internal teams to take a greater role in resolving limited-scope production tasks and day-to-day troubleshooting.
- **Active Shadowing:** As we move through subsequent phases, technical resources are shadowing vendor experts. This hands-on collaboration is designed to increase staff proficiency, moving them from observing basic tasks to managing more complex system architecture.
- **Standard Operating Procedures (SOPs):** This shadowing process is being formalized into a permanent SOP. Our goal is to ensure that the knowledge gained during the implementation phase is documented and institutionalized within the City's IT workforce.

Long-Term Resource Strategy

As part of the ongoing partnership, the City will continue to utilize **OpenGov Expert Services** for highly specialized requirements. These services are integrated into the licensing and are necessary for complex design solutions, such as:

1. **ICC Building Valuation Tables:** High-level actuarial and data modeling.
2. **Financial Integration:** Complex rule-building for seamless integration with PeopleSoft.

By utilizing this blended model, the City ensures that Local 21 staff are empowered to handle core system management and configuration, while retaining vendor expertise for highly technical, specialized architectural builds that exceed the scope of standard maintenance.

- The Department's PSC submission states that City workers have not been hired to perform these services, citing that City staff don't have expert-level knowledge of the OpenGov SaaS architecture. The PSC states "expertise in establishing "Sandbox-to-Production" promotion pipelines with version control and rollback capabilities is essential for system integrity."
 - Does the functionality described above currently exist within OpenGov?
 - Are the UAT and the production environments within OpenGov currently connected?
 - Does OpenGov offer native dashboarding functionality?

Response:**Sandbox-to-Production Pipeline**

The OpenGov platform provides distinct environments for configuration and live operations. The movement of work between these environments is managed through the following framework:

- **Automated Promotion:** The "promotion pipeline" and associated version control are integrated components of the OpenGov SaaS architecture. These functions are designed to maintain system integrity by ensuring that configurations are validated before deployment.
- **Expert Management:** To ensure platform stability, these high-level architectural tasks are currently managed by the vendor. This approach utilizes OpenGov's specialized knowledge of their own environment to oversee the "Sandbox-to-Production" process.
- **Security & Integrity:** Access to these backend promotion tools is restricted as a security measure. This ensures that the system's core architecture remains protected and that all changes follow a controlled, vendor-validated path to production.

Environment Connectivity

Regarding the connectivity between User Acceptance Testing (UAT) and Production:

- Environment Segregation: In alignment with technical best practices, the UAT and Production environments are maintained as separate, siloed instances.
- Operational Stability: This segregation is a key security feature that prevents testing activities or data transformations from affecting the live production environment.
- Managed Deployment: While the environments are independent to ensure safety, the vendor facilitates the secure transfer of validated configurations from UAT to Production through their established internal protocols.

Native Dashboarding:

The platform provides native usage analytics and dashboarding. However, professional services were required to configure these dashboards to reflect the specific inter-departmental dependencies and API data points unique to the City's PermitSF workflows.

- The Department's PSC submission states that the "previous contract phase established basic viability".
 - What were the dates of the "previous contract phase"?
 - What criteria was used to determine that OpenGov's basic viability has been established?

Response:

The previous phase refers to the deliverables associated to Contract #1000036689 which began on **October 1, 2025**. Final delivery for the current OpenGov contract is expected to be complete in phases by June 15, 2026.

Viability was established through the successful completion of the "**Technical Review & Validation Sessions**" and "**Requirements Discovery**" as defined in the initial project milestones. The "Acceptance" of these deliverables confirmed that the OpenGov architecture could successfully integrate with the City's financial systems and handle the high volume of permit applications required by the participating departments.

Local 21 reserves the right to request to meet upon receiving this information. Kindly respond to confirm receipt.

For the Union,

Emily Wallace (she/her)
IFPTE Local 21 Representative
Main: (415) 864-2100
Direct: (415) 914-7343

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Wednesday, March 25, 2026 7:00 PM
To: DHR-PersonalServicesContracts@sfgov.org; L21PSC Review <L21PSCReview@ifpte21.org>; sharon.lee@sfgov.org; rebecca.mayer@sfgov.org; Junko.Laxamana@sfgov.org
Subject: DBI [DHRPSC0006234] submitted for Union Review

Hello union representatives,

DBI is requesting your review of PSC [DHRPSC0006234]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2026-04-04. If you would like to request a factfinder review for this PSC, please submit the [PSC factfinder review request form](#) within 5 days of your initial meeting with the department.**

PSC Summary

=====

Record Number: DHRPSC0006234 v 0.01

Description of Proposed Work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a

long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: DBI

Dept PSC Coordinator: Junko Laxamana

Dept PSC Coordinator Email: Junko.Laxamana@sfgov.org

PSC Amount: \$6,500,000.00

PSC Duration (months): 72

Funding Source(s): City Funds

Scope of Work: This request formalizes and expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses. Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.

Job Class(es): 1053 - IS Business Analyst-Senior, 1054 - IS Business Analyst-Principal, 1070 - IS Project Director, 1043 - IS Engineer-Senior, 1042 - IS Engineer-Journey, 1044 - IS Engineer-Principal, 1092 - IT Operations Support Admin II, 1093 - IT Operations Support Admin III, 1095 - IT Operations Support Admin V, 9976 - Technology Expert I

Labor Unions: 021 - Prof & Tech Eng, Local 21

PSC Justification(s)

=====

✔ Proprietary services such that City is not authorized to perform them

Ref:TIS6549416_Olrs6LbRRPDB2WWqUPIx



FW: union to respond to Dept's response to their questions

From Lee, Sharon (DBI) <sharon.lee@sfgov.org>

Date Mon 5/4/2026 2:52 PM

To Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>

From: Choi, Suzanne (HRD) <Suzanne.Choi@sfgov.org>

Sent: Tuesday, April 14, 2026 9:05 AM

To: Lee, Sharon (DBI) <sharon.lee@sfgov.org>; Stalfa, Gregory (HRD) <gregory.stalfa@sfgov.org>

Subject: RE: union to respond to Dept's response to their questions

Hi Sharon,

Local 21 and SEIU 1021 Misc. must officially request the factfinder process. There is a form they need to submit to start the process.

Thank you,



Connecting People with Purpose

Suzanne Choi, Citywide PSC Coordinator

Department of Human Resources

One South Van Ness Ave., 4th Floor

San Francisco, CA 94103

Website: www.sfdhr.org

MWF: 6:00-1:00pm

T,TH: 7:30-4:00pm

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

From: Lee, Sharon (DBI) <sharon.lee@sfgov.org>

Sent: Tuesday, April 14, 2026 8:43 AM

To: Choi, Suzanne (HRD) <Suzanne.Choi@sfgov.org>; Stalfa, Gregory (HRD) <gregory.stalfa@sfgov.org>

Subject: RE: union to respond to Dept's response to their questions

Good morning, Suzanne,

Thank you for the clarification and guidance.

I assumed since local 21 had question it started the factfinding process (that was my misunderstanding reading the presentation).

We will remove the hold button and send through the review process.

Like I mentioned, we are hoping to get it calendared for May 4th CSC meeting to hit the BOS target dates since amount exceeds \$10m.

Thank you again.

Sharon Lee

Finance

Department of Building Inspection

[Sfdbi.org](http://sfdbi.org)

[Sign up for our customer email list](#)

From: Choi, Suzanne (HRD) <Suzanne.Choi@sfgov.org>

Sent: Tuesday, April 14, 2026 8:20 AM

To: Lee, Sharon (DBI) <sharon.lee@sfgov.org>; Stalfa, Gregory (HRD) <gregory.stalfa@sfgov.org>

Subject: FW: union to respond to Dept's response to their questions

Hi Sharon,

[@Stalfa, Gregory \(HRD\)](#) for awareness.

Please release the “hold for union discussion box.” L21 is part of factfinder, it is up to the union to request a meeting and request a factfinder if they would like. I do not think the union requested factfinding, but I have included Greg from ERD for awareness.

Thank you,



Connecting People with Purpose

Suzanne Choi, Citywide PSC Coordinator

Department of Human Resources

One South Van Ness Ave., 4th Floor

San Francisco, CA 94103

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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

From: Lee, Sharon (DBI) <sharon.lee@sfgov.org>

Sent: Monday, April 13, 2026 2:06 PM

To: Choi, Suzanne (HRD) <Suzanne.Choi@sfgov.org>

Subject: union to respond to Dept's response to their questions

Hi Suzanne,

Requesting some guidance here since factfinding is something we haven't experienced before.

Union requested additional information on a PSC00006234 Dept submitted on March 25.

Dept sent our responses to Union on April 8th.

How long does Dept need to wait to hear back from unions?

Dept would like to uncheck the "hold for union discussion box" to calendar this PSC for May 4th Civil Service's calendar, we can in order to get it Board of Supervisors calendar before their August Recess.

Thank you!!!

Sharon Lee

Finance

Department of Building Inspection

Sfdbi.org

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DBI [DHRPSC0006234] submitted for DHR Admin approval has been APPROVED for CSC review and approval

From CCSF IT Service Desk <ccsfdt@service-now.com>

Date Wed 4/15/2026 6:29 AM

To Lee, Sharon (DBI) <sharon.lee@sfgov.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>

Hello Junko Laxamana,

DBI PSC [DHRPSC0006234] was APPROVED by DHR on 2026-04-15 to move forward for CSC review and approval. You will receive further notification once CSC has calendared this PSC for a Commission hearing.

PSC Summary

=====

Record Number: DHRPSC0006234 v 0.01

Description of Proposed Work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: DBI

Dept PSC Coordinator: Junko Laxamana

Dept PSC Coordinator Email: Junko.Laxamana@sfgov.org

DHR Admin/Reviewer: Suzanne Choi

PSC Amount: \$6,500,000.00

PSC Duration (months): 72

Funding Source(s): City Funds

Scope of Work: This request formalizes and expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses. Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window

replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.

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PSC Justification(s)

=====

- ✔ Proprietary services such that City is not authorized to perform them

[Take me to the PSC Record](#)

Ref:TIS6594798_Pcptb0mZOY80jmnmjKn



DBI [DHRPSC0006234] has been calendared for CSC meeting on 2026-05-04 14:00:00 PDT

From The Civil Service Commission <ccsfdt@service-now.com>

Date Fri 4/17/2026 11:16 AM

To Lee, Sharon (DBI) <sharon.lee@sfgov.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>



NOTICE OF CIVIL SERVICE COMMISSION MEETING

Hello Junko Laxamana,

The DBI [DHRPSC0006234] has been calendared and will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in **Room 400, 1 Dr Carlton B Goodlett Pl, San Francisco, CA 94102**, and through Cisco WebEx to be held on 2026-05-04 14:00:00 PDT.

Attendance by you or an authorized representative is recommended. Should you or your representative not attend, the Commission will rule on the information previously submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

CIVIL SERVICE COMMISSION

Sandra Eng | Executive Officer

PSC Summary

=====

Record Number: DHRPSC0006234 v 0.01

Description of Proposed Work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

- ✔ CSC Approval by Amount

Submitting Department: DBI

Dept PSC Coordinator: Junko Laxamana

Dept PSC Coordinator Email: Junko.Laxamana@sfgov.org

DHR Admin/Reviewer: Suzanne Choi

CSC Admin/Reviewer: Lavena Holmes

PSC Amount: \$6,500,000.00

PSC Duration (months): 72

Funding Source(s): City Funds

Scope of Work: This request formalizes and expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses. Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.

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PSC Justification(s)

=====

- ✓ Proprietary services such that City is not authorized to perform them

[Take me to the PSC Record](#)

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written

material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at <https://sf.gov/civilservice> and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

F. Policy and Procedure on Hearing Items Out of Order

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

G. Procedure for Commission Hearings

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes. For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission. Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

H. Policy on Audio Recording of Commission Meetings

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at www.sfgov.org/civilservice.

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take in-person public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. The maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email civilservice@sfgov.org to

discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554- 7854, by e-mail: sotf@sfgov.org, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

San Francisco Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <https://sfethics.org/>.

Ref:TIS6601405_L1UqktV0J3lir8QI57SP



FW: Questions to ask for DHRPSC 0006234 - v0.01 [OpenGov]

From Eng, Sandra (CSC) <sandra.eng@sfgov.org>

Date Fri 5/1/2026 4:29 PM

To Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Lee, Sharon (DBI) <sharon.lee@sfgov.org>

Cc Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; CivilService, Civil (CSC) <civilservice@sfgov.org>

2 attachments (7 MB)

Lurie stands by S.F. contract staffers said 'shouldn't be considered'.pdf; Top Lurie chief steered contract to tech firm with ties to mayor _ The San Francisco Standard.pdf;

Hi Everyone,

FYI

Our office just received this public comment directed to the Civil Service Commission for review for Monday's meeting.

Sincerely,

Sandra



Sandra Eng (she, her)

Executive Director

Civil Service Commission

25 Van Ness Avenue | Suite 720 | San Francisco | CA | 94102

628-652-1100 Main | sandra.eng@sfgov.org



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From: CivilService, Civil (CSC) <civilservice@sfgov.org>

Sent: Friday, May 1, 2026 3:55 PM

To: Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>

Subject: Fw: Questions to ask for DHRPSC 0006234 - v0.01 [OpenGov]

Civil Service Commission Representative
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102

Office (628) 652-1110
Main (628) 652-1100
Fax (628) 652-1109

From: Claudia Escobar <anonymousecho8@gmail.com>
Sent: Friday, May 1, 2026 3:42 PM
To: CivilService, Civil (CSC) <civilservice@sfgov.org>
Subject: Questions to ask for DHRPSC 0006234 - v0.01 [OpenGov]

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Hello Commissioners,

I am a member of the public and was concerned when I read the SF Standard article (<https://sfstandard.com/2025/10/15/san-francisco-daniel-lurie-ned-segal-opengov-technology-contract/>) about the city's inappropriate contract deal with a tech company that has ties to Trump loyalists including Joe Lonsdale and Marc Andreessen. In case you don't know, Joe Lonsdale's previous ventures include Palantir, an AI software being used by ICE to track, target, and deport immigrants. I read up on standard contracting procedures for significant city vendors, and I was shocked at how policies to prevent corruption had been bypassed. Please consider asking the following questions:

1. How were standard contracting procedures circumvented when contracting with a new, unvetted company? Has this been investigated by the Controller or the Ethics Commission? If so, what was the justification?
2. Why did they select a vendor that was more expensive and proprietary, especially when staff advised against it?
3. How do the professional services needed compare to the other options being considered?
4. In the article, OpenGov spokesperson Danielle Hoffman responded, "Our product meets the City and County of San Francisco's needs today, and it will in the future." Has that turned out to be true from the perspective of staff and customers (not the people who chose the product)?
5. If this product is so proprietary, how do we know it will not be used for evil purposes like Palantir?

Thank you,
Claudia Escobar

GOVERNMENT

Lurie stands by S.F. permitting contract despite questions of impropriety

Lurie's policy chief Ned Segal awarded contract to preferred firm despite report finding it 'shouldn't be considered.'



by YUJIE ZHOU

October 15, 2025, 2:39 pm



Ned Segal, Mayor Daniel Lurie's policy chief, at a town hall on PermitSF and OpenGov on Oct. 15, 2025. Photo by Yujie Zhou.

Mayor Daniel Lurie on Wednesday praised a new contract with a tech company to overhaul San Francisco's embattled permitting system, despite reports this morning that revealed one of Lurie's deputies overruled staff recommendations in awarding the contract to a product that had "gaps so significant" that it "shouldn't be considered."

The company that won the \$5.9 million contract, OpenGov, had significant ties to Lurie: Advisory board member Katherine August-deWilde is a major donor to and sits on the board of Tipping Point Community, the foundation where Lurie served as CEO until 2019, and board chair until 2023.

She and her husband donated \$60,000 to a pro-Lurie PAC in the 2024 election and \$100,000 to Lurie's inauguration.

Its co-founder and former chairman, Joe Lonsdale, and CEO, Zac Bookman, are both major donors to Tipping Point. Bookman donated \$500 to Lurie's campaign.

The *San Francisco Standard* reported this morning that Ned Segal, Lurie's policy chief responsible for housing and economic development, awarded the contract to OpenGov, even though another company scored higher and offered what staffers found to be a superior product at a lower cost.

During brief opening remarks this morning at an all-hands town hall on his program PermitSF, Lurie declined to address the scandal. His spokesperson did not directly answer **questions** about whether Lurie stood by his deputy and approved the behavior outlined in the *Standard's* article.

Lurie, who ran for office pledging "accountability" and transparency, defended the decision to "try this OpenGov" despite the irregularity of the decision-making.

"I am hoping and asking you all to be with me on this," said Lurie at the town hall "I know it's going to be a pain in the butt. I'm sure all these transitions always are, but I'm telling you, it's going to be worth it."

OpenGov leaders also have significant ties to President Donald Trump. Lonsdale gave \$1 million to Elon Musk's super PAC supporting the president. Marc **Andreesen**, another tech Trump ally, **lists** himself as sitting on the OpenGov board.

Segal, for his part, also defended the decision to award OpenGov the contract over city staffers' recommendations.

"I've been here nine months now. I've made a lot of mistakes. I'm going to keep making mistakes. They're always going to be well-intended, hard-working, ethical mistakes," said Segal, his voice slightly hoarse but energetic.

But awarding the contract to OpenGov "was not one of them," he continued. "There are ways that I'm always learning where I wish we'd done things differently here. I feel really good about the decision we made."

PermitSF is an initiative Lurie **announced** in February to streamline and centralize the city's permitting process, which residents often find confusing.

Lurie is **not the first** San Francisco mayor to take on permitting reform, a longstanding headache he promised to tackle on the campaign trail: He entered office with an ambitious goal to "create a consolidated permit application and allow for any permit to be filed online" within **a year**.

OpenGov plays a central role in that promise. But city staffers found it inadequate to the task.

The *Standard* noted that a July report with input from 16 technical city workers found that Clariti, a competing bidder, was deemed “the most suitable of the 3 products.” OpenGov’s system, meanwhile, had “gaps so significant” that it “shouldn’t be considered.”

Clariti scored an average of 4.42 out of 5, compared to OpenGov’s 2.88.



Ned Segal, Mayor Daniel Lurie’s policy chief, at a town hall on PermitSF and OpenGov on Oct. 15, 2025. Photo by Yujie Zhou.

Today, Segal attempted to brush off those concerns.

“Sometimes the decision-making criteria that the leadership uses to make a decision is different than the decision-making criteria that might be reflected in scoring, but that really gets to the heart of it,” he said.

OpenGov has worked with more than 2,000 government agencies across the country. The company has “people on staff who used to be building officials, who used to be planners, and worked in the public sector recently and went through some of these experiences,” said Elizabeth Watty, another political appointee co-leading PermitSF.

Watty, who is also the director of current planning at the Planning Department, said one of “the big decision-making factors” for her was that OpenGov is taking a very different approach from Accela, the Planning Department’s public portal that has caused “a lot of pain points.”

Segal said he met OpenGov’s team for the first time only when the city had already narrowed the bidders to a few software companies. He said that, technically, the city had asked for a “request for information” and gathered information from interested parties, not a more formal “request for proposal” to evaluate bids and choose a vendor.

“We weren’t ready to ask all the very specific questions you might ask in an RFP,” Segal said.

Multiple government hands were confused at how a large contract could be awarded through an RFI process. OpenGov’s contract is valued at a minimum of \$5.9 million and will take at least three years to fully implement, according to Sarah Bindman, product manager for PermitSF.

“We didn’t feel we had the luxury of waiting and going through more processes,” Segal said today. “So we then moved quickly into a contract with the company that we chose.”



kurt

October 15, 2025, 2:47 pm at 2:47 pm

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From left: OpenGov CEO Zac Bookman, Mayor Daniel Lurie, and policy chief Ned Segal. | Illustration by Mark Harris

Politics

Top Lurie chief steered contract to tech firm with ties to mayor

Records show the mayor's office chose the software company OpenGov over a cheaper vendor that a majority of city staff preferred.

By [Gabe Greschler](#) and [Josh Koehn](#)

Published Oct. 15, 2025 • 6:00am

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Ned Segal, one of Mayor Daniel Lurie's highest-ranking deputies, overruled city staff by unilaterally steering a lucrative contract to a tech company with longstanding ties to the mayor and his previous nonprofit, records show.

Segal, a former financial executive at Twitter who [joined the Lurie administration](#) to



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The way the contract was awarded has troubled staffers across a number of departments. Interviews with six people knowledgeable of the deal, as well as hundreds of documents obtained via public records requests, show that a competing bid scored higher than OpenGov and would have come in at a fraction of the cost to taxpayers. The OpenGov contract was signed by Segal earlier this month at an annual cost of \$4 million — on top of \$1.9 million in phased payouts.

The software company was co-founded by entrepreneur and investor Joe Lonsdale and CEO Zac Bookman, who have collectively given tens of thousands of dollars over the past decade to Tipping Point Community, the nonprofit Lurie founded and ran for 15 years before later becoming mayor. Bookman also gave Lurie \$500 for his mayoral campaign. According to the nonprofit's [website](#), one member of OpenGov's advisory board, Katherine August-deWilde, also gave up to \$2.85 million to Tipping Point and now leads [the mayor's Partnership for San Francisco](#), a coalition of tech and business figures advising Lurie on policy.



OpenGov's CEO Zac Bookman speaks with Daniel Lurie at a 2015 event. | Carlos Avila Gonzalez/SF Chronicle/Getty Images

Max Szabo, a spokesperson for Tipping Point and a political consultant to Lurie, said that OpenGov leadership has contributed more than \$31,000 to Tipping Point, the bulk of which was donated nearly a decade ago. He added that these donations amount to a small percentage of the \$30 million Tipping Point Community raises and spends annually.

But the Lurie administration's interest in working with OpenGov was apparent from the start. On April 2, Segal offered Bookman a warm email introduction to the mayor's innovation director, Florence Simon. This message went out more than a month before the city officially sought vendors for a software overhaul of San Francisco's long-criticized permitting system.

"Zac can help us think through permitting technology," Segal wrote, adding a smiley face to a line that noted the OpenGov CEO had been "patiently waiting for the right

partner.” (The mayor’s office told The Standard that Segal also introduced other companies to the city, though no email records were provided verifying such correspondence.)



Segal offered Bookman a warm email introduction to the mayor’s innovation director more than a month before the city officially sought vendors for a software overhaul of San Francisco’s long-criticized permitting system. | Illustration by Mark Harris

Bookman helped found OpenGov in 2012 and has known Lurie for at least a decade. In 2015, the pair were photographed at an event in which 49ers NFL Hall of Famer Ronnie Lott, a former board member who helped found Tipping Point, gave Bookman a “Visionary of the Year” award.

When reached by phone, Bookman abruptly hung up and did not respond to The Standard’s emailed questions about his company’s contract with the city. OpenGov spokesperson Danielle Hoffman responded, “Our product meets the City and County of San Francisco’s needs today, and it will in the future, as we partner closely with all of our customers to innovate and shape our product roadmap.”

Lurie, Segal, and Simon declined interviews. Charles Lutvak, a spokesperson for the mayor’s office, confirmed that OpenGov’s work on the permitting system began this week and defended the city’s decision to select the company.

“OpenGov brings the technology, support system, and track record of on-time delivery as we work across departments to provide a seamless experience for business owners and residents,” Lutvak wrote in an email.



Bookman, center, founded OpenGov in 2012. | Adria Malcolm/Getty Images

Last year, Cox Enterprises acquired a majority stake in OpenGov for \$1.8 billion, significantly raising the govtech company’s profile. OpenGov counts more than 2,000-plus government agencies across the country as clients, and its technology handles everything from procurement and budgeting to open data portals that promote transparency.

If Lurie’s administration extends OpenGov’s current one-year contract, the deal to streamline San Francisco’s labyrinthian permitting system across about a dozen major departments could end up costing the city tens of millions in the years to come.

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Lurie campaigned last year on bringing transparency, integrity, and efficiency to City

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POWER PLAY

Lurie’s top campaign consultant departs political group GrowSF

On May 20, the mayor’s office of innovation issued a “request for information,” an informal process to assess how vendors can help on a project. The mayor’s office noted to applicants that the process was “solely for information gathering and planning purposes.”

However, the city was interested in finding companies that weren’t on its list of approved vendors, and the request for information process made this possible. As previously reported in The Standard, the city currently uses 20 different software systems, and the plan was to preserve just four.

Vendors submitted proposals by a June 13 deadline, and staff from multiple city agencies were recruited to test the different products. One of the vendors included Clariti, a software company that currently contracts with the Department of Public Works. Records show that Clariti’s software was consistently rated better by city staffers than OpenGov’s technology, and its services would cost a fraction of the contract Segal ultimately signed with OpenGov.

Clariti’s annual software license would have cost \$528,000, while implementation would run up to \$1.6 million. By contrast, OpenGov’s original proposal had a projected cost as high as \$9.9 million.



On Aug. 26, Lurie and Segal announced in an Instagram post that the city had picked OpenGov to overhaul the city’s permitting system. | Illustration by Mark Harris

“The general consensus of most testers is that Clariti is the most suitable of the 3 Products,” states a July report with feedback from 16 technical city staffers. The report added that OpenGov’s technology had “gaps so significant” that it “shouldn’t be considered.”

A scoring sheet shows Clariti was rated significantly higher than OpenGov in all eight technical categories, including how it handles data, security, and customer management. Across the categories, Clariti scored an average of 4.42 out of 5, while OpenGov scored 2.88. A third company, LeapThought, scored 2.5.

Other documents show similar findings, such as a July report from an employee at the city’s data agency who said they preferred Clariti. An undated document from two planning department staffers concurred. City officials did raise concerns about Clariti, including delays the Department of Public Works has experienced getting the company’s software operational. But the majority of graders for PermitSF still preferred Clariti.

Related

In the Lurie Era, city business is getting done with speed, rigor — and risk

The House of Daniel Lurie: These are the power players in the mayor’s political deck

In August, The Standard reported that Segal and Elizabeth Watty, who was named to lead PermitSF two months before a final decision was made, had sole discretion in awarding the contract to OpenGov. A formal contracting process would have required them to use a more objective system that weighs costs and the quality of the technology.

“Mayor Lurie launched PermitSF not to tweak that system but to fundamentally transform it,” said Lutvak, the mayor’s spokesperson. “This work requires doing things differently right now.”

'An appearance of impropriety'

Ed Harrington, who served as San Francisco city controller for nearly two decades, called the process that netted OpenGov its contract strange and noted how uncommon it is for the mayor's office to oversee a software procurement competition instead of the city's technology experts.

"It is highly unusual for the mayor's office to be directly responsible for this and signing off on these kinds of things," Harrington said.

Sources with knowledge of the contracting process expressed frustration with how OpenGov was chosen, noting that morale across departments has plummeted as a result. One source said the permitting software is unlikely to meet Lurie's goal of launching early next year.

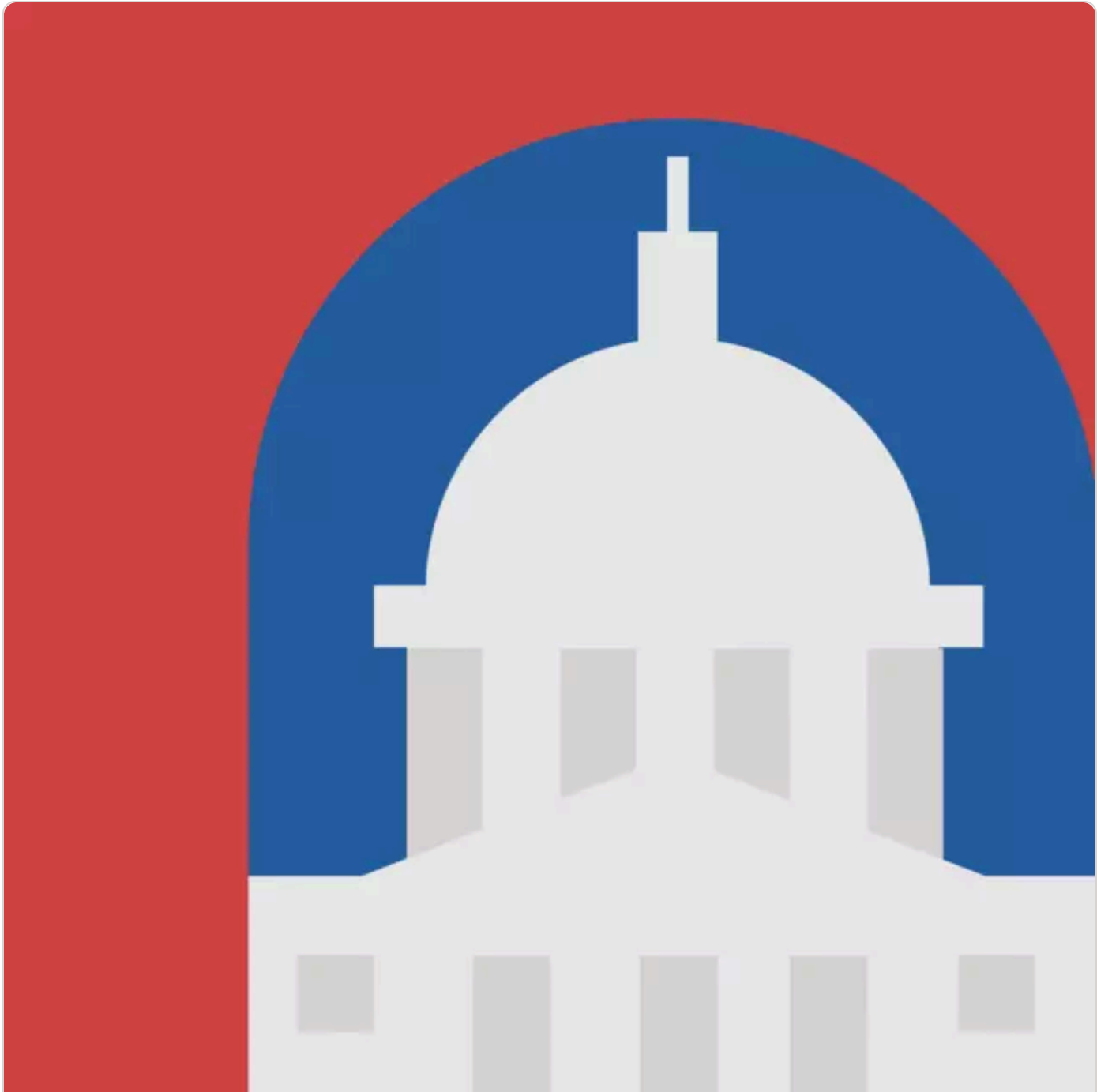


Lurie is trying to overhaul the city's complex and burdensome permitting process. | San Francisco Chronicle/Getty Images

“People feel like we’re going to get run over by a train in the next few months,” the source said. “And when it fails, they’re going to blame staff.”

On Aug. 26, Lurie and Segal announced in an [Instagram post](#) that the city had picked OpenGov to overhaul the city’s permitting system.

A MESSAGE FROM THE STANDARD:



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“We’re just trying to make life easier, more efficient, more effective, and deliver faster for the people of San Francisco,” Lurie said in a [video](#) that was retweeted by OpenGov’s Bookman.

Lutvak, the mayor’s spokesperson, told The Standard that Lurie, Segal, Simon, Watty, and the mayor’s chief of staff, Staci Slaughter, all signed a form affirming they had no financial interest in any of the finalists considered for the PermitSF contract, a step that he noted went beyond city requirements.

However, Joan Harrington, a former director and current fellow at the Markkula Center for Applied Ethics at Santa Clara University, said the financial ties between OpenGov and Lurie’s former nonprofit — combined with a contracting process that skirted norms — still gives off “an appearance of impropriety.”

“San Francisco is a small city and they may have personal relationships by crossing paths over the years,” Harrington said. “But there are facts here that would maybe suggest this wasn’t the best decision for the city.”

More about the author



Gabe Greschler

Politics Reporter · [Contact](#) ▾

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More **Politics**



FW: Contract Renewal for OpenGov

From Eng, Sandra (CSC) <sandra.eng@sfgov.org>

Date Mon 5/4/2026 9:50 AM

To Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>; Lee, Sharon (DBI) <sharon.lee@sfgov.org>

Cc Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>

Hi Everyone,

FYI

This public comment was received yesterday and has been forwarded to the Commissioners.

Sincerely,

Sandra



Sandra Eng (she, her)

Executive Director

Civil Service Commission

25 Van Ness Avenue | Suite 720 | San Francisco | CA | 94102

628-652-1100 Main | sandra.eng@sfgov.org



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From: CivilService, Civil (CSC) <civilservice@sfgov.org>

Sent: Monday, May 4, 2026 8:22 AM

To: Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Eng, Sandra (CSC) <sandra.eng@sfgov.org>

Subject: Fw: Contract Renewal for OpenGov

Civil Service Commission Representative
 25 Van Ness Avenue, Suite 720
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 Office (628) 652-1110
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 Fax (628) 652-1109

From: Mark Langan <sffuji@gmail.com>

Sent: Sunday, May 3, 2026 2:34 PM

To: CivilService, Civil (CSC) <civilservice@sfgov.org>

Cc: ewallace@ifpte21.org <ewallace@ifpte21.org>; jnuti@ifpte21.org <jnuti@ifpte21.org>

Subject: Re: Contract Renewal for OpenGov

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Hi,

I'm writing to express my deep concerns regarding the proposed contract renewal for the OpenGov software product. This software's original purchase did not follow the established procedures for purchases that are in our City Charter, and it is clear that its establishment is intended to privatize functions performed by City IT staff. It is also clear that its closed and inaccessible data structure will prevent City staff from responding to Sunshine requests that are required under the Brown Act.

Mark Langan, IS Business Analyst - Senior, CPC/DBI
Sent from my iPhone