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## PSC Requests Scheduled for Hearing - 5/18/2026

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0006176 - v0.01	ADM	New	\$3,000,000.00	\$3,000,000.00	<p>The Department of Technology is partnering with GovOps, OCA and ADM to pilot a new, safer way for departments to experiment with emerging technologies such as AI. The City is pursuing this work because:</p> <p>The current City procurement process does not enable departments to quickly experiment in low-risk ways, which can lead to riskier, untested full-scale deployments</p> <p>Many City staff haven't had an opportunity to build expertise and know-how in emerging technologies, making the City vulnerable to vendor-led, vendor-centered technology experimentation</p> <p>Fragmented governance and lack of early visibility into AI procurements limit coordination, shared learning, and economies of scale and scope</p> <p>This new pilot framework is a two-step approach for City departments: 1) competitively select from a new RFQ pool and enter into a short-term, limited scope engagement to safely vet and test the selected technology product and/or service [what is in-scope for this PSC]; if the test is successful, then 2) pursue a long-term contract for the selected product and/or service [not in scope for this PSC].</p> <p>Step 1: Short-term, limited scope engagements</p>	36	36	2026-05-18 14:00:00	Amanda Wentworth

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<p>For Step 1, the City is putting forward a citywide Request for Qualifications (RFQ) pool for firms who provide products, software, and services powered by emerging technologies such as AI. The objective of the pool is to create short-term, limited-scope engagements so departments can fully vet and test technology products before committing significant staff time and resources to products that may not ultimately serve department needs. This PSC will cover these short-term engagements from the RFQ pool, each of which we anticipate will be less than 1 year in length and less than \$230,000.</p> <p>These short-term engagements will allow departments to evaluate technical feasibility, usability, and performance against pre-established success criteria. Departments will be able to assess potential risk (to safety, privacy, security, and fairness) and review all necessary safeguards required in the early phases of the project's lifecycle. Deliverables resulting from these short-term engagements are expected to provide clear evidence and documentation to support departmental decision-making, including whether to proceed to a larger procurement and the technical, governance, safeguards, and transparency steps that would be required prior to any production deployment. City departments and vendors will only be able to test products in these short-term engagements using public or synthetic data and with no connection to City production systems, to reduce risk.</p> <p>Step 2: Long-term contracts for successful experiments</p> <p>Should departments find products through Step 1</p>				

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					<p>that have been proven to meet their needs, as well as satisfy predefined success criteria and performance metrics, departments may pursue their own direct contracts outside of the RFQ pool. Departments can begin this full contract work in parallel, allowing them to parallel track contracting work to save them months.</p> <p>This PSC will only cover the short-term engagement, not this Step 2 long-term contract. Departments will be required to secure their own PSC and Civil Service approval for their long-term contract, should they choose to move forward with a supplier from the pool.</p>				
DHRPSC0006082 - v0.01	DPW	New	\$2,400,000.00	\$2,400,000.00	<p>As-Needed Pavement Condition Assessment:</p> <p>Provide specialized professional services in pavement condition data collection and analysis to support the San Francisco Public Works Paving Program on an as-needed basis. Services shall be performed by consultants certified as pavement condition raters by the Metropolitan Transportation Commission (MTC) and shall include the inspection and rating of all accepted street segments citywide in accordance with applicable MTC standards. Work may include coordinating and conducting pavement condition surveys; collecting, verifying, and managing field data; and performing technical analysis of pavement condition. Deliverables may include technical memoranda, summary and detailed reports, tables, raw and processed data, and other supporting documentation necessary to support program planning, prioritization, and reporting.</p>	72	72	2026-05-18 14:00:00	Belle Macaranas
DHRPSC0006204 - v0.01	HOM	New	\$6,000,000.00	\$6,000,000.00	HSH requires professional consulting services to provide support with various projects and initiatives. 1. Justice Involved Project Evaluation: Support in the evaluation of time-limited, grant-funded initiatives targeting criminal justice involved populations to ensure evaluation methods are responsive to project needs in compliance with	60	60	2026-05-18 14:00:00	Monique Colon

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<p>funding requirements. Specific projects include evaluation of the Just Home initiative that addresses housing instability and incarceration, and comprehensive program evaluation for the Housing, Expungement and Recovery through Treatment and Support Services (HEARTSS) project, focused on justice-involved individuals with mental health and/or substance use disorder. Services may include stakeholder coordination, data analysis, reporting, and recommendations to improve program effectiveness and outcomes.</p> <p>2. People with Lived Experience (PWLE) Engagement: Design and implement a comprehensive framework for PWLE across HSH workstreams and divisional/population-specific initiatives to reduce barriers for those experiencing homelessness and housing instability in San Francisco. Specific activities include formation and governance of a PWLE Advisory Group with defined bylaws, term limits, and representation across designated populations in addition to ad-hoc engagements responsive to HSH needs.</p> <p>3. Strategic Planning: Support in as-needed strategic planning through developing analytic models supporting the Homelessness Response System (HRS), facilitating planning processes, and providing implementation support.</p> <p>4. Technical assistance for policy, program design, and funding strategies: Provide technical assistance to support policy development, program design, and funding strategies.</p> <p>5. Program and Systems Evaluation: Support in designing and conducting evaluations to assess the effectiveness, equity, and impact of policies, programs, and/or systems.</p>				
DHRPSC0006220 - v0.01	HSA	New	\$510,000.00	\$510,000.00	<p>Building on work completed through a research collaboration with the Department that began in 2022, the Department intends to engage a Contractor to further develop, test, and deploy a Risk Stratification Model and Supervision Tools using Human Services Agency - Family and Children's Services' data. In collaboration with Department staff, Contractor will support an on-premises deployment of this proprietary risk stratification solution within the Department's secure environment.</p>	36	36	2026-05-18 14:00:00	Tara Alvarez

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					<p>The prior collaboration established foundational system components and configured the setup of Department's environment to support this implementation. These tools are intended to support Department staff's existing workflows. The implementation will include staff training and opportunities for feedback to ensure the tools are used effectively and in alignment with existing professional practices.</p> <p>Contractor will rearchitect, train, test, and deploy a Risk Stratification Model and Supervision Tools using Family and Children's Services' data. In collaboration with HSA Staff, Contractor will conduct on-premises deployment of the following deliverables for the Family and Child Services Division:</p> <ol style="list-style-type: none"> <li>1. Core Deliverable: Risk Stratification Model for FCS and implementation of the Investigation Supervision Tool. This module gives fast oversight of all open investigations, organized by designation. Designations combine Predictive Risk Modeling scores with State-specified business rules, so supervisors can prioritize the small number of highly complex cases early in the process.</li> <li>2. Open Cases Supervision Tool that provides supervisors with stratified overview of the caseworkers' open cases, both in-home and placements.</li> <li>3. Hotline Call Screening Tool, Family Relationship Mapping, Caseworker Workload Management Tool, FFPSA Pre-Candidacy.</li> </ol>				

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					<p>4. Perform quarterly assessments of the performance of the tool to ensure it continues to meet expectations, and provide reports on tools usage, conduct refresher trainings for HSA staff, and rebuild and redeploy new versions of core deliverable, add-on tools and customizations to account for changes and enhancements implemented in response to user requests.</p> <p>5. Implement any changes resulting from the transition to Child Welfare Services – California Automated Response and Engagement System (CWS – CARES) when the new system of record goes live. Such implementation is currently targeted for October 2026.</p>				
DHRPSC0006227 - v0.01	HSA	New	\$1,200,000.00	\$1,200,000.00	<p>As the Lead Community Pathway Liaison Coordination Agency, Contractor will provide an organized governance structure for a multi-ethnic network of community-based Family Resource Centers in various neighborhoods across the City. The Contractor will maintain an extensive Community Pathway procedure manual as well as infrastructural and data systems that cover the spectrum of Community Pathway services and lead agency responsibilities.</p> <p>Contractor will provide a Lead Community Pathway Liaison Coordinator who will support and be the central point of contact for HAS, First 5, Community Pathway stakeholders, and the Community Pathway liaisons that are providing Community Pathway services to families. The Coordinator is responsible for referral facilitation as well as triaging pool of providers, training, quality assurance, community convenings, case supervision, and reporting.</p> <p>The Lead Community Pathway Liaison Coordinator</p>	36	36	2026-05-18 14:00:00	Elizabeth Leone

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					will also facilitate and coordinate a variety of meetings such as the monthly Differential Response Coordination team meetings, which include HSA and First 5, to provide oversight of the Differential Response processes.				
DHRPSC0006115 - v0.01	HSA	New	\$5,200,000.00	\$5,200,000.00	<p>This program will provide comprehensive visitation services for families referred by Child Welfare. The purpose of the service is for San Francisco to comply with visitation orders and mandates, utilize visitation as an opportunity to build parental capacity and strengthen family relationships, and increase successful reunification and permanency outcomes.</p> <p>The Visitation and Transportation Services Program is a partnership between the San Francisco Human Services Agency (HSA) and the awarded contractor. The purpose of this contract is to assist San Francisco County with the provision of comprehensive visitation and transportation services for families and children linked to Child Welfare Services who have been placed by FCS in San Francisco or neighboring cities. The Human Service Agency's goal is to comply with visitation court orders and mandates, utilize visitation as an opportunity to maintain family connections, build parental capacity, strengthen family relationships, and increase successful reunification and permanency outcomes.</p> <p>The contract has two parts. Part I is First Stop Visitation and Transportation Program, located in San Francisco. Part II is the East Bay Visitation Program, a site shared with Contra Costa County, located in Antioch. Both locations are safe, clean, and family-friendly sites where resource families, parents, caregivers and county staff may drop off and pick up children.</p> <p>This scope is for the First Stop Visitation Center, a</p>	48	48	2026-05-18 14:00:00	Elizabeth Leone

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<p>program designed to support HSA in providing visitation supervision and transportation support for families to comply with court ordered visitation plans for San Francisco dependents.</p> <p>I. Description of Services</p> <p>A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth.</p> <p>Contractor shall provide the following services during the term of this agreement:</p> <p>A. First Stop Visitation Center: The First Stop site is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement. Contractor will offer direct visitation supervision and maintain a centralized referral tracking system for all referrals, including tracking the triaging of families to ongoing visitation services with an FRC or other visitation services as appropriate. The First Stop Visitation Coordinator and Program Supervisor will communicate regularly with the HSA scheduler to ensure that Visitation Counselors are assigned to support clients on a consistent basis. 2940 Protective Services Workers will be made aware of any concerns that occur immediately, and Contractor will provide support as soon as possible. Contractor will stay informed of current car seat safety laws and will abide by those laws.</p>				

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					<p>B. The contractor will manage and coordinate referrals seven (7) days per week.</p> <p>C. Visitation supervision and transportation services for court-ordered visitation for San Francisco dependents and their families shall be available seven (7) days per week.</p> <p>D. Visitation Counselors provide direct supervision of a family during a visit to maintain child safety, offer support to the child and parent, and promote the parent's ability to interact safely and appropriately with their child. The First Stop Visitation Program shall conform with visitation practices outlined in the FRC Visitation Guidebook or otherwise agreed upon with HSA, including but not limited to: documentation of visitation (including pre and post visit information, as well as documentation on collateral contacts), communication with the family and protective services staff as appropriate, and compliance with all court orders including restraining orders.</p> <p>E. Contractor will ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator.</p> <p>F. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator.</p> <p>G. The Contractor's Visitation Coordinator and</p>				

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					<p>Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely.</p> <p>H. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns.</p> <p>II. Contractor Responsibilities</p> <p>A. Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit:</p> <p>A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check</p> <p>B. Have the ability to intervene as needed to keep the child safe</p> <p>C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent</p> <p>D. Have the ability to enforce visit rules, court orders, limitations and activities</p> <p>E. Keep all information confidential</p> <p>F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns</p> <p>G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat)</p> <p>H. Always comply with court orders including restraining orders</p>				

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					<p>I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes</p> <p>J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services (CPS), the contractor will contact FCS.</p> <p>K. Report all incidents of suspected child abuse and neglect as required by law.</p> <p>L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers.</p> <p>This scope is for the East Bay Visitation Program (EBVP).</p>				

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					<p>I. Description of Services</p> <p>A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth.</p> <p>Contractor shall provide the following services during the term of this agreement:</p> <p>A. Provide a visitation program using multiple sites located close to public transportation, allowing families a location to visit closer to the child's placement.</p> <p>B. Manage and coordinate referrals seven (7) days per week, moving families from referral to active visits in a timely manner.</p> <p>C. Provide visitation supervision and transportation services for court-ordered visitation for San Francisco and Contra Costa dependents and their families seven (7) days per week.</p> <p>D. Accept all referrals for visitation based on designated criteria, to be determined by FCS.</p> <p>E. Provide qualified and trained staff, including language capacity, to offer services at the Visitation Center(s) during agreed upon hours of operation, seven (7) days per week.</p> <p>F. Provide a safe, family-friendly and culturally diverse site with adequate space to support contractor-supported visitation, as well as space for</p>				

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					<p>the following:</p> <ol style="list-style-type: none"> <li>1. Drop off/pick up of children and visit participants.</li> <li>2. Meetings with families, resource families, visitation partners, and staff as needed around the visitation process, including but not limited to Child and Family Team meetings.</li> <li>3. Visits supervised by county or other partners as needed and mutually agreed.</li> <li>4. Workspace/docking station for county staff who are transporting or otherwise involved with families to utilize during visits as appropriate.</li> <li>5. Therapeutic visitation offered by designated clinicians to referred families.</li> </ol> <p>G. Provide a range of supervision services to build parenting capacity and remediate safety issues impacting reunification, including monitored, supervised, and virtual visits.</p> <p>H. Immediately report concerning observations to the 2940 Protective Services Workers regarding family interactions and progress utilizing agreed upon process.</p> <p>I. Ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator or the FCS Program Manager for resolution.</p> <p>J. Staff and maintain the Visitation Centers to the level of service and safety as required by the weekly scheduled workload.</p> <ol style="list-style-type: none"> <li>1. Visits may be 1 to 3 hours in length depending on court requirements and the needs of the family.</li> <li>2. Supervised visits should include no less than 60 minutes of parent-child interaction but may be shortened if parties are late, or if the quality of the</li> </ol>				

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					<p>visit would benefit from a shorter time schedule.</p> <p>K. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator.</p> <p>L. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns.</p> <p>M. The Contractor's Visitation Coordinator and Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely.</p> <p>II. Contractor Responsibilities</p> <p>Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit:</p> <p>A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check</p> <p>B. Have the ability to intervene as needed to keep the child safe</p> <p>C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent</p> <p>D. Have the ability to enforce visit rules, court orders, limitations and activities</p> <p>E. Keep all information confidential</p> <p>F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns</p> <p>G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and</p>				

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					<p>insured and equipped with approved child safety equipment and restraints (e.g., car seat)</p> <p>H. Always comply with court orders including restraining orders</p> <p>I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes</p> <p>J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services (CPS), the contractor will contact FCS.</p> <p>K. Report all incidents of suspected child abuse and neglect as required by law.</p> <p>L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers.</p>				

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					<p>III. Shared Governance Model</p> <p>The EBVP is a collaborative model between the contractor, the City and County of San Francisco and Contra Costa County. As much as possible, services will align between the two counties. While separate agreements exist between contractor and each county, program and policy decisions will be developed jointly. All parties agree to meet at least quarterly to review programmatic and fiscal concerns on a mutually agreed upon schedule.</p>				
DHRPSC0006243 - v0.01	JUV	New	\$300,000.00	\$300,000.00	<p>The department will contract with qualified providers to deliver court-ordered psychological evaluations and treatment services for justice-involved individuals, including youth under 18, young adults (18–24), and adults.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>-Competency and fitness-to-proceed evaluations</li> <li>-Neuropsychological evaluations</li> <li>-Sex offender treatment</li> <li>-Other court-ordered psychological services</li> </ul>	62	62	2026-05-18 14:00:00	Elisa Baeza
DHRPSC0005299 - v0.01	PUC	New	\$15,700,000.00	\$15,700,000.00	<p>This request is for a contract to purchase approximately 50,000 Meter Transmission Units (MTUs) and 50,000 water meters and to provide installation services to replace existing MTUs and water meters throughout the City. These components are part of the San Francisco Public Utilities Commission's Advanced Metering Infrastructure (AMI) system, which collects water usage data used for customer billing, system monitoring, and leak detection.</p> <p>Many of the currently installed MTUs are more than ten years old and nearing the end of their useful life. As these units age, battery degradation is increasing</p>	24	24	2026-05-18 14:00:00	Olga Mejia-Rocha

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					<p>failure rates and reducing the reliability of the AMI system.</p> <p>Under this contract, the contractor will provide equipment, field labor, and related services to remove existing equipment, install new meters and MTUs, program and activate devices within the AMI system, and test the equipment to confirm proper operation. All work will be performed under the direction and oversight of SFPUC staff to ensure compliance with SFPUC operational and installation standards.</p> <p>This one-time effort will allow the SFPUC to proactively replace the highest-risk MTUs and maintain reliable meter data collection, accurate billing, and effective leak detection.</p>				
DHRPSC0006274 - v0.01	SHF	New	\$600,000.00	\$600,000.00	<p>The Sheriff's Office is proposing to enter into a new 3-year agreement with Contractor to continue maintenance and annual subscription to their proprietary policy and training management solution.</p> <p>Contract ID 100008809 was awarded to Contractor following a formal solicitation (Sourcing Event #000000322) issued on October 31, 2017. The awarded Contractor analyzed the Sheriff's Office policies, procedures, practices, culture, and training manuals for the three respective divisions of the SFSO; Administration and Programs, Field Operations, and Custody Operation. The Contractor worked collaboratively with SFSO to update polices and procedures consistent with emerging best practices and changes in case law, new legislation and statues. The Contractor then implemented a comprehensive policy management and training system that allows electronic modifications to policy manuals via Contractor's Knowledge Management System (KMS) for streamlining the</p>	36	36	2026-05-18 14:00:00	Henry Gong

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					<p>approval and acknowledgement of updated policies and procedures. The policies are consolidated onto the KMS Platform accessible from multiple electronic locations/devices, easily searchable by keyword, with consistent structure, terminology and formatting across polices.</p> <p>In July of 2018, the Sheriff's Office began the migration of the policy and procedures to the Lexipol platform. Through a laborious and lengthy meet-and-confer process to transfer to the Cloud-based Policy and Training platform, the SFSO implemented the platform in April of 2023.</p> <p>On August 1, 2023, the Sheriff's Office entered into a 3-year agreement to renew the annual subscription with Contractor. The current contract will expire on July 31, 2026.</p>				
<b>TOTALS:</b>			<b>\$34,910,000.00</b>	<b>\$34,910,000.00</b>					

## Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
ADM	1	0	\$3,000,000.00	\$3,000,000.00
DPW	1	0	\$2,400,000.00	\$2,400,000.00
HOM	1	0	\$6,000,000.00	\$6,000,000.00
HSA	3	0	\$6,910,000.00	\$6,910,000.00
JUV	1	0	\$300,000.00	\$300,000.00
PUC	1	0	\$15,700,000.00	\$15,700,000.00
SHF	1	0	\$600,000.00	\$600,000.00

<b>Department</b>	<b>New Count</b>	<b>Amendment Count</b>	<b>Total New Amount</b>	<b>Total Cumulative Amount</b>
<b>Column Total</b>	<b>9</b>	<b>0</b>	<b>\$34,910,000.00</b>	<b>\$34,910,000.00</b>

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## PSC Requests Scheduled for Hearing - 5/18/2026

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0001985 - v1.01	DPH	Amendment	\$0.00	\$7,590,000.00	<p>Previous scope of work:</p> <p>Original coordinator's email: jacquie.hale@sfdph.org.</p> <p>The initial engagement will be in support of a task force established by the Board of Supervisors in preparation for the possible legalization and regulation of adult use and possession of cannabis, the Cannabis State Legalization Task Force, begun in early 2016, to be active for a two-year period. The Task Force is comprised of 22 members, including non-voting representatives of City departments such Planning, Fire, Police, Building Inspection and Public Health and voting members from various sectors, including advocates, business and tourism sector representatives. Services will include assistance in planning; identifying best practices, legal mandates and other relevant information; determining the stakeholder needs; facilitating meetings and handling task force/project documentation and communications; development of findings and recommendations; and making large and small group presentations.</p> <p>New scope of work:</p> <p>The contractor will provide independent program evaluation, research, and technical assistance services to support behavioral health and substance use disorder initiatives administered by the Department of Public Health. Services may include development of evaluation plans, research design, creation of data collection tools, stakeholder</p>	0	147	2026-05-18 14:00:00	Reanna Albert

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<p>engagement, facilitation of meetings and focus groups, qualitative and quantitative data collection, analysis of program and client data, and preparation of evaluation reports, briefs, and presentations. The contractor may also support program planning and continuous quality improvement activities by assisting the Department and its partners in interpreting evaluation findings and identifying opportunities to improve service delivery and program outcomes. Services may support a range of Department initiatives including behavioral health, substance use disorder treatment, justice-involved populations, and other public health programs requiring independent evaluation or research support.</p> <p>Summary of change:</p> <p>The original scope of work centered on a cannabis-focused project supporting a task force, while the new scope supports broad, ongoing evaluation and research across behavioral health and substance-use programs. The new scope shifts from policy planning and meeting facilitation to data collection, analysis, reporting, and continuous quality improvement. It also explicitly adds work supporting treatment services and efforts to reduce recidivism among justice-involved populations, which were not part of the original scope.</p>				
DHRPSC0003077 - v1.01	JUV	Amendment	\$150,000.00	\$249,999.00	<p>Original coordinator's email: elisa.baeza@sfgov.org.</p> <p>JUV wishes to procure pre-employment background investigation services to support its hiring process. Contractor will provide "as needed" investigation services for the Department when potential conflicts of interest exist or the need is beyond the bandwidth of staffing levels. As-needed</p>	9	72	2026-05-18 14:00:00	Elisa Baeza

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					investigations services would include pre-employment background screening for sworn and non-sworn positions, alleged employee misconduct, potential ethical, policy and legal violations, or conduct unbecoming of a peace officer.				
DHRPSC0003095 - v1.01	LIB	Amendment	\$2,000,000.00	\$7,000,000.00	Original coordinator's email: <a href="mailto:marcus.lange@sfpl.org">marcus.lange@sfpl.org</a> . Contractor is to provide and maintain the Integrated Library System (ILS) used by the Library to facilitate the distribution of all library materials. ILS is an enterprise resource planning system specific to the San Francisco Public Library. It is central to the library's daily operations including circulation, acquisitions, cataloguing, and online public catalog. It is used to track library collections, patron records and borrowing.	36	108	2026-05-18 14:00:00	Marcus Lange
DHRPSC0004590 - v1.01	POL	Amendment	\$495,000.00	\$855,000.00	<p>1.1. Assistance with Maintenance:</p> <ul style="list-style-type: none"> <li>∞ Provide 24/7 support and maintenance services for the Automatic Biometric Identification System (ABIS).</li> <li>∞ Address system issues promptly to ensure uninterrupted operations.</li> <li>∞ Provide support and maintenance for new or replaced solutions.</li> <li>∞ Has knowledge of the current San Francisco ABIS server implementation, workflows, interfaces, and workstations configurations.</li> <li>∞ Provide insight into the status of the system's capacity and hardware configurations.</li> <li>∞ Experience with the Hyper-V configuration on Windows Server 2016.</li> <li>∞ Provide preventive maintenance to ensure maximum availability.</li> <li>∞ Perform windows updates on a regular schedule as scheduled down time.</li> </ul>	36	72	2026-05-18 14:00:00	Vincent Lee

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<p>∞ Participate or perform testing of applications in the ABIS environment.</p> <p>1.2. Implementation Support:</p> <p>∞ Provide technical services to change the configuration of existing interfaces of the current AFIS to allow for implementation of dissimilar vendor's solutions.</p> <p>∞ Ensure seamless deployment and integration with minimal disruption.</p> <p>∞ Knowledge sharing about the use of the interfaces to third parties.</p> <p>∞ Provide troubleshooting and feedback on tests of third-party implementations.</p> <p>1.3. Consultation Services:</p> <p>∞ Provide expert recommendations to improve system efficiency, security, and accuracy.</p> <p>∞ Collaborate with our team to define objectives and requirements for new solutions.</p> <p>∞ Data analysis to obtain information regarding the availability, accuracy, integrity, and reusability of the currently available data.</p> <p>∞ Provide recommendations to improve and maintain data across solutions to improve accuracy, integrity, and availability.</p> <p>1.4. Training</p> <p>∞ Provide user tenprint training on Cogent AFIS 6.x.</p>				

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<ul style="list-style-type: none"> <li>∞ Provide user latent training on Cogent AFIS 6.x.</li> <li>∞ Provide supervisor training on Cogent AFIS 6.x.</li> <li>∞ Provide other training related to the ABIS in San Francisco.</li> </ul>				
DHRPSC0004019 - v1.01	TIS	Amendment	\$0.00	\$55,000,000.00	<p>The Microsoft products consist of software, software maintenance, hardware and software-as-a-service (SaaS). There are no professional services or labor of any kind in the contract.</p> <p>The original request was submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.</p>	37	73	2026-05-18 14:00:00	Jolie Gines
<b>TOTALS:</b>			<b>\$2,645,000.00</b>	<b>\$70,694,999.00</b>					

## Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
DPH	0	1	\$0.00	\$7,590,000.00
JUV	0	1	\$150,000.00	\$249,999.00
LIB	0	1	\$2,000,000.00	\$7,000,000.00
POL	0	1	\$495,000.00	\$855,000.00
TIS	0	1	\$0.00	\$55,000,000.00

<b>Department</b>	<b>New Count</b>	<b>Amendment Count</b>	<b>Total New Amount</b>	<b>Total Cumulative Amount</b>
<b>Column Total</b>	<b>0</b>	<b>5</b>	<b>\$2,645,000.00</b>	<b>\$70,694,999.00</b>

Generated on: 5/1/2026, 11:05:29 AM by Suzanne Choi

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** ADM

**Submitted By:** Amanda Wentworth

**Department Coordinator:** Amanda Wentworth,  
Amanda.Wentworth@sfgov.org

**Project Manager:** Molly Peterson

**ServiceNow Number:** DHRPSC0006176

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** The City aims to establish a pool of qualified vendors who provide products, software, and services powered by emerging technologies such as AI. Once the pool is established, City departments may engage through a department-specific mini-RFP and a short-term, limited-scope contract. These engagements are intended to support proof-of-concept validation and limited testing in a controlled test (sandbox) environment—informing whether a department should pursue a broader procurement and/or production deployment.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$3,000,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 36

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** The Department of Technology is partnering with GovOps, OCA and ADM to pilot a new, safer way for departments to experiment with emerging technologies such as AI. The City is pursuing this work because:

The current City procurement process does not enable departments to quickly experiment in low-risk ways, which can lead to riskier, untested full-scale deployments

Many City staff haven't had an opportunity to build expertise and know-how in emerging technologies, making the City vulnerable to vendor-led, vendor-centered technology experimentation

Fragmented governance and lack of early visibility into AI procurements limit coordination, shared learning, and economies of scale and scope

This new pilot framework is a two-step approach for City departments: 1) competitively select from a new RFQ pool and enter into a short-term, limited scope engagement to safely vet and test the selected technology product and/or service [what is in-scope for this PSC]; if the test is successful, then 2) pursue a long-term contract for the selected product and/or service [not in scope for this PSC].

### Step 1: Short-term, limited scope engagements

For Step 1, the City is putting forward a citywide Request for Qualifications (RFQ) pool for firms who provide products, software, and services powered by emerging technologies such as AI. The objective of the pool is to create short-term, limited-scope engagements so departments can fully vet and test technology products before committing significant staff time and resources to products that may not ultimately serve department needs. This PSC will cover these short-term engagements from the RFQ pool, each of which we anticipate will be less than 1 year in length and less than \$230,000.

These short-term engagements will allow departments to evaluate technical feasibility, usability, and performance against pre-established success criteria. Departments will be able to assess potential risk (to safety, privacy, security, and fairness) and review all necessary safeguards required in the early phases of the project's lifecycle. Deliverables resulting from these short-term engagements are expected to provide clear evidence and documentation to support departmental decision-making, including whether to proceed to a larger procurement and the technical, governance, safeguards, and transparency steps that would be required prior to any production deployment. City departments and vendors will only be able to test products in these short-term engagements using public or synthetic data and with no connection to City production systems, to reduce risk.

### Step 2: Long-term contracts for successful experiments

Should departments find products through Step 1 that have been proven to meet their needs, as well as satisfy predefined success criteria and performance metrics, departments may pursue their own direct contracts outside of the RFQ pool. Departments can begin this full contract work in parallel, allowing them to parallel track contracting work to save them months.

This PSC will only cover the short-term engagement, not this Step 2 long-term contract.

Departments will be required to secure their own PSC and Civil Service approval for their long-term contract, should they choose to move forward with a supplier from the pool.

**Why are these services required and what are the consequences of denial?:** City departments are under increasing pressure to improve service delivery and internal operations using emerging technologies, and there is a lack of safe, standardized, and timely ways to test solutions before committing themselves to full-scale procurement. The City needs a mechanism to experiment in low-risk, time-bounded ways, validate whether a tool works for a specific service need, and evaluate risks and impacts upfront, before executing a long-term contract. This solicitation aims to enable departments to explore emerging technologies responsibly while establishing clear guardrails for privacy, security, equity, transparency, and operational readiness.

Additionally, not all City departments have sufficient in-house emerging technology expertise to build or develop emerging technologies solutions. Outside support is needed to:

Identify potential emerging technology solutions to address City challenges.

Develop proof-of-concepts in a sandbox environment to validate feasibility, performance, and risks before moving forward.

Execute pilots in real-world settings using public data or City-provided synthetic data.

If this PSC is not approved, the City will rely on current procurement pathways to purchase emerging technology tools, which can take departments upwards of 6 months to complete, even for products that may or may not meet City needs. Relying on this legacy approach to contracting will delay departmental ability to test new technology and may result in City resources being spent on technology that doesn't meet City needs.

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

### Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Department does not have a Commission

**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?:** Temporary Basis

**Q5a) Explain the Temporary basis of the services:** Services needed to address a transitional or short-term situation

**Q5b) Why do you believe this to be a transitional or short-term situation?:** This PSC will only cover the RFQ Pool, which is currently only a two-year program an option to extend for another two years, and subsequent short-term contracts for experimentation. As such, by definition, these needs are short-term in nature. Should departments choose to secure a longer-term contract upon successful completion of Step 1, they will be required to seek additional, separate Civil Service approval for their department-specific contracts at that time.

**Q5c) How will you ensure the services aren't needed once this PSC request has ended?:** Depending on the success of the Step 1 experimentation process, departments may seek a subsequent PSC as they plan to enter into a longer-term contract to fully implement the product in their operations. At that time, the department will come back to the Civil Service Commission to seek additional, separate Civil Service approval for their department-specific contract.

**Q5d) Describe the required skills and expertise needed to perform the services:** Proposers must have experience designing and deploying emerging technologies, AI, and/or Machine Learning (ML) systems or similar solutions with the ability to translate business needs into working pilots using iterative, user-centered approaches. Proposers must have experience with Application Programming Interface (API) integrations in constrained or legacy environments, the ability to define success metrics, and assess system performance, accuracy, equity and outcomes.

Emerging technologies purchased under this RFQ pool are likely proprietary and so all services related to building department-specific product solutions will need to be completed by the supplier.

**Q5e) Does the Department have employees with the required skills and expertise?:** No

**Q5f) not needed**

**Q5g) Will the services terminate upon resolution of the situation?:** unknown

**Q5h) Explain why:** Depending on the success of the Step 1 experimentation process, departments may seek a subsequent PSC as they plan to enter into a longer-term contract to fully implement the product in their operations. At that time, the department will come back to the Civil Service Commission to seek additional, separate Civil Service approval for their department-specific contract.

**Additional information to support your request (Optional):**

## Union Notifications

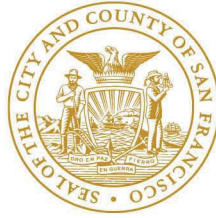
**Job Class(es):** 1044 - IS Engineer-Principal, 1043 - IS Engineer-Senior

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

**Labor Union Email Addresses:** L21pscreview@ifpte21.org

**Union Review Sent On:** 4/17/2026

**Union Review End Date:** 4/27/2026  
**Union Review Duration Met On:** 4/27/2026



To: Civil Service Commission  
From: Amanda Wentworth, Contracts & Procurement Manager, ADM  
Date: April 29, 2026  
RE: PSC DHRPSC0006176

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PSC DHRPSC0006176 was submitted by the Office of the City Administrator (ADM) in collaboration with the Emerging Technology team under the Department of Technology. This PSC aims to cover the initial contracting phase of an emerging technology RFQ pool. The pool will allow for short-term contract engagements where departments can experiment with new technologies before engaging in long-term contracts. This will ensure that technology solutions are the right fit for the City before investing resources in a full implementation. Departments will secure their own PSC's for any long-term contracts.

Local 21 reached out to express their objection to the PSC, with concerns that the RFQ pool would conflict with the Tech Marketplace and therefore impede their arrangement with OCA regarding the Tech Marketplace.

ADM clarified that the RFQ pool is separate from the Tech Marketplace and will cover emerging technologies and services that are not appropriate to purchase through the Tech Marketplace, as agreements through the Tech Marketplace are with resellers and not with technology companies directly. Contract privity is required for long-term agreements where sensitive data is being shared and/or technologies are integrating with City systems. After clarifying, Local 21 did not express further objection or request a meeting.

**From:** [Wentworth, Amanda \(ADM\)](#)  
**To:** "[Emily Wallace](#)"  
**Cc:** [Gong, Jane \(TIS\)](#); [Peterson, Molly \(ADM\)](#); [Cheng, Paul \(ADM\)](#); [Graham, Ardis \(HRD\)](#); [Wright, Jonathan \(HRD\)](#); [Brennan, Rorie \(HRD\)](#); [Cukierman, Rachel \(ADM\)](#); [Mark Weirick](#); [L21PSC Review](#); [Isen, Carol \(HRD\)](#); [Technology Marketplace \(ADM\)](#); [Perez, Sarah \(PUC\)](#); [Laine, Krysten \(PUC\)](#); [Jessica Nuti](#)  
**Subject:** RE: ADM [DHRPSC0006176] submitted for Union Review  
**Date:** Wednesday, April 29, 2026 8:45:00 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Good morning Emily,

Confirming receipt. We will continue to engage with the unions through the established process of notification for each new PSC submission. This PSC will cover the first phase of this RFQ, but Departments will submit their own PCSs for any possible long-term engagements, and at that time the union's will be notified as usual.

Thanks!



**Amanda Wentworth** (she/her)  
Contracts & Procurement Manager  
City Administrator's Office

P: (628) 652-1260  
WFH: W

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**From:** Emily Wallace <[ewallace@ifpte21.org](mailto:ewallace@ifpte21.org)>  
**Sent:** Tuesday, April 28, 2026 3:40 PM  
**To:** Wentworth, Amanda (ADM) <[Amanda.Wentworth@sfgov.org](mailto:Amanda.Wentworth@sfgov.org)>  
**Cc:** Gong, Jane (TIS) <[jane.gong@sfgov.org](mailto:jane.gong@sfgov.org)>; Peterson, Molly (ADM) <[Molly.Peterson@sfgov.org](mailto:Molly.Peterson@sfgov.org)>; Cheng, Paul (ADM) <[Paul.Cheng@sfgov.org](mailto:Paul.Cheng@sfgov.org)>; Graham, Ardis (HRD) <[ardis.graham@sfgov.org](mailto:ardis.graham@sfgov.org)>; Wright, Jonathan (HRD) <[jonathan.wright@sfgov.org](mailto:jonathan.wright@sfgov.org)>; Brennan, Rorie (HRD) <[rorie.brennan@sfgov.org](mailto:rorie.brennan@sfgov.org)>; Cukierman, Rachel (ADM) <[rachel.cukierman@sfgov.org](mailto:rachel.cukierman@sfgov.org)>; Mark Weirick <[mweirick@ifpte21.org](mailto:mweirick@ifpte21.org)>; L21PSC Review <[L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)>; Isen, Carol (HRD) <[carol.isen@sfgov.org](mailto:carol.isen@sfgov.org)>; Technology Marketplace (ADM) <[technology.marketplace@sfgov.org](mailto:technology.marketplace@sfgov.org)>; Perez, Sarah (PUC) <[SPerez@sfgov.org](mailto:SPerez@sfgov.org)>; Laine, Krysten (PUC) <[KLaine@sfgov.org](mailto:KLaine@sfgov.org)>; Jessica Nuti <[jnuti@ifpte21.org](mailto:jnuti@ifpte21.org)>  
**Subject:** Re: ADM [DHRPSC0006176] submitted for Union Review

Hi Amanda,

Thanks for providing this response. Can you clarify and confirm what the notification and collaboration processes with labor partners would look like for the contracting out requests that come through the Emerging Technologies RFQ pool? I didn't see an explanation for this in the PSC submission.

Kindly respond to confirm receipt.

For the Union,

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

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**From:** Wentworth, Amanda (ADM) <[Amanda.Wentworth@sfgov.org](mailto:Amanda.Wentworth@sfgov.org)>  
**Date:** Tuesday, April 28, 2026 at 1:17 PM  
**To:** Emily Wallace <[ewallace@ifpte21.org](mailto:ewallace@ifpte21.org)>  
**Cc:** Gong, Jane (TIS) <[jane.gong@sfgov.org](mailto:jane.gong@sfgov.org)>, Peterson, Molly (ADM) <[Molly.Peterson@sfgov.org](mailto:Molly.Peterson@sfgov.org)>, Cheng, Paul (ADM) <[Paul.Cheng@sfgov.org](mailto:Paul.Cheng@sfgov.org)>, Graham, Ardis (HRD) <[ardis.graham@sfgov.org](mailto:ardis.graham@sfgov.org)>, Wright, Jonathan (HRD) <[jonathan.wright@sfgov.org](mailto:jonathan.wright@sfgov.org)>, Brennan, Rorie (HRD) <[rorie.brennan@sfgov.org](mailto:rorie.brennan@sfgov.org)>, Cukierman, Rachel (ADM) <[rachel.cukierman@sfgov.org](mailto:rachel.cukierman@sfgov.org)>, Mark Weirick <[mweirick@ifpte21.org](mailto:mweirick@ifpte21.org)>, L21PSC Review <[L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)>, Isen, Carol (HRD) <[carol.isen@sfgov.org](mailto:carol.isen@sfgov.org)>, Technology Marketplace (ADM) <[technology.marketplace@sfgov.org](mailto:technology.marketplace@sfgov.org)>, Perez, Sarah (PUC) <[SPerez@sfgov.org](mailto:SPerez@sfgov.org)>, Laine, Krysten (PUC) <[KLaine@sfgov.org](mailto:KLaine@sfgov.org)>, Jessica Nuti <[jnuti@ifpte21.org](mailto:jnuti@ifpte21.org)>  
**Subject:** RE: ADM [DHRPSC0006176] submitted for Union Review

Hi Emily,

Thank you for your message, and I'm confirming receipt.

This Emerging Technologies RFQ pool is separate from the Tech Marketplace and as such, the City will continue to abide by the terms of the City-Local 21 Tech Marketplace 3.0 agreement for Tech Marketplace related purchases.

The Tech Marketplace and Emerging Technologies RFQ Pool are two different procurement vehicles with different goals. However, through both processes, we seek to notify and collaborate with our labor partners.

- The **Tech Marketplace** is used to procure technology that is needed by departments on a regular basis – primarily standard software and hardware. Because the Tech Marketplace is a pool of contracts with resellers, there is no contract privity between the manufacturer and the City. Therefore, it is not appropriate for all types of technology or software purchases, including those with more sensitive data integrations.
- In contrast, the City is creating this **Emerging Technologies RFQ pool** of vendors to

allow City departments to safely experiment with new technologies that may result in long term engagements where sensitive information is shared, or technologies are more integrated into City systems. These experimentation engagements will be capped at one year and \$230,000. In addition, the City will seek contracts directly with the firms who make the technology through a two-phased approach: a shorter-form contract for the experimentation phase, and a longer-term contract for production rollout (only if the experimentation is successful). During this initial short-term experimentation phase, the RFQ Pool dictates strong data safeguards (such as limiting experimentation to public and/or synthetic data) so departments only purchase products that meet our standards and needs before engaging with sensitive data. These are intentional choices we have made when setting up the RFQ pool to ensure the City can experiment with emerging technologies while safeguarding the public trust and only paying for what works.

This PSC (DHRPSC0006176) will only cover the short-term experimentation engagements between City departments and vendors, which are limited in scope (maximum duration of 1 year each, maximum spend of \$230k each). If experimentation is successful, departments will then need to obtain their own, separate PSC before entering into a long-term contract.

Please let me know if you have any additional questions as this PSC moves forward to calendaring at the Civil Service Commission.

Warmly,



**Amanda Wentworth** (she/her)  
Contracts & Procurement Manager  
City Administrator's Office  
  
P: (628) 652-1260  
WFH: W

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**From:** Emily Wallace <[ewallace@ifpte21.org](mailto:ewallace@ifpte21.org)>  
**Sent:** Wednesday, April 22, 2026 11:06 AM  
**To:** Wentworth, Amanda (ADM) <[Amanda.Wentworth@sfgov.org](mailto:Amanda.Wentworth@sfgov.org)>  
**Cc:** Gong, Jane (TIS) <[jane.gong@sfgov.org](mailto:jane.gong@sfgov.org)>; Peterson, Molly (ADM) <[Molly.Peterson@sfgov.org](mailto:Molly.Peterson@sfgov.org)>; Cheng, Paul (ADM) <[Paul.Cheng@sfgov.org](mailto:Paul.Cheng@sfgov.org)>; [PersonalServicesContracts@sfgov.org](mailto:PersonalServicesContracts@sfgov.org); Graham, Ardis (HRD) <[ardis.graham@sfgov.org](mailto:ardis.graham@sfgov.org)>; Wright, Jonathan (HRD) <[jonathan.wright@sfgov.org](mailto:jonathan.wright@sfgov.org)>; Brennan, Rorie (HRD) <[rorie.brennan@sfgov.org](mailto:rorie.brennan@sfgov.org)>; Cukierman, Rachel (ADM) <[rachel.cukierman@sfgov.org](mailto:rachel.cukierman@sfgov.org)>; Moayed, Taraneh (ADM) <[taraneh.moayed@sfgov.org](mailto:taraneh.moayed@sfgov.org)>; Mark Weirick <[mweirick@ifpte21.org](mailto:mweirick@ifpte21.org)>; L21PSC Review <[L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)>; Isen, Carol (HRD) <[carol.isen@sfgov.org](mailto:carol.isen@sfgov.org)>; Technology Marketplace (ADM) <[technology.marketplace@sfgov.org](mailto:technology.marketplace@sfgov.org)>; Perez, Sarah (PUC) <[SPerez@sfgwater.org](mailto:SPerez@sfgwater.org)>; Laine, Krysten (PUC) <[KLaine@sfgwater.org](mailto:KLaine@sfgwater.org)>; Jessica Nuti <[jnuti@ifpte21.org](mailto:jnuti@ifpte21.org)>

**Subject:** Re: ADM [DHRPSC0006176] submitted for Union Review

**Importance:** High

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Amanda,

Local 21 objects to this PSC proceeding for Civil Service Commission approval, as it appears that the scope of services described in this PSC are already accounted for under the TechMarketplace 3.0 agreement between OCA and IFPTE Local 21.

OCA’s TechMarketplace “reduces the time required to complete a transaction from several months to 1-2 weeks. Through continuous process improvements, it now consists of 50+ suppliers with whom OCA has negotiated multi-year Term Contracts for as-needed purchases of technology goods and services.” After review, PSC DHRPSC0006176 appears to serve the same function as TechMarketplace 3.0, and we want to confirm that the City is not attempting to establish a separate process for Departments to procure limited-term technology products and services outside of our existing agreement.

For reference, I am attaching the TechMarketplace 3.0 agreement that was executed on or about January 4, 2024. If OCA wishes to amend any terms of our TechMarketplace 3.0 agreement, Section C outlines the requirements for modifications.

We appreciate your time and attention on this matter. Kindly respond to confirm receipt.

For the Union,

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

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**From:** CCSF IT Service Desk <[ccsfedt@service-now.com](mailto:ccsfedt@service-now.com)>  
**Sent:** Friday, April 17, 2026 4:31 PM  
**To:** [jane.gong@sfgov.org](mailto:jane.gong@sfgov.org) <[jane.gong@sfgov.org](mailto:jane.gong@sfgov.org)>; [DHR-PersonalServicesContracts@sfgov.org](mailto:DHR-PersonalServicesContracts@sfgov.org) <[DHR-PersonalServicesContracts@sfgov.org](mailto:DHR-PersonalServicesContracts@sfgov.org)>; [Molly.Peterson@sfgov.org](mailto:Molly.Peterson@sfgov.org) <[Molly.Peterson@sfgov.org](mailto:Molly.Peterson@sfgov.org)>; L21PSC Review <[L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)>; [Paul.Cheng@sfgov.org](mailto:Paul.Cheng@sfgov.org) <[Paul.Cheng@sfgov.org](mailto:Paul.Cheng@sfgov.org)>; [Amanda.Wentworth@sfgov.org](mailto:Amanda.Wentworth@sfgov.org) <[Amanda.Wentworth@sfgov.org](mailto:Amanda.Wentworth@sfgov.org)>  
**Subject:** ADM [DHRPSC0006176] submitted for Union Review

Hello union representatives,

ADM is requesting your review of PSC [DHRPSC0006176]. 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 2026-04-27. 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:** DHRPSC0006176 v 0.01

**Description of Proposed Work:** The City aims to establish a pool of qualified vendors who provide products, software, and services powered by emerging technologies such as AI. Once the pool is established, City departments may engage through a department-specific mini-RFP and a short-term, limited-scope contract. These engagements are intended to support proof-of-concept validation and limited testing in a controlled test (sandbox) environment—informing whether a department should pursue a broader procurement and/or production deployment.

**Request Type:** New

**Approval Type:** CSC Approval

**CSC Review Reason(s):**

✔ CSC Approval by Amount

**Submitting Department:** ADM

**Dept PSC Coordinator:** Amanda Wentworth

**Dept PSC Coordinator Email:** [Amanda.Wentworth@sfgov.org](mailto:Amanda.Wentworth@sfgov.org)

**PSC Amount:** \$3,000,000.00

**PSC Duration (months):** 36

**Funding Source(s):** City Funds

**Scope of Work:** The Department of Technology is partnering with GovOps, OCA and ADM to pilot a new, safer way for departments to experiment with emerging technologies such as AI. The City is pursuing this work because: The current City procurement process does not enable departments to quickly experiment in low-risk ways, which can lead to riskier, untested full-scale deployments Many City staff haven't had an opportunity to build expertise and know-how in emerging technologies, making the City vulnerable to vendor-led, vendor-centered technology experimentation Fragmented governance and lack of early visibility into AI procurements limit coordination, shared learning, and economies of scale and scope This new pilot framework is a two-step approach for City departments: 1) competitively select from a new RFQ pool and enter into a short-term, limited scope engagement to safely vet and test the selected technology product and/or service [what is in-scope for this PSC]; if the test is successful, then 2) pursue a long-term contract for the selected product and/or service [not in scope for this PSC]. Step 1: Short-term, limited scope engagements For Step 1, the City is putting forward a citywide Request for Qualifications (RFQ) pool for firms who provide products, software, and services powered by emerging technologies such as AI. The objective of the pool is to create short-term, limited-scope engagements so departments can fully vet and test technology products before committing significant staff time and resources to products that may not ultimately serve department needs. This PSC will cover these short-term engagements from the RFQ pool, each of which we anticipate will be less

than 1 year in length and less than \$230,000. These short-term engagements will allow departments to evaluate technical feasibility, usability, and performance against pre-established success criteria. Departments will be able to assess potential risk (to safety, privacy, security, and fairness) and review all necessary safeguards required in the early phases of the project's lifecycle. Deliverables resulting from these short-term engagements are expected to provide clear evidence and documentation to support departmental decision-making, including whether to proceed to a larger procurement and the technical, governance, safeguards, and transparency steps that would be required prior to any production deployment. City departments and vendors will only be able to test products in these short-term engagements using public or synthetic data and with no connection to City production systems, to reduce risk. Step 2: Long-term contracts for successful experiments Should departments find products through Step 1 that have been proven to meet their needs, as well as satisfy predefined success criteria and performance metrics, departments may pursue their own direct contracts outside of the RFQ pool. Departments can begin this full contract work in parallel, allowing them to parallel track contracting work to save them months. This PSC will only cover the short-term engagement, not this Step 2 long-term contract. Departments will be required to secure their own PSC and Civil Service approval for their long-term contract, should they choose to move forward with a supplier from the pool.

**Job Class(es):** 1044 - IS Engineer-Principal, 1043 - IS Engineer-Senior

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

**PSC Justification(s)**

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- ✔ Temporary services needed to address a transitional or short-term situation

Ref:TIS6602314\_qiNe0q7WadlfS40ZRnwt

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** DPW

**Submitted By:** Allison Chan

**Department Coordinator:** Belle Macaranas,  
belle.macaranas@sfdpw.org

**Project Manager:** Therese Topacio

**ServiceNow Number:** DHRPSC0006082

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** As-Needed Pavement Condition Assessment Services

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$2,400,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 72

## Funding

**Funding Source:** State Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** As-Needed Pavement Condition Assessment:

Provide specialized professional services in pavement condition data collection and analysis to support the San Francisco Public Works Paving Program on an as-needed basis. Services shall be performed by consultants certified as pavement condition raters by the Metropolitan Transportation Commission (MTC) and shall include the inspection and rating of all accepted street segments citywide in accordance with applicable MTC standards. Work may include coordinating and conducting pavement condition surveys; collecting, verifying, and managing field data; and performing technical analysis of pavement condition. Deliverables may include

technical memoranda, summary and detailed reports, tables, raw and processed data, and other supporting documentation necessary to support program planning, prioritization, and reporting.

**Why are these services required and what are the consequences of denial?:** This service is necessary for Public Works to ensure effective program delivery, organizational efficiency, to support current and future programs and operations. Denial of this request would limit the Department's ability to perform these services on as-needed basis when internal staff capacity is insufficient, which can negatively impact both the day-to-day operations and long-term mission/goals of the Department. Additionally, San Francisco is obligated to abide by the Metropolitan Transportation Commission (MTC) pavement data collection requirements in order to be eligible for regional discretionary and federal funding.

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

### Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** Commission approval required for contracts equal to or exceeds \$230,000 (Minimum competitive amount).

**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?:** Yes

**Q4a) What facilities or equipment does the City lack that contractor possesses?:** The City

lacks the specialized survey vehicles, high resolution imaging equipment, and vendor specific scanning/processing hardware required to perform automated pavement condition analysis.

DPW does not own, maintain, or have staff trained to operate this type of equipment.

**Does the dept plan to acquire the facilities/equipment to perform the services?:** No

**Explain why:** Specialized survey vehicles and imaging systems require substantial capital investment, ongoing maintenance, and trained personnel. Since pavement condition assessment is performed only on an as needed basis, the limited frequency of use does not justify the cost of purchasing and maintaining this equipment in house. Contracting for these services remains the most cost effective and efficient approach

**Additional information to support your request (Optional):**

### Union Notifications

Post Union Notification

**Job Class(es):** 5203 - Assistant Engineer, 5201 - Junior Engineer, 5207 - Assoc Engineer

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

**Labor Union Email Addresses:** L21pscreview@ifpte21.org

**Union Review Sent On:** 4/8/2026

**Union Review End Date:** 4/18/2026

**Union Review Duration Met On:** 4/18/2026

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** HOM

**Submitted By:** Rachel Garcia

**Department Coordinator:** Monique Colon,  
monique.colon@sfgov.org

**Project Manager:** Sarah Locher

**ServiceNow Number:** DHRPSC0006204

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** HSH Consultant Services: The Department of Homelessness and Supportive Housing (HSH) requires project-based professional consulting services to deliver several time-limited and/or as-needed projects in alignment with HSH's 5-year strategic plan, including project evaluation; establish and support an advisory group of People with Lived Experience; strategic planning; technical assistance for policy, program design, and funding strategies; programs and systems evaluation.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$6,000,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 60

## Funding

**Funding Source:** City Funds, Private Grant, State Funds

**Special circumstances related to funding:** Yes

**Explain the special circumstances:** Funding for the Just Home and HEARTSS programs are currently one-time and will not be renewed once funding is exhausted.

## Scope of Work

**Clearly describe scope and detail the services to be performed:** HSH requires professional consulting services to provide support with various projects and initiatives. 1. Justice Involved Project Evaluation: Support in the evaluation of time-limited, grant-funded initiatives targeting criminal justice involved populations to ensure evaluation methods are responsive to project

needs in compliance with funding requirements. Specific projects include evaluation of the Just Home initiative that addresses housing instability and incarceration, and comprehensive program evaluation for the Housing, Expungement and Recovery through Treatment and Support Services (HEARTSS) project, focused on justice-involved individuals with mental health and/or substance use disorder. Services may include stakeholder coordination, data analysis, reporting, and recommendations to improve program effectiveness and outcomes. 2. People with Lived Experience (PWLE) Engagement: Design and implement a comprehensive framework for PWLE across HSH workstreams and divisional/population-specific initiatives to reduce barriers for those experiencing homelessness and housing instability in San Francisco. Specific activities include formation and governance of a PWLE Advisory Group with defined bylaws, term limits, and representation across designated populations in addition to ad-hoc engagements responsive to HSH needs. 3. Strategic Planning: Support in as-needed strategic planning through developing analytic models supporting the Homelessness Response System (HRS), facilitating planning processes, and providing implementation support. 4. Technical assistance for policy, program design, and funding strategies: Provide technical assistance to support policy development, program design, and funding strategies. 5. Program and Systems Evaluation: Support in designing and conducting evaluations to assess the effectiveness, equity, and impact of policies, programs, and/or systems.

**Why are these services required and what are the consequences of denial?:** Professional consulting services complement and support HSH to advance housing justice, strengthen system performance, embed equity, and meaningfully engage people with lived experience of homelessness. This work aligns with HSH's commitment to promoting equitable access and advocacy from disparately impacted communities to reduce barriers within the HRS. Inability to contract for services would prevent HSH from fulfilling funding requirements for evaluation of projects, putting the department at risk of losing funding.

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

### Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** Per HSH policy and procedures, all new contracts go before the Homelessness Oversight Commission for review and approval.

**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?:**

Project based services are time limited based on funder timelines. Other services included may be as-needed and project-bound based on department needs.

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

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

specific skills will vary based on the type of project/services provided. 1. Justice Involved Project Evaluation: Providers must demonstrate a minimum of three years of experience working with vulnerable populations, including those experiencing homelessness and/or those with involvement in the criminal legal system, and a minimum of three years of experience leading qualitative evaluation work. 2. PWLE Engagement: Providers must demonstrate a minimum of three years of demonstrated experience engaging PWLE in community-rooted work within San Francisco or the greater Bay Area and a minimum of three years of experience using client-centered design methods to partner with PWLE and individuals within the Homelessness Response System; and at least three years of experiencing providing logistical support to remove barriers to participation for People with Lived Experience. 3. Strategic Planning: Providers must demonstrate: a minimum of three years of experience leading strategic planning processes for public sector or large nonprofit systems, preferably in housing, homelessness, health, or human services; a minimum of three years of experience facilitating structured stakeholder or community engagement processes in the context of housing, homelessness, or similar social services; and a minimum of three years of experience applying data-driven or analytical approaches to inform strategic planning, which may include forecasting, resource modeling, scenario analysis, system flow analysis, or other quantitative or structures analytical methods. 4. Technical assistance for policy, program design, and funding strategies: Provider must demonstrate a minimum of three years of experience providing technical assistance to cities and counties in the areas of homelessness or housing, including research policy analysis, funding analysis and strategy (including grant-related support), and/or program design. 5. Program and Systems Evaluation: Providers must demonstrate a minimum of three years of proven experience evaluating homelessness or similar social services programs, including conducting complex statistical analysis and applying qualitative and quantitative methods.

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

**Q5c1) Identify the classifications:** 0932 - Manager IV, 0931 - Manager III, 0923 - Manager II, 1824 - Pr Administrative Analyst, 0922 - Manager I

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

**Q5c3) Why are they not able to perform the services?:** The work is time-limited, and project bound so it is not practical to add this work onto existing workloads. The work also requires specialized skills and expertise referenced above.

**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:** The scopes of work for services do not include training of City employees.

**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 work is time-limited and project bound so it is not practical to transition the work to the City.

**Additional information to support your request (Optional):**

**Union Notifications**

**Job Class(es):** 0932 - Manager IV, 0931 - Manager III, 0923 - Manager II, 1824 - Pr Administrative Analyst, 0922 - Manager I

**Labor Unions:** 021 - Prof & Tech Eng, Local 21, 351 - Municipal Exec Assoc-Misc

**Labor Union Email Addresses:** L21pscreview@ifpte21.org, staff@sfmea.com

**Union Review Sent On:** 3/18/2026

**Union Review End Date:** 4/17/2026

**Union Review Duration Met On:** 4/17/2026

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** HSA

**Submitted By:** Margarita Gatam

**Department Coordinator:** Tara Alvarez,  
tara.alvarez@sfgov.org

**Project Manager:** Matthew Younger

**ServiceNow Number:** DHRPSC0006220

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** The SDA Risk Stratification Model and Supervision Tools are a proprietary, customized suite of predictive risk modeling applications tailored to child welfare and exclusively developed, distributed, and maintained by the Contractor. The Department intends to engage the Contractor to implement and operate this proprietary risk stratification software solution. Leveraging data from the California Child Welfare Services/Case Management System (CWS/CMS), this software will enable FCS staff to more quickly and accurately identify children at highest risk of adverse outcomes and deliver targeted, data-informed support services to their families.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$510,000

**Does contract include items other than services?:** Yes

- On-premise Software Licenses: \$40,500

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 36

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Building on work completed through a research collaboration with the Department that began in 2022, the Department intends to engage a Contractor to further develop, test, and deploy a Risk Stratification Model

and Supervision Tools using Human Services Agency - Family and Children's Services' data. In collaboration with Department staff, Contractor will support an on-premises deployment of this proprietary risk stratification solution within the Department's secure environment.

The prior collaboration established foundational system components and configured the setup of Department's environment to support this implementation. These tools are intended to support Department staff's existing workflows. The implementation will include staff training and opportunities for feedback to ensure the tools are used effectively and in alignment with existing professional practices.

Contractor will rearchitect, train, test, and deploy a Risk Stratification Model and Supervision Tools using Family and Children's Services' data. In collaboration with HSA Staff, Contractor will conduct on-premises deployment of the following deliverables for the Family and Child Services Division:

1. Core Deliverable: Risk Stratification Model for FCS and implementation of the Investigation Supervision Tool. This module gives fast oversight of all open investigations, organized by designation. Designations combine Predictive Risk Modeling scores with State-specified business rules, so supervisors can prioritize the small number of highly complex cases early in the process.
2. Open Cases Supervision Tool that provides supervisors with stratified overview of the caseworkers' open cases, both in-home and placements.
3. Hotline Call Screening Tool, Family Relationship Mapping, Caseworker Workload Management Tool, FFPSA Pre-Candidacy.
4. Perform quarterly assessments of the performance of the tool to ensure it continues to meet expectations, and provide reports on tools usage, conduct refresher trainings for HSA staff, and rebuild and redeploy new versions of core deliverable, add-on tools and customizations to account for changes and enhancements implemented in response to user requests.
5. Implement any changes resulting from the transition to Child Welfare Services – California Automated Response and Engagement System (CWS – CARES) when the new system of record goes live. Such implementation is currently targeted for October 2026.

**Why are these services required and what are the consequences of denial?:** - Delayed identification of risk escalation: missed subtle interactions across variables due to limited ability to detect nonlinear risk patterns: weak signals that are spread across must be identified and analyzed simultaneously to become meaningful in combination.

- Higher workload and slower triage: caseworkers must manually review all incoming reports and time is spent on low-risk cases that may not need intensive intervention.

- Some high-risk children may be missed because risk signals are distributed across systems and not visible in isolation. Missed signals from complex, multi-system data represent a significant risk, as it is not feasible to accurately, continuously, and rapidly synthesize such large and heterogeneous datasets.

- Ultimately, these risk stratification tools are assistive technologies that support caseworkers and supervisors by integrating and analyzing large-scale administrative data to improve the identification of children at highest risk of negative child welfare outcomes.

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

### Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** This contract will be submitted for approval by Human Services Commission.

**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?:** 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):** The implementation and deployment within the HSA environment will be performed by HSA IT staff. However, due to the proprietary nature of the software, the manufacturer retains exclusive ownership of the application's source code, system architecture, and all underlying intellectual property. The manufacturer attested that this suite of software is a proprietary, sole source product, exclusively developed, sold, distributed, and supported by them. As a result, only the manufacturer possesses the necessary knowledge and technology to provide development, support, and maintenance services.

### Union Notifications

**Job Class(es):** 1053 - IS Business Analyst-Senior, 1043 - IS Engineer-Senior

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

**Labor Union Email Addresses:** L21pscreview@ifpte21.org

**Union Review Sent On:** 4/17/2026

**Union Review End Date:** 4/27/2026

Post Union Notification

**Union Review Duration Met On: 4/27/2026**

January 29, 2026

**Subject: Social Data Analytics LLC**

To whom it may concern,

This letter serves as confirmation that the suite of SDA supervision tools is a proprietary, sole source product exclusively developed, sold, and distributed by Social Data Analytics LLC.

Our team, led by experts Dr. Emily Putnam-Hornstein and Dr. Rhema Vaithianathan, has significant experience in supporting the adoption of SDA Tools specifically tailored to the local context. They have supported other Californian agencies to adopt the SDA Tools for improved child safety outcomes.

The SDA Tools have already been configured for compatibility with your state's CWIS/SACWIS infrastructure, enabling seamless implementation. This compatibility and our extensive experience ensure that Social Data Analytics LLC is uniquely positioned to meet your needs.

Should you have any questions about this letter, please do not hesitate to contact our team.

Regards,



**Dr. Emily Putnam-Hornstein**  
Social Data Analytics LLC

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** HSA

**Submitted By:** Margarita Gatam

**Department Coordinator:** Elizabeth Leone,  
elizabeth.leone@sfgov.org

**Project Manager:** Denard Ingram

**ServiceNow Number:** DHRPSC0006227

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** The Child Welfare Engagement Prevention Program contractor shall provide direct client services and coordinate child welfare involvement prevention services, including referral triage, case consultation, training and planning, to Community Pathway Liaisons across a multicultural, multi-neighborhood network of Family Resource Centers and similar programs. The contractor shall also oversee program operations that support families with the goal of preventing entry or re-entry into the child welfare system when formal involvement is not yet necessary, and shall work to implement a coordinated, high-quality network of community partners to strengthen, support, and preserve families referred to Child Protective Services.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$1,200,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 36

## Funding

**Funding Source:** City Funds, State Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** As the Lead Community Pathway Liaison Coordination Agency, Contractor will provide an organized governance structure for a multi-ethnic network of community-based Family Resource Centers in various

neighborhoods across the City. The Contractor will maintain an extensive Community Pathway procedure manual as well as infrastructural and data systems that cover the spectrum of Community Pathway services and lead agency responsibilities.

Contractor will provide a Lead Community Pathway Liaison Coordinator who will support and be the central point of contact for HAS, First 5, Community Pathway stakeholders, and the Community Pathway liaisons that are providing Community Pathway services to families. The Coordinator is responsible for referral facilitation as well as triaging pool of providers, training, quality assurance, community convenings, case supervision, and reporting.

The Lead Community Pathway Liaison Coordinator will also facilitate and coordinate a variety of meetings such as the monthly Differential Response Coordination team meetings, which include HSA and First 5, to provide oversight of the Differential Response processes.

**Why are these services required and what are the consequences of denial?:** Community Pathway services provide early, supportive interventions for families or individuals before problems escalate. Denial of case management, referrals, training, community convenings services will increase risk for crisis outcomes that could have been prevented. Community Pathway services aim to reduce later, more expensive interventions such as emergency shelter stays, hospitalizations, or law enforcement involvement.

Ending these services would shift costs to other parts of the system and would place the City out of compliance with the State-led implementation of Federal Family First Prevention Services Act (FFPSA) prevention requirements. The goal is to keep families from entering or re-entering the child welfare system when their situation does not warrant further child welfare involvement. This model relies on a robust network of community providers to engage with families within their neighborhoods. Community Pathway services are important because they intervene at the right time, and in the right way—helping families stabilize before situations turn into crises that require more intrusive, costly, and traumatic interventions.

Without a coordinated approach, more incidents will escalate into emergencies that require police, child protective investigations, or crisis responses — which are often more costly and traumatic for participants, especially the children. Those who rely on culturally responsive, non-punitive support such as families at risk of child maltreatment or people navigating housing, health, or behavioral challenges may lose trusted points of contact and navigation support.

**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?:** HSA, like many jurisdictions—leans on nonprofit community partners for Community Pathway services because

those partners are better positioned to deliver trusted, flexible, and culturally responsive support outside of a government investigative framework. Keeping Community Pathway services outside the core child welfare agency helps maintain a clear distinction between support vs. enforcement and reduces families' fear that accepting help could trigger an investigation. Families are often more willing to engage with community-based Family Resource Centers than with a government agency that has authority to investigate or remove children. San Francisco's rich diversity demands services that are culturally and linguistically responsive. Community partners better reflect the communities they serve by providing services in multiple languages and a deep understanding of cultural norms, values, and barriers—thereby building trust, increasing engagement, and delivering more effective, equitable outcomes.

Many nonprofits focus deeply on specific issues—like reentry services, mental health support, or workforce training - so HSA taps into that expertise instead of building it from scratch. City does not have the capacity to build and maintain all of that internally, therefore HSA leverages existing expertise of community-based Family Resource Centers to adapt services more quickly, pilot new approaches and tailor support to individual family needs at the right time and with the right cultural and linguistic competence. HSA's partnership with community-based nonprofits is not a matter of preference, it is a strategy that improves outcomes, efficiency, and equity. Many nonprofits are deeply embedded in specific communities — whether defined by language, culture, immigration status, or lived experience.

Furthermore, City employees' involvement with this work would not further the goal of the Community Pathway and Prevention Services which by nature are usually designed to reach people outside traditional government systems. Residents are often more willing to seek help from a familiar neighborhood organization than a government entity that has authority to conduct investigations and remove children. Partnerships with community-based nonprofit directly increases program participation and early intervention, which are critical in human services. This is in alignment with HSA's core mission to partner with neighborhood organizations and advocate for public policies to improve well-being and economic opportunity for all San Franciscans.

**Board and Commission Approvals**

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** This contract will be submitted for approval by Human Services Commission

**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?:** No

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** Lead Community Pathway Liaisons and Coordinators must possess a strong foundation in child development, family systems, and the risk and protective factors associated with child abuse and neglect, as well as a working knowledge of trauma-informed care principles. They should demonstrate proficiency in strength-based, family-centered, and culturally responsive practices, including the use of motivational interviewing and conflict de-escalation techniques to effectively engage families on a voluntary basis.

Relevant experience working with children and families in social services, behavioral health, or community-based settings is required, particularly in high-stress or at-risk situations. Providers must be able to conduct basic safety and needs assessments, recognizing signs of abuse or neglect, and make appropriate referrals or reports when necessary. Additionally, they demonstrate the ability to coordinate services across multiple systems and connect families with the right community resources.

Community Pathway Providers must also demonstrate knowledge of risk stratification within the child welfare system, including the ability to assess and respond appropriately to varying levels of risk, monitor changes in family safety over time, and determine when escalation to formal child welfare intervention is necessary.

Typically, qualifications would include a certification or degree in social work, psychology and counseling, along with training in trauma-informed care, mandated reporting requirements and child abuse/neglect protocols, and equivalent lived or community-based experience.

**Q5c) Does City have classifications with the required specialized skills or expertise?:** No

**Q5c1) Should City develop a classification to perform these services?:** No

**Q5c2) Explain why new a job classification is not feasible:** The work outlined in this contract involves organizing, leading, and operating the Community Pathway Program, which is a network of community based Family Resource Centers. This includes overseeing program operations that support families with the goal of preventing them from entering or re entering the child welfare system when formal involvement is not necessary.

The contract requires services such as triaging referrals, delivering training to community pathway liaisons, facilitating and coordinating meetings, conducting quality assurance, organizing community convenings, managing reporting requirements, and maintaining the infrastructure and data systems that support all Community Pathway services.

The work in this contract is focused on building and maintaining a community based system that helps families early, so they don't end up needing involvement from Family and Children's Services (FCS). By design, Community Pathway services must happen in the community — not inside the formal child welfare system — so families can get support in a comfortable, non-threatening setting. This approach strengthens families before problems grow and relies on neighborhood based Family Resource Centers to address concerns early and reduce the need for FCS intervention. For this model to work, it must be led by community organizations rather than City agencies, because families are more likely to engage openly with a supportive community partner than with a government agency that also has investigative authority.

**Q5d) Will contractor directly supervise City employees?:** No

**Q5e) Will contractor train City employees?:** Yes

**Q5e1) Clearly describe and detail the training activities:** Contractor will keep City employees trained on what services are available via the Community Pathways.

**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:** City employee involvement with this work field of services would not further the goal of Community Pathway and Prevention Services and would place the City out of compliance with state and federal Family First Prevention Services Act (FFPSA) prevention services requirements.

**Additional information to support your request (Optional):**

**Union Notifications**

**Job Class(es):** -None- - None Selected

**Labor Unions:** No Union Selected -

**Labor Union Email Addresses:** anthony@dc16.us, charlie@local377.com, mbeauchamp@oe3.org, ccarr@oe3.org, pking@uapd.com, pfinn@ibt856.org, mleach@ibt856.org, plangrooferlocal40@gmail.com, laborers261@gmail.com, nick@dc16.us, PSCreview@seiu1021.org, lvega@nccrc.org, president@twusf.org, PSCreview@seiu1021.org, PSCreview@seiu1021.org, pking@uapd.com, mleach@ibt856.org, cpark@local39.org, jvarga@ibt856.org, PSCreview@seiu1021.org, L21pscreview@ifpte21.org, president@twusf.org, president@sfsheriffmsa.org, cjohnson@bac3-ca.org, mhenneberry@teamsters853.org, staff@sfmea.com, mleach@ibt856.org, laborers261@gmail.com, president@twusf.org, jb@local16.org, local22publicsector@nccrc.org, john.lenny@sfgov.org, sfcwupresidentjmleonard@yahoo.com, local200twu@sbcglobal.net, staff@sfmea.com, Louis@sfpoa.org, joshv@smw104.org, administration@sffdlocal798.org, PSCreview@seiu1021.org, pmendeziamaw@comcast.net, dvickers@iam1414.org, administration@sffdlocal798.org, larryjr@ualocal38.org, president@twusf.org, WOrellana@opcmialocal300.org, L21pscreview@ifpte21.org, PSCreview@seiu1021.org, President@sanfranciscodsa.com, staff@sfmea.com, mleach@ibt856.org, ibew6@ibew6.org, oashworth@ibew6.org, sfdpoa@yahoo.com

**Union Review Sent On:** 4/7/2026

**Union Review End Date:** 4/14/2026

**Union Review Duration Met On: 4/14/2026**

## List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

**Instructions:**

- Step 1: Download and save this template to your desktop.
- Step 2: Complete the fields below.
- Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

**Document Content:**

**Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year.** Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

<b>Dept Acronym:</b>	HSA
<b>Dept Name:</b>	Human Services Agency
<b>PSC Coordinator Name:</b>	Elizabeth Leone
<b>PSC Coordinator Email:</b>	<a href="mailto:Elizabeth.Leone@sfgov.org">Elizabeth.Leone@sfgov.org</a>
<b>PSC ServiceNow Record No.:</b>	DHRPSC0006227

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000021877	7/1/2021	6/30/2026	\$ 1,804,925	N/A - Grant	Differential Response Coordination Services for FCS



## MEMO

**DATE:** April 23, 2026

**TO:** Suzanne Choi, Citywide PSC Coordinator (DHR)

**FROM:** Margarita Gatam, Contract Manager (HSA)

**RE:** No Job Classification Determination for RFP 1204 - Child Welfare Engagement Prevention Program Services for Family & Children's Services.

---

This memo seeks to clarify the No Job Classification Determination associated with RFP #1204 – Child Welfare Engagement Prevention Program Services for Family & Children's Services, issued by the Human Services Agency (HSA).

The Child Welfare Engagement Prevention Program services require community-based and highly specialized engagement approaches that differ significantly from the functions of existing City job classifications. The work outlined in this contract involves providing client-direct services as well as organizing, leading, and operating the Community Pathway Program, which is a network of community based Family Resource Centers. This includes overseeing program operations that support families with the goal of preventing them from entering or re-entering the child welfare system when formal involvement is not necessary.

The scope of services required under this contract extends beyond the capabilities of any existing City job classification. Notably, the contract also requires the Contractor to train Family & Children's Services (FCS) staff on the range of services available through Community Pathways, further demonstrating that these services are complex, nuanced, and continuously evolving in response to shifting community needs. As such, they demand up-to-date, practice-based knowledge of community resources, culturally responsive engagement strategies, and real-time coordination with a diverse network of service providers.

Collectively, these responsibilities require a level of skills, flexibility, and community-embedded expertise that is not reflected in existing City classifications. The City's current workforce structure does not encompass roles designed to both deliver and continuously adapt this type of integrated, community-driven service model.

Finally, the nature of Child Welfare Engagement Prevention and differential response services emphasizes flexible, relationship-based interventions and community trust-building, which are typically delivered by organizations deeply rooted in and reflective of the communities they serve.



SAN FRANCISCO  
HUMAN SERVICES AGENCY

The City's existing workforce structure is not designed to replicate this model of service delivery, nor does it include classifications with the requisite lived experience, community connectivity, and adaptability required to effectively perform these functions.

For these reasons, the Department has determined that there is no appropriate job classification to perform the services outlined in RFP 1204.

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** HSA

**Submitted By:** Rocio Duenas

**Department Coordinator:** Elizabeth Leone,  
elizabeth.leone@sfgov.org

**Project Manager:** Vanetta Dunlap

**ServiceNow Number:** DHRPSC0006115

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Family & Children's Services (FCS) Visitation and Transportation Services Program is a partnership between the San Francisco Human Services Agency and the awarded contractor, designed to support Human Services Agency in providing visitation supervision and transportation for court ordered visitation or other services (e.g. therapy, school, etc.) for San Francisco dependents and their families.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$5,200,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 48

## Funding

**Funding Source:** Federal Funds, City Funds, State Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** This program will provide comprehensive visitation services for families referred by Child Welfare. The purpose of the service is for San Francisco to comply with visitation orders and mandates, utilize visitation as an opportunity to build parental capacity and strengthen family relationships, and increase successful reunification and permanency outcomes.

The Visitation and Transportation Services Program is a partnership between the San Francisco

Human Services Agency (HSA) and the awarded contractor. The purpose of this contract is to assist San Francisco County with the provision of comprehensive visitation and transportation services for families and children linked to Child Welfare Services who have been placed by FCS in San Francisco or neighboring cities. The Human Service Agency's goal is to comply with visitation court orders and mandates, utilize visitation as an opportunity to maintain family connections, build parental capacity, strengthen family relationships, and increase successful reunification and permanency outcomes.

The contract has two parts. Part I is First Stop Visitation and Transportation Program, located in San Francisco. Part II is the East Bay Visitation Program, a site shared with Contra Costa County, located in Antioch. Both locations are safe, clean, and family-friendly sites where resource families, parents, caregivers and county staff may drop off and pick up children.

This scope is for the First Stop Visitation Center, a program designed to support HSA in providing visitation supervision and transportation support for families to comply with court ordered visitation plans for San Francisco dependents.

#### I. Description of Services

A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth.

Contractor shall provide the following services during the term of this agreement:

A. First Stop Visitation Center: The First Stop site is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement. Contractor will offer direct visitation supervision and maintain a centralized referral tracking system for all referrals, including tracking the triaging of families to ongoing visitation services with an FRC or other visitation services as appropriate. The First Stop Visitation Coordinator and Program Supervisor will communicate regularly with the HSA scheduler to ensure that Visitation Counselors are assigned to support clients on a consistent basis. 2940 Protective Services Workers will be made aware of any concerns that occur immediately, and Contractor will provide support as soon as possible. Contractor will stay informed of current car seat safety laws and will abide by those laws.

B. The contractor will manage and coordinate referrals seven (7) days per week.

C. Visitation supervision and transportation services for court-ordered visitation for San Francisco dependents and their families shall be available seven (7) days per week.

D. Visitation Counselors provide direct supervision of a family during a visit to maintain child

safety, offer support to the child and parent, and promote the parent's ability to interact safely and appropriately with their child. The First Stop Visitation Program shall conform with visitation practices outlined in the FRC Visitation Guidebook or otherwise agreed upon with HSA, including but not limited to: documentation of visitation (including pre and post visit information, as well as documentation on collateral contacts), communication with the family and protective services staff as appropriate, and compliance with all court orders including restraining orders.

E. Contractor will ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator.

F. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator.

G. The Contractor's Visitation Coordinator and Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely.

H. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns.

## II. Contractor Responsibilities

A. Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit:

- A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check
- B. Have the ability to intervene as needed to keep the child safe
- C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent
- D. Have the ability to enforce visit rules, court orders, limitations and activities
- E. Keep all information confidential
- F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns
- G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat)
- H. Always comply with court orders including restraining orders
- I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes
- J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services (CPS), the contractor will contact FCS.
- K. Report all incidents of suspected child abuse and neglect as required by law.
- L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need

in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers.

This scope is for the East Bay Visitation Program (EBVP).

### I. Description of Services

A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth.

Contractor shall provide the following services during the term of this agreement:

- A. Provide a visitation program using multiple sites located close to public transportation, allowing families a location to visit closer to the child's placement.
- B. Manage and coordinate referrals seven (7) days per week, moving families from referral to active visits in a timely manner.
- C. Provide visitation supervision and transportation services for court-ordered visitation for San Francisco and Contra Costa dependents and their families seven (7) days per week.
- D. Accept all referrals for visitation based on designated criteria, to be determined by FCS.
- E. Provide qualified and trained staff, including language capacity, to offer services at the Visitation Center(s) during agreed upon hours of operation, seven (7) days per week.
- F. Provide a safe, family-friendly and culturally diverse site with adequate space to support contractor-supported visitation, as well as space for the following:
  - 1. Drop off/pick up of children and visit participants.
  - 2. Meetings with families, resource families, visitation partners, and staff as needed around the visitation process, including but not limited to Child and Family Team meetings.
  - 3. Visits supervised by county or other partners as needed and mutually agreed.
  - 4. Workspace/docking station for county staff who are transporting or otherwise involved with families to utilize during visits as appropriate.
  - 5. Therapeutic visitation offered by designated clinicians to referred families.
- G. Provide a range of supervision services to build parenting capacity and remediate safety issues impacting reunification, including monitored, supervised, and virtual visits.
- H. Immediately report concerning observations to the 2940 Protective Services Workers

regarding family interactions and progress utilizing agreed upon process.

I. Ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator or the FCS Program Manager for resolution.

J. Staff and maintain the Visitation Centers to the level of service and safety as required by the weekly scheduled workload.

1. Visits may be 1 to 3 hours in length depending on court requirements and the needs of the family.

2. Supervised visits should include no less than 60 minutes of parent-child interaction but may be shortened if parties are late, or if the quality of the visit would benefit from a shorter time schedule.

K. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator.

L. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns.

M. The Contractor's Visitation Coordinator and Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely.

## II. Contractor Responsibilities

Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit:

A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check

B. Have the ability to intervene as needed to keep the child safe

C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent

D. Have the ability to enforce visit rules, court orders, limitations and activities

E. Keep all information confidential

F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns

G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat)

H. Always comply with court orders including restraining orders

I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes

J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services (CPS), the contractor will contact FCS.

K. Report all incidents of suspected child abuse and neglect as required by law.

L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative

and innovative outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers.

### III. Shared Governance Model

The EBVP is a collaborative model between the contractor, the City and County of San Francisco and Contra Costa County. As much as possible, services will align between the two counties. While separate agreements exist between contractor and each county, program and policy decisions will be developed jointly. All parties agree to meet at least quarterly to review programmatic and fiscal concerns on a mutually agreed upon schedule.

**Why are these services required and what are the consequences of denial?:** These services are required to follow federal and state laws, as well as local standing court orders to provide visitation services to child welfare families that have been separated. Although HSA staff does provide transportation and visitation services to San Francisco children and families, the HSA staff does not have the capacity to meet 100% of the visitation and transportation service needs with City employees. Denial would result in San Francisco being out of compliance with court orders, and federal and state laws.

**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?:** There are City employees that perform these services; however the need requires that we contract with an outside provider to meet the demand and court requirements.

San Francisco local standing rules require that each child 0-5 years old receive 6 hours of Family Time per week and each child 5 and older at least 3 hours. The agency is required to support transportation of the child to the visitation site in addition to supervision of the contact. 30% of SF dependents are placed in county, 51% in the Bay Area counties and 18% outside of Bay Area counties but within CA. The 2904 Social Service Technicians provide round trip transportation to most children from distances far from their placement and supervise approximately 30% of the required visits. The time required to complete one visit for a child placed in Danville visiting a parent in a treatment program in SF is approximately 8 hours (round trip transportation and supervision). There are 680 dependents currently under 18 years. The need exceeds the staffing resources available to the agency. The 2918 SW support staff provide supervision (and transportation) on an interim basis until the 2904 Techs or visitation partners can take on the supervision.

## Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** This contract will be submitted for approval by the Human Services Commission

**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?:** Yes

**Q4a) What facilities or equipment does the City lack that contractor possesses?:** SF county leases the First Stop site located in San Francisco. Approximately 57% of SF's child welfare dependents are placed in the East Bay. The portion of the contract for the EBVP, a shared governance collaboration between SF and Contra Costa, requires that the awardee provide a shared site in the East Bay that can be accessed by either Contra Costa or SF County child welfare staff to facilitate visitation services. Under this shared governance, visitation services between the counties are aligned, and sharing the site results in cost savings for both counties.

**Does the dept plan to acquire the facilities/equipment to perform the services?:** No

**Explain why:** The department plans to continue sharing an existing site in order to benefit from the costs savings.

**Additional information to support your request (Optional):**

## Union Notifications

**Job Class(es):** 2918 - HSA Social Worker, 2904 - Human Services Technician

**Labor Unions:** 535 - SEIU 1021

**Labor Union Email Addresses:** PSCreview@seiu1021.org

**Union Review Sent On:** 3/24/2026

**Union Review End Date:** 4/3/2026

**Union Review Duration Met On:** 4/3/2026





**MEMO**

**DATE:** April 27, 2026

**TO:** Suzanne Choi, Citywide PSC Coordinator, DHR

**FROM:** Elizabeth Leone, HSA PSC Coordinator

**RE:** DHRPSC0006115 FCS Visitation & Transportation Services – Union Meeting Discussion

---

The Human Services Agency’s Office of Contract Management (OCM) submitted DHRPSC0006115 in the ServiceNow portal for Union Review on March 24, 2026. This PSC covers Visitation and Transportation Services which provide visitation supervision and transportation for court ordered visitation or other services (e.g. therapy, school, etc.) for San Francisco dependents and their families. The contract has two parts. Part I is First Stop Visitation and Transportation Program, located in San Francisco. Part II is the East Bay Visitation Program, a site shared with Contra Costa County, located in Antioch. Both locations are safe, clean, and family-friendly sites where resource families, parents, caregivers and county staff may drop off and pick up children.

On March 24, 2026, OCM received a request from Najuawanda Daniels (SEIU 1021) regarding setting up a meeting between OCM and HSA Program staff to discuss this PSC. On April 3, 2026 the Union Notification period for this PSC ended; however, a meeting between the Department and the Union was scheduled for April 14, 2026.

At this meeting, the Union raised concerns about why this work is not being performed by City staff in the 2904 and 2918 job classifications. The Department explained the unique challenges in hiring additional employees to meet this need. The Department is responsible for transporting children from bay area counties and beyond for family visits in addition to supervising this contact. The cost savings in having contracted staff located in an east bay visitation site that is more accessible to children placed in east bay counties allows the Techs to transport more children to visits and increases the volume of families supported. In addition, the 2918 SW support staff who currently have to transport and or supervise children will also be more available to support 2940 PSWs with their work. This is especially important due to vacancies in PSW positions. By the end of the meeting, the Department agreed to the Union’s request, which was formally emailed to the Department on April 22, 2026.



At the Union's request, the Department agrees to:

1. Attend a mid-contract meeting on or no later than June 30, 2028. Before that meeting, the Department agrees to provide the following documents for review:
  - a. Feasibility study on all aspects of the scope of work for any services that can be brought into civil service
  - b. Cost-savings analysis

We are respectfully requesting that this PSC be heard for approval at the next available Civil Service Commission meeting. We are trying to put this contract into place for July 1, 2026 and would like to avoid gaps in service.

If you have any questions or need more information, please feel free to reach out to me directly.

**From:** [Najuawanda Daniels](#)  
**To:** [Leone, Elizabeth \(HSA\)](#)  
**Cc:** [Alvarez, Tara \(HSA\)](#); [Rudden, Patricia \(HSA\)](#); [Duenas, Rocio \(HSA\)](#); [Dunlap, Vanetta \(HSA\)](#); [Baggaley, Brian \(HSA\)](#); [Palma, Mirna \(HSA\)](#); [De Leon, Andrea \(HSA\)](#); [Varela, Daniel \(HSA\)](#)  
**Subject:** RE: HSA PSC [DHRPSC0006115] submitted for Union Review/RFP 1207 Visitation & Transportation Union Meeting Availability  
**Date:** Thursday, April 23, 2026 10:02:02 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image009.png](#)  
[image010.png](#)  
[image011.png](#)  
[image012.png](#)  
[image013.png](#)

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Hi Elizabeth,

That works, thank you.

In Solidarity,

*Naj Daniels*

SF Field Supervisor

Member Resource Center (MRC): 1-877-687-1021

Desk: 415-848-3645

SF Main Office: 415-848-3611

**Sign up to become a Union Member!** <http://join1021.org?LUID=NDaniels>



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**Check out other SEIU Member Benefits:** <https://www.seiumb.com/>



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---

**From:** Leone, Elizabeth (HSA) <elizabeth.leone@sfgov.org>  
**Sent:** Thursday, April 23, 2026 9:37 AM  
**To:** Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>  
**Cc:** Alvarez, Tara (HSA) <tara.alvarez@sfgov.org>; Rudden, Patricia (HSA) <patricia.rudden@sfgov.org>; Duenas, Rocio (HSA) <rocio.duenas@sfgov.org>; Dunlap, Vanetta (HSA) <vanetta.dunlap@sfgov.org>; Baggaley, Brian (HSA) <brian.baggaley@sfgov.org>; Palma, Mirna (HSA) <mirna.palma@sfgov.org>; De Leon, Andrea (HSA) <andrea.deleon@sfgov.org>; Varela, Daniel (HSA) <daniel.varela@sfgov.org>  
**Subject:** RE: HSA PSC [DHRPSC0006115] submitted for Union Review/RFP 1207 Visitation & Transportation Union Meeting Availability  
**Importance:** High

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Naj,

In the interests of moving this PSC forward sooner, we would like to propose that we will submit to you the Feasibility Study and Cost-savings Analysis **before** we have the mid contract meeting, leaving you enough time to review before we meet.

Hoping that will be acceptable.

Thanks!  
Elizabeth

**Elizabeth Léone, JD**  
Principal Contracts Manager  
Office of Contract Management

**Office Address:**  
1650 Mission Street, Suite 500  
San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



---

**From:** Leone, Elizabeth (HSA)  
**Sent:** Wednesday, April 22, 2026 1:40 PM  
**To:** Najuwanda Daniels <[Najuawanda.Daniels@seiu1021.org](mailto:Najuawanda.Daniels@seiu1021.org)>  
**Cc:** Alvarez, Tara (HSA) <[tara.alvarez@sfgov.org](mailto:tara.alvarez@sfgov.org)>; Rudden, Patricia (HSA) <[patricia.rudden@sfgov.org](mailto:patricia.rudden@sfgov.org)>; Duenas, Rocio (HSA) <[rocio.duenas@sfgov.org](mailto:rocio.duenas@sfgov.org)>; Dunlap, Vanetta (HSA) <[vanetta.dunlap@sfgov.org](mailto:vanetta.dunlap@sfgov.org)>; Baggaley, Brian (HSA) <[brian.baggaley@sfgov.org](mailto:brian.baggaley@sfgov.org)>; Palma, Mirna (HSA) <[mirna.palma@sfgov.org](mailto:mirna.palma@sfgov.org)>; De Leon, Andrea (HSA) <[andrea.deleon@sfgov.org](mailto:andrea.deleon@sfgov.org)>; Varela, Daniel (HSA) <[daniel.varela@sfgov.org](mailto:daniel.varela@sfgov.org)>  
**Subject:** RE: HSA PSC [DHRPSC0006115] submitted for Union Review/RFP 1207 Visitation & Transportation Union Meeting Availability

Thank you Naj! Can we get a timeline for items 1 & 2?

Thanks,  
Elizabeth

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**From:** Najuwanda Daniels <[Najuawanda.Daniels@seiu1021.org](mailto:Najuawanda.Daniels@seiu1021.org)>  
**Sent:** Wednesday, April 22, 2026 10:12 AM  
**To:** Leone, Elizabeth (HSA) <[elizabeth.leone@sfgov.org](mailto:elizabeth.leone@sfgov.org)>  
**Cc:** Alvarez, Tara (HSA) <[tara.alvarez@sfgov.org](mailto:tara.alvarez@sfgov.org)>; Rudden, Patricia (HSA) <[patricia.rudden@sfgov.org](mailto:patricia.rudden@sfgov.org)>; Duenas, Rocio (HSA) <[rocio.duenas@sfgov.org](mailto:rocio.duenas@sfgov.org)>; Dunlap, Vanetta (HSA) <[vanetta.dunlap@sfgov.org](mailto:vanetta.dunlap@sfgov.org)>; Baggaley, Brian (HSA) <[brian.baggaley@sfgov.org](mailto:brian.baggaley@sfgov.org)>; Palma, Mirna (HSA) <[mirna.palma@sfgov.org](mailto:mirna.palma@sfgov.org)>; De Leon, Andrea (HSA) <[andrea.deleon@sfgov.org](mailto:andrea.deleon@sfgov.org)>; Varela, Daniel (HSA) <[daniel.varela@sfgov.org](mailto:daniel.varela@sfgov.org)>  
**Subject:** RE: HSA PSC [DHRPSC0006115] submitted for Union Review/RFP 1207 Visitation & Transportation Union Meeting Availability

Hi Elizabeth,

**SEIU requests the following:**

1. Feasibility study on all aspects of the scope of work for any services that can be brought into civil service
2. Cost-savings analysis
3. Mid contract meeting on or no later than June 30, 2028.

Thank you for a productive conversation.

In Solidarity,

Naj Daniels  
SF Field Supervisor  
Member Resource Center (MRC): 1-877-687-1021  
Desk: 415-848-3645  
SF Main Office: 415-848-3611

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**From:** Leone, Elizabeth (HSA) <[elizabeth.leone@sfgov.org](mailto:elizabeth.leone@sfgov.org)>  
**Sent:** Tuesday, April 21, 2026 12:37 PM  
**To:** Najuawanda Daniels <[Najuawanda.Daniels@seiu1021.org](mailto:Najuawanda.Daniels@seiu1021.org)>  
**Cc:** Alvarez, Tara (HSA) <[tara.alvarez@sfgov.org](mailto:tara.alvarez@sfgov.org)>; Rudden, Patricia (HSA) <[patricia.rudden@sfgov.org](mailto:patricia.rudden@sfgov.org)>; Duenas, Rocio (HSA) <[rocio.duenas@sfgov.org](mailto:rocio.duenas@sfgov.org)>; Dunlap, Vanetta (HSA) <[vanetta.dunlap@sfgov.org](mailto:vanetta.dunlap@sfgov.org)>; Baggaley, Brian (HSA) <[brian.baggaley@sfgov.org](mailto:brian.baggaley@sfgov.org)>; Palma, Mirna (HSA) <[mirna.palma@sfgov.org](mailto:mirna.palma@sfgov.org)>; De Leon, Andrea (HSA) <[andrea.deleon@sfgov.org](mailto:andrea.deleon@sfgov.org)>; Varela, Daniel (HSA) <[daniel.varela@sfgov.org](mailto:daniel.varela@sfgov.org)>  
**Subject:** FW: HSA PSC [DHRPSC0006115] submitted for Union Review/RFP 1207 Visitation & Transportation Union Meeting Availability  
**Importance:** High

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open attachments unless you recognize the sender and know the content is safe.

Hi Naj,

I'm just following up on this PSC, we met on 4/14 about this one. It's DHRPSC0006115 for FCS Visitation & Transportation...

Can you please forward me your requests for this PSC at your earliest convenience?

Thanks!  
Elizabeth

**Elizabeth Léone, JD**

Principal Contracts Manager  
Office of Contract Management

**Office Address:**

1650 Mission Street, Suite 500  
San Francisco, CA 94103

[www.SFHSA.org](http://www.SFHSA.org)



SAN FRANCISCO  
HUMAN SERVICES AGENCY



---

**From:** Najuwanda Daniels <[Najuawanda.Daniels@seiu1021.org](mailto:Najuawanda.Daniels@seiu1021.org)>

**Sent:** Wednesday, April 1, 2026 10:02 AM

**To:** Yam, Patrick (HSA) <[patrick.yam@sfgov.org](mailto:patrick.yam@sfgov.org)>; DT Service Now (TIS) <[ccsfdt@service-now.com](mailto:ccsfdt@service-now.com)>; DHR-Personal Services Contracts <[DHR-PersonalServicesContracts@sfgov.org](mailto:DHR-PersonalServicesContracts@sfgov.org)>; PSCreview <[PSCreview@seiu1021.org](mailto:PSCreview@seiu1021.org)>

**Subject:** RE: HSA PSC [DHRPSC0006115] submitted for Union Review/RFP 1207 Visitation & Transportation Union Meeting Availability

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Patrick,

April 14<sup>th</sup> 12-1p works for the union, as we prefer to schedule one full hour and return time we may not use.

Please also provide release for Allan Cohen to attend. We will follow up with a request date and time to caucus prior to this meeting as well.

In Solidarity,

Naj Daniels

SF Field Supervisor

Member Resource Center (MRC): 1-877-687-1021

Desk: 415-848-3645

SF Main Office: 415-848-3611

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---

**From:** Yam, Patrick (HSA) <[patrick.yam@sfgov.org](mailto:patrick.yam@sfgov.org)>

**Sent:** Wednesday, April 1, 2026 9:58 AM

**To:** Najuwanda Daniels <[Najuawanda.Daniels@seiu1021.org](mailto:Najuawanda.Daniels@seiu1021.org)>; DT Service Now (TIS) <[ccsfdt@service-now.com](mailto:ccsfdt@service-now.com)>; DHR-Personal Services Contracts <[DHR-PersonalServicesContracts@sfgov.org](mailto:DHR-PersonalServicesContracts@sfgov.org)>; PSCreview <[PSCreview@seiu1021.org](mailto:PSCreview@seiu1021.org)>

**Subject:** RE: HSA PSC [DHRPSC0006115] submitted for Union Review/RFP 1207 Visitation & Transportation Union Meeting Availability

You don't often get email from [patrick.yam@sfgov.org](mailto:patrick.yam@sfgov.org). [Learn why this is important](#)

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Hello Everyone,

I am helping Elizabeth schedule a meeting for Union review of PSC [DHRPSC0006115]. The meeting will be 30 mins long. Please choose your availability from the list listed below by 12pm Thursday, 4/2/26.

1. 4/7/26: 11:30am-1:00pm
2. 4/9/26: 12:00pm-1:00pm
3. 4/13/26: 10:30am-11:00am, 12:00pm-1:00pm
4. 4/14/26: 12:00pm-1:00pm

Thank You

**Patrick Yam**

1406 Senior Clerk  
Office of Contract Management

**O:** (415) 557-5429

**E:** [Patrick.yam@sfgov.org](mailto:Patrick.yam@sfgov.org)

**Office Address:**

1650 Mission Street, Suite 500  
San Francisco, CA, 94103

[www.SFHSA.org](http://www.SFHSA.org)



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**From:** [Najuawanda Daniels](#)  
**To:** [DT Service Now \(TIS\)](#); [Dunlap, Vanetta \(HSA\)](#); [Leone, Elizabeth \(HSA\)](#); [DHR-Personal Services Contracts](#); [Duenas, Rocio \(HSA\)](#); [PSCreview](#)  
**Subject:** RE: HSA [DHRPSC00061115] submitted for Union Review  
**Date:** Tuesday, March 24, 2026 4:17:22 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Hi Elizabeth,

SEIU is objecting to this PSC and requesting dates to meet and confer.

We would like to discuss possible alternatives to subcontracting, what the current staffing levels are, and current service delivery.

Please provide a breakdown of funding sources, how the requested amount will be spent across the duration of this PSC.

In Solidarity,

*Naj Daniels*

SF Field Supervisor

Member Resource Center (MRC): 1-877-687-1021

Desk: 415-848-3645

SF Main Office: 415-848-3611

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---

**From:** CCSF IT Service Desk <ccsfdt@service-now.com>  
**Sent:** Tuesday, March 24, 2026 3:12 PM  
**To:** vanetta.dunlap@sfgov.org; elizabeth.leone@sfgov.org; DHR-PersonalServicesContracts@sfgov.org; rocio.duenas@sfgov.org; PSCreview <PSCreview@seiu1021.org>  
**Subject:** HSA [DHRPSC0006115] submitted for Union Review

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Hello union representatives,

HSA is requesting your review of PSC [DHRPSC0006115]. 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 2026-04-03. 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:** DHRPSC0006115 v 0.01

**Description of Proposed Work:** Family & Children's Services (FCS) Visitation and Transportation Services Program is a partnership between the San Francisco Human Services Agency and the awarded contractor, designed to support Human Services Agency in providing visitation supervision and transportation for court ordered visitation or other services (e.g. therapy, school, etc.) for San Francisco dependents and their families.

**Request Type:** New

**Approval Type:** CSC Approval

**CSC Review Reason(s):**

✔ CSC Approval by Amount

**Submitting Department:** HSA

**Dept PSC Coordinator:** Elizabeth Leone

**Dept PSC Coordinator Email:** [elizabeth.leone@sfgov.org](mailto:elizabeth.leone@sfgov.org)

**Dept PSC Coordinator Phone:** +1 (415) 557-5727

**PSC Amount:** \$5,200,000.00

**PSC Duration (months):** 48

**Funding Source(s):** Federal Funds, City Funds, State Funds

**Scope of Work:** This program will provide comprehensive visitation services for families referred by Child Welfare. The purpose of the service is for San Francisco to comply with visitation orders and mandates, utilize

visitation as an opportunity to build parental capacity and strengthen family relationships, and increase successful reunification and permanency outcomes. The Visitation and Transportation Services Program is a partnership between the San Francisco Human Services Agency (HSA) and the awarded contractor. The purpose of this contract is to assist San Francisco County with the provision of comprehensive visitation and transportation services for families and children linked to Child Welfare Services who have been placed by FCS in San Francisco or neighboring cities. The Human Service Agency's goal is to comply with visitation court orders and mandates, utilize visitation as an opportunity to maintain family connections, build parental capacity, strengthen family relationships, and increase successful reunification and permanency outcomes. The contract has two parts. Part I is First Stop Visitation and Transportation Program, located in San Francisco. Part II is the East Bay Visitation Program, a site shared with Contra Costa County, located in Antioch. Both locations are safe, clean, and family-friendly sites where resource families, parents, caregivers and county staff may drop off and pick up children. This scope is for the First Stop Visitation Center, a program designed to support HSA in providing visitation supervision and transportation support for families to comply with court ordered visitation plans for San Francisco dependents.

I. Description of Services

A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth. Contractor shall provide the following services during the term of this agreement:

A. First Stop Visitation Center: The First Stop site is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement. Contractor will offer direct visitation supervision and maintain a centralized referral tracking system for all referrals, including tracking the triaging of families to ongoing visitation services with an FRC or other visitation services as appropriate. The First Stop Visitation Coordinator and Program Supervisor will communicate regularly with the HSA scheduler to ensure that Visitation Counselors are assigned to support clients on a consistent basis. 2940 Protective Services Workers will be made aware of any concerns that occur immediately, and Contractor will provide support as soon as possible. Contractor will stay informed of current car seat safety laws and will abide by those laws.

B. The contractor will manage and coordinate referrals seven (7) days per week.

C. Visitation supervision and transportation services for court-ordered visitation for San Francisco dependents and their families shall be available seven (7) days per week.

D. Visitation Counselors provide direct supervision of a family during a visit to maintain child safety, offer support to the child and parent, and promote the parent's ability to interact safely and appropriately with their child. The First Stop Visitation Program shall conform with visitation practices outlined in the FRC Visitation Guidebook or otherwise agreed upon with HSA, including but not limited to: documentation of visitation (including pre and post visit information, as well as documentation on collateral contacts), communication with the family and protective services staff as appropriate, and compliance with all court orders including restraining orders.

E. Contractor will ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator.

F. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator.

G. The Contractor's Visitation Coordinator and Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely.

H. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns.

II. Contractor Responsibilities

A. Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit:

A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check

B. Have the ability to intervene as needed to keep the child safe

C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent

D. Have the ability to enforce visit rules, court orders, limitations and activities

E. Keep all information confidential

F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns

G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat)

H. Always comply with court orders including restraining orders

I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes

J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services (CPS), the contractor will contact FCS.

K. Report all incidents of suspected child abuse and neglect as required by law.

L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative and innovative

outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers. This scope is for the East Bay Visitation Program (EBVP).

I. Description of Services

A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth. Contractor shall provide the following services during the term of this agreement:

A. Provide a visitation program using multiple sites located close to public transportation, allowing families a location to visit closer to the child's placement.

B. Manage and coordinate referrals seven (7) days per week, moving families from referral to active visits in a timely manner.

C. Provide visitation supervision and transportation services for court-ordered visitation for San Francisco and Contra Costa dependents and their families seven (7) days per week.

D. Accept all referrals for visitation based on designated criteria, to be determined by FCS.

E. Provide qualified and trained staff, including language capacity, to offer services at the Visitation Center(s) during agreed upon hours of operation, seven (7) days per week.

F. Provide a safe, family-friendly and culturally diverse site with adequate space to support contractor-supported visitation, as well as space for the following:

1. Drop off/pick up of children and visit participants.
2. Meetings with families, resource families, visitation partners, and staff as needed around the visitation process, including but not limited to Child and Family Team meetings.
3. Visits supervised by county or other partners as needed and mutually agreed.
4. Workspace/docking station for county staff who are transporting or otherwise involved with families to utilize during visits as appropriate.
5. Therapeutic visitation offered by designated clinicians to referred families.

G. Provide a range of supervision services to build parenting capacity and remediate safety issues impacting reunification, including monitored, supervised, and virtual visits.

H. Immediately report concerning observations to the 2940 Protective Services Workers regarding family interactions and progress utilizing agreed upon process.

I. Ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator or the FCS Program Manager for resolution.

J. Staff and maintain the Visitation Centers to the level of service and safety as required by the weekly scheduled workload.

1. Visits may be 1 to 3 hours in length depending on court requirements and the needs of the family.
2. Supervised visits should include no less than 60 minutes of parent-child interaction but may be shortened if parties are late, or if the quality of the visit would benefit from a shorter time schedule.

K. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator.

L. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns.

M. The Contractor's Visitation Coordinator and Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely.

II. Contractor Responsibilities

Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit:

- A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check
- B. Have the ability to intervene as needed to keep the child safe
- C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent
- D. Have the ability to enforce visit rules, court orders, limitations and activities
- E. Keep all information confidential
- F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns
- G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat)
- H. Always comply with court orders including restraining orders
- I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes
- J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services (CPS), the contractor will contact FCS.
- K. Report all incidents of suspected child abuse and neglect as required by law.
- L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring

access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers. III. Shared Governance Model The EBVP is a collaborative model between the contractor, the City and County of San Francisco and Contra Costa County. As much as possible, services will align between the two counties. While separate agreements exist between contractor and each county, program and policy decisions will be developed jointly. All parties agree to meet at least quarterly to review programmatic and fiscal concerns on a mutually agreed upon schedule.

**Job Class(es):** 2918 - HSA Social Worker, 2904 - Human Services Technician

**Labor Unions:** 535 - SEIU 1021

**PSC Justification(s)**

=====

✔ Service for which City lacks the necessary facilities/equipment

Ref:TIS6545947\_TAXxc8zDrXocAksNRJj

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** JUV

**Submitted By:** Elisa Baeza

**Department Coordinator:** Elisa Baeza,  
elisa.baeza@sfgov.org

**Project Manager:** Elisa Baeza

**ServiceNow Number:** DHRPSC0006243

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Court-Ordered Psychological Evaluation and Treatment Services

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$300,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 62

## Funding

**Funding Source:** State Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** The department will contract with qualified providers to deliver court-ordered psychological evaluations and treatment services for justice-involved individuals, including youth under 18, young adults (18–24), and adults.

Services include:

- Competency and fitness-to-proceed evaluations
- Neuropsychological evaluations
- Sex offender treatment
- Other court-ordered psychological services

**Why are these services required and what are the consequences of denial?:** These services are required to comply with court orders and state law.

If services are not available:

- The department would be out of compliance
- Court deadlines would be missed
- Public safety could be impacted

Some evaluations are time-sensitive, so providers must be available on-call to respond quickly.

Court-ordered psychological evaluations and treatment services are required under California Welfare and Institutions Code and Penal Code provisions governing competency, rehabilitation, and court-ordered conditions. The department must comply with these orders and ensure immediate access to qualified providers to meet legal and regulatory requirements.

**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?:** 2

**Why have you not hired City employees to perform the services?:** Demand for these services varies based on court orders, case timelines, and individual needs.

Because of this:

- Work is not consistent or predictable
- Demand can increase or drop quickly

Hiring City staff may result in:

- Underutilized staff during low-demand periods
- Insufficient capacity during high-demand periods

Using contracted providers allows the department to:

- Scale services up or down as needed
- Meet court deadlines

The department must have ready-access to contracted providers to immediately meet referral demands and comply with court orders.

## Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** All proposed new agreements must be reviewed and approved by the Juvenile Probation Commission.

**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?:**

Demand for these services varies and is driven by court orders and case activity.

Referrals depend on individual cases, court timelines, and judicial decisions, which cannot be predicted month to month.

Workload can increase quickly due to court schedules, continuances, and legal deadlines that require immediate response.

Because demand is inconsistent:

--Fixed staffing would be underutilized during low-demand periods

--Staffing would be insufficient during high-demand periods

Some services are time-sensitive and require on-call availability to meet court deadlines.

Contracted providers allow the department to respond quickly and maintain compliance with court orders.

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

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

Providers must possess highly specialized clinical and forensic expertise that varies depending on the type of evaluation or treatment ordered by the court. These services may involve work with minors, transitional-aged young adults, and adults, and can include areas such as competency remediation, neuropsychological assessment, sex offender treatment, and other court ordered evaluations. Each service area requires professional qualifications that typically include advanced education, licensure through the appropriate state board, formal training in child and adolescent development, forensic evaluation experience, recognized certifications when applicable (e.g., CASOMB), proof of continuing education; for psychiatrists, it is the completion of medical school plus multi-year residency and fellowship requirements. Because each specialty carries different

credentialing and regulatory requirements, providers must meet the qualifications aligned with the specific evaluation or treatment area requested.

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

**Q5c1) Identify the classifications:** 2243 - Sup Psychiatric Physician Spec, 2242 - Sr Psychiatric Physician Spec, 2574 - Clinical Psychologist, 2573 - Clinical Neuropsychologist

**Q5c2) Does the Department have employees in these classifications?:** No

**Q5c3) Will you be hiring employees in these classifications?:** No

**Q5c4) Explain why you are not hiring in these classifications:** Demand for these services varies and is driven by court orders and case activity.

Referrals depend on individual cases, court timelines, and judicial decisions, which cannot be predicted month to month.

Workload can increase quickly due to court schedules, continuances, and legal deadlines that require immediate response.

Because demand is inconsistent:

- Fixed staffing would be underutilized during low-demand periods
- Staffing would be insufficient during high-demand periods

Some services are time-sensitive and require on-call availability to meet court deadlines.

Contracted providers allow the department to respond quickly and maintain compliance with court orders.

**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:** These services require specialized clinical and forensic expertise that cannot be developed through short-term training. Providers must already have:

- Advanced graduate education
- Supervised clinical experience
- Required licensure and certifications
- Relevant field experience

**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:** These services require highly specialized expertise and ongoing clinical practice.

Because demand is variable and skills are specialized:

- It is not practical to recruit and retain City staff for this work (e.g., hiring timelines, budgetary impacts, hiring freezes)
- Contracted providers ensure consistent access to qualified professionals when services are needed.

**Additional information to support your request (Optional):**

**Union Notifications**

**Job Class(es):** 2243 - Sup Psychiatric Physician Spec, 2242 - Sr Psychiatric Physician Spec, 2574 - Clinical Psychologist, 2573 - Clinical Neuropsychologist

**Labor Unions:** 164 - Physician/Dentists 8-CC, UAPD, 163 - Physician/Dentists 11-AA, UAPD, 790 - SEIU, Local 1021, Misc

**Labor Union Email Addresses:** pking@uapd.com, pking@uapd.com, PSCreview@seiu1021.org

**Union Review Sent On:** 3/30/2026

**Union Review End Date:** 4/29/2026

**Union Review Duration Met On:** 4/29/2026

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: JUVENILE PROBATION

Dept. Code: JUV

Type of Request:  Initial  Modification of an existing PSC (PSC # 39694 - 22/23)

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

Type of Service: Competency Restoration Services

Funding Source:

PSC Original Approved Amount: \$50,000 PSC Original Approved Duration: 08/01/22 - 12/31/24 (2 years 21 weeks)

PSC Mod#1 Amount: no amount added PSC Mod#1 Duration: 01/01/25-07/31/27 (2 years 30 weeks)

PSC Cumulative Amount Proposed: \$50,000 PSC Cumulative Duration Proposed: 5 years

**1. Description of Work**

A. Scope of Work/Services to be Contracted Out:

Competency restoration services are court-ordered and are provided to youth in the juvenile court. A provider of competency restoration services must be qualified and certified psychologist or psychiatrist.

A provider of competency restoration services must be qualified in the following ways: [WIC § 709(b)(2)]

– Expertise in child and adolescent development.

– Expertise in forensic evaluation of juveniles for purposes of adjudicating competency.

– Be familiar with competency standards and accepted criteria used in evaluating juvenile competency.

– Have received training in conducting juvenile competency evaluations.

– Be familiar with competency remediation for the condition or conditions affecting competence in the particular case

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

These services are court-ordered, and must legally be fulfilled in accordance with California Code, Welfare and Institutions Code - WIC § 709.

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

Yes, this services is currently being provided under this PSC.

D. Will the contract(s) be renewed?

Pending availability of funds

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

The duration of this PSC will reach and/or extend beyond 5 years as these services are court-ordered, and must legally be fulfilled in accordance with California Code, Welfare and Institutions Code - WIC § 709. The need to provide these services is ongoing.

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

A. Display all that apply

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

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

Explain the qualifying circumstances:

Competency restoration services are court-ordered and are provided to youth in the juvenile court. A provider of competency restoration services must be qualified and certified psychologist or psychiatrist. A provider of competency restoration services must be qualified in the following ways: [WIC § 709(b)(2)] – Expertise in child and adolescent development. – Expertise in forensic evaluation of juveniles for purposes of adjudicating competency. – Be familiar with competency standards and accepted criteria used in evaluating juvenile competency. – Have received training in conducting juvenile competency evaluations.

B. Reason for the request for modification:

JUV wishes to extend the term of this PSC to continue referring clients to services as mandated by the court.

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

A. Specify required skills and/or expertise: In accordance to [WIC § 709(b)(2)], California Rules of Court 5.645 amended and (a)-(c) renumbered as 5.643, eff. 1/1/2020, the provider must also possess the following expertise: (1)(A) Licensed psychiatrist with 4 years of medical school AND EITHER – 4 years of general psychiatry residency, including 1 year of internship and 2 years of child and adolescent fellowship training, OR – 3 years of general psychiatry residency, including 1 year of internship and 1 year of residency focused on children and adolescents and 1 year of child and adolescent fellowship training (B) Clinical, counseling, or school psychologist who has received a doctoral degree in psychology from an educational institution accredited by an organization recognized by the Council for Higher Education Accreditation and who is licensed as a psychologist. (2)The expert (psychiatrist or psychologist) must: (A) Have experience in addressing child and adolescent developmental issues, including emotional, behavioral, and cognitive impairments of children and adolescents; (B) Have experience in cultural and social characteristics of children and adolescents; (C) Possess a CV reflecting training and experience in the forensic evaluation of children and adolescents; (D) Be familiar with juvenile competency standards and accepted criteria used in evaluating juvenile competence; (E) Possess demonstrable professional experience Addressing child and adolescent developmental issues, including the emotional, behavioral, and cognitive impairments of children and adolescents; (F) Have expertise in the cultural and social characteristics of children and adolescents; (G) Possess a CV reflecting training and experience in the forensic evaluation of children and adolescents; (H) Be familiar with juvenile competency standards and accepted criteria uses in evaluating juvenile competence; (I) Be familiar with effective interventions, as well as treatment, training, and programs for the attainment of competency available to children and adolescents; (J) Be proficient in the language preferred by the child, or if that is not feasible, employ the services of a certified interpreter and use assessment tools that are linguistically and culturally appropriate for the child; and (K) Be familiar with juvenile competency remediation services available to the child.

B. Which, if any, civil service class(es) normally perform(s) this work? 2232, Senior Physician Specialist;

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

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

N/A. These services are provided by highly specialized psychologists or psychiatrists who must have expertise working with youth in the youth courts.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: N/A. In the past, DPH has provided these services, but they do experience a backlog and low staff capacity at times, which risks service delay. This is why JPD wishes to contract with an additional expert to fill service needs if there ever comes a need. JPD has worked with Dr. Norbert Ralph, not under a PSC, to fulfill this service need.

**6. Additional Information**

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
Training will not be provided to employees

C. Are there legal mandates requiring the use of contractual services?  
California Code, Welfare and Institutions Code - WIC § 709

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

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
N/A these are court mandated services

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

**7. Union Notification:** On 07/03/24, the Department notified the following employee organizations of this PSC/RFP request:  
Physicians and Dentists - 8CC; Physicians and Dentists - 11AA;

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

Name: Elisa Baeza Phone: 4157537526 Email: elisa.baeza@sfgov.org

Address: 375 Woodside Avenue, San Francisco, CA

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 39694 - 22/23

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Not Required

Approved by DHR on 07/17/2024

## List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

**Instructions:**

Step 1: Download and save this template to your desktop.

Step 2: Complete the fields below.

Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

**Document Content:**

**Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year.** Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below, do not change or alter this template.

Dept Acronym:	JUV
Dept Name:	Juvenile Probation Department
PSC Coordinator Name:	Elisa Baeza
PSC Coordinator Email:	<a href="mailto:elisa.baeza@sfgov.org">elisa.baeza@sfgov.org</a>
PSC ServiceNow Record Number:	DHRPSC0006243 v 0.01

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000027485	12/1/2022	11/30/2024	\$ 9,999	Legacy PSC: 39694-22/23	Competency remediation, juvenile sex offender treatment, psychological evaluations
1000037879	3/27/2026	1/31/2027	\$ 19,999	DHRPSC0005925	Sex Offender Evaluations and Treatment (bridge contract)

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Elinor Buchen

**Department Coordinator:** Olga Mejia-Rocha,  
OMejiaRocha@sfgwater.org

**Project Manager:** Elinor Buchen

**ServiceNow Number:** DHRPSC0005299

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** CS-1275 Meter Transmission Replacement Project  
Contractor will replace 50,000 water meters and meter transmission units (MTUs) at locations across the city.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$15,700,000

**Does contract include items other than services?:** Yes

- Commodities & Equipment: \$12,500,000

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 24

## 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 is for a contract to purchase approximately 50,000 Meter Transmission Units (MTUs) and 50,000 water meters and to provide installation services to replace existing MTUs and water meters throughout the City. These components are part of the San Francisco Public Utilities Commission's Advanced Metering Infrastructure (AMI) system, which collects water usage data used for customer billing, system monitoring, and leak detection.

Many of the currently installed MTUs are more than ten years old and nearing the end of their

useful life. As these units age, battery degradation is increasing failure rates and reducing the reliability of the AMI system.

Under this contract, the contractor will provide equipment, field labor, and related services to remove existing equipment, install new meters and MTUs, program and activate devices within the AMI system, and test the equipment to confirm proper operation. All work will be performed under the direction and oversight of SFPUC staff to ensure compliance with SFPUC operational and installation standards.

This one-time effort will allow the SFPUC to proactively replace the highest-risk MTUs and maintain reliable meter data collection, accurate billing, and effective leak detection.

**Why are these services required and what are the consequences of denial?:** Meter Transmission Units (MTUs) transmit customer water usage data used by the SFPUC to generate timely and accurate billing statements. When MTUs fail, staff must estimate customer bills, which can result in inaccurate charges and require additional staff time to reconcile accounts once actual readings become available. AMI data also supports the SFPUC's leak detection program, which helps identify potential water loss and notify customers of potential leaks.

Many MTUs and associated water meters are more than ten years old and approaching the end of their useful life. As failures increase due to battery degradation and equipment aging, the reliability of the AMI system is declining. Approximately 80,000 MTUs (about 40 percent of the system) are expected to fail within the next three years. While SFPUC staff will continue to perform meter and MTU work, the number of replacements required exceeds current staff capacity. If performed solely by City staff, replacing these units would take an estimated seven to eight years.

Without these services, the SFPUC will be unable to replace failing MTUs and meters at the pace required to maintain system reliability. Increased MTU failures would result in more estimated billing, reduced leak detection capability, increased customer disputes, and additional staff time required to reconcile billing discrepancies. The Customer Service Bureau is currently estimating approximately 14,000 water bills due to AMI equipment failures, which is not sustainable and could lead to customer dissatisfaction and negative public attention.

**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?:** City employees currently perform meter and MTU installation, maintenance, and repair work and will continue to do so. The SFPUC has established a dedicated AMI Operations division and added four positions (one Senior Water Service Inspector and three Water Service Inspectors) to support preventive

maintenance and ongoing system operations. The AMI Operations division was created to stabilize the AMI system and manage the program moving forward.

Staff within the AMI Operations division are currently performing meter and MTU replacements. Under this contract, City staff will oversee and coordinate the contractor's work, and a subset of these employees will perform quality assurance and quality control (QA/QC) inspections to ensure installations meet SFPUC standards.

However, the volume of MTU replacements expected in the near term exceeds the capacity of existing staff. This contract will temporarily supplement City staff to address the large number of aging MTUs expected to fail in the coming years.

## Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** The total contract amount is above the threshold requiring Commission approval.

**Will any contracts under this PSC require Board of Supervisors approval:** Yes

**Provide details related to contracts for which BOS approval will be required?:** The total contract amount is above the \$10 million threshold requiring Board approval.

## 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?:**

These services are required to address the growing backlog of meter and MTU replacements and the increasing number of MTU failures across the AMI system. The volume of replacements currently exceeds the capacity of available City staff to complete the work within the timeframe needed to maintain system reliability.

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** City staff will continue to perform meter and MTU installation, maintenance, and repair work, including staff from the Meter Shop, Customer Service Bureau Field Services, and the AMI Operations team.

However, the AMI system is approaching the end of its useful life and is experiencing increasing MTU failures. The volume of required replacements exceeds the capacity of available internal staff to address within the necessary timeframe. Temporary contractor support is therefore needed to assist with the increased workload while City staff continue to oversee and perform ongoing operations and maintenance.

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

**Q5c1) Identify the classifications:** 7316 - Water Service Inspector, 7353 - Water Meter Repairer

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

**Q5c3) Why are they not able to perform the services?:** Existing staff will continue to do this work. Field staff from the Meter Shop, CSB's Field Services and the new AMI Ops team will all continue to perform these services. However, the system is reaching its end of life and is experiencing more failures than internal staff can address.

**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:** City staff know how to perform this work.

**Q5f) Is there a plan to transition this work back to the City?:** Yes

**Q5f1) Describe the transition plan, including the anticipated timeline:** This contract represents a one-time effort to refresh a significant portion of the AMI system and replace the highest-risk MTUs and meters before widespread failures occur. Once this replacement effort is completed, the number of annual equipment failures is expected to decrease to a level that can be managed through routine maintenance.

Following completion of the contract work, ~18 months from mobilization, the SFPUC will transition fully to an ongoing preventive maintenance and replacement program managed by City staff. The AMI Operations division will oversee the AMI system, monitor system performance, perform routine maintenance, and replace individual meters and MTUs as failures occur.

Staff assigned to oversee and perform QA/QC on contractor work will transition back to performing meter and MTU maintenance and replacement activities as part of the ongoing program.

**Additional information to support your request (Optional):** Meter Transmission Units (MTUs) transmit water usage data used to generate accurate customer bills and support system monitoring. Many of the oldest units in the AMI system are nearing the end of their useful life and are at increased risk of failure. Proactively replacing these units will help maintain reliable meter data collection, reduce operational disruptions, and support accurate billing for SFPUC customers.

## Union Notifications

**Job Class(es):** 7316 - Water Service Inspector, 7388 - Utility Plumber, 7353 - Water Meter

Repairer

**Labor Unions:** 038 - Plumbers, Local 38

**Labor Union Email Addresses:** larryjr@ualocal38.org

**Union Review Sent On:** 3/20/2026

**Union Review End Date:** 4/19/2026

**Union Review Duration Met On:** 4/19/2026

## List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

**Instructions:**

- Step 1: Download and save this template to your desktop.
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**Document Content:**

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Dept Acronym:	PUC
Dept Name:	Public Utilities Commission
PSC Coordinator Name:	Olga Mejia Rocha
PSC Coordinator Email:	<a href="mailto:omejiarocha@swater.org">omejiarocha@swater.org</a>
PSC ServiceNow Record Number:	DHRPSC0005299

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
JOC 91-08	12/17/2025	6/15/2026	\$ 1,169,538	NA	Short term Meter Transmission Unit replacement services.

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** SHF  
**Submitted By:** Henry Gong  
**Department Coordinator:** Henry Gong,  
henry.gong@sfgov.org  
**Project Manager:** Jennifer Parks

**ServiceNow Number:** DHRPSC0006274  
**Version:** 0.01  
**Version Type:** New

**Brief description of proposed work:** The Sheriff's Office (SFSO) propose to enter into a new 3-Year agreement to continue proprietary department policy and training management solution.

## Review Type and Reason

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

## Amount

**PSC Amount:** \$600,000  
**Does contract include items other than services?:** Yes  
- Cloud-Based Software Licenses and Support (without Professional Services): \$600,000

## Duration

**Is PSC by Duration or Continuing:** Duration  
**PSC Duration (Months):** 36

## Funding

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

## Scope of Work

**Clearly describe scope and detail the services to be performed:** The Sheriff's Office is proposing to enter into a new 3-year agreement with Contractor to continue maintenance and annual subscription to their proprietary policy and training management solution.

Contract ID 1000008809 was awarded to Contractor following a formal solicitation (Sourcing Event #0000000322) issued on October 31, 2017. The awarded Contractor analyzed the Sheriff's Office policies, procedures, practices, culture, and training manuals for the three respective divisions of the SFSO; Administration and Programs, Field Operations, and Custody Operation. The Contractor worked collaboratively with SFSO to update polices and procedures consistent

with emerging best practices and changes in case law, new legislation and statutes. The Contractor then implemented a comprehensive policy management and training system that allows electronic modifications to policy manuals via Contractor's Knowledge Management System (KMS) for streamlining the approval and acknowledgement of updated policies and procedures. The policies are consolidated onto the KMS Platform accessible from multiple electronic locations/devices, easily searchable by keyword, with consistent structure, terminology and formatting across polices.

In July of 2018, the Sheriff's Office began the migration of the policy and procedures to the Lexipol platform. Through a laborious and lengthy meet-and-confer process to transfer to the Cloud-based Policy and Training platform, the SFSO implemented the platform in April of 2023.

On August 1, 2023, the Sheriff's Office entered into a 3-year agreement to renew the annual subscription with Contractor. The current contract will expire on July 31, 2026.

**Why are these services required and what are the consequences of denial?:** The annual maintenance and subscription will provide continuous monitoring and updates to the SFSO's policies. The Contractor's California legal and content development team will continuously monitor for new legislative bills, statues and case laws on the state and federal levels that directly impact SFSO policy content. The KMS sends update notifications to SFSO users via the KMS online platform and mobile app. Their update management services include editing and formatting content to match the policy manual's structure and deconflicting policies and updates with other content in the SFSO manuals. The KMS tracks SFSO staff acknowledgement of training and produce reports by deputy.

The consequences of denial may lead to the City's exposure to legal liabilities, compromised officer and staff safety, and a lost of community trust in the department. Outdated polices results in operational inconsistencies, possible lost in accreditation and credibility.

**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?:** 2

**Why have you not hired City employees to perform the services?:** The City does not have the expertise and system resources specific to law enforcement and corrections policy and training monitoring and managment.

## **Board and Commission Approvals**

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

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

## Justification

**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):** Contractor's Proprietary Letter is attached to DHRPSC0006274.

## Union Notifications

**Job Class(es):** -None- - None Selected

**Labor Unions:** No Union Selected -

**Labor Union Email Addresses:** anthony@dc16.us, charlie@local377.com, mbeauchamp@oe3.org, ccarr@oe3.org, pking@uapd.com, pfinn@ibt856.org, mleach@ibt856.org, plangrooferlocal40@gmail.com, laborers261@gmail.com, nick@dc16.us, PSCreview@seiu1021.org, lvega@nccrc.org, president@twusf.org, PSCreview@seiu1021.org, PSCreview@seiu1021.org, pking@uapd.com, mleach@ibt856.org, cpark@local39.org, jvarga@ibt856.org, PSCreview@seiu1021.org, L21pscreview@ifpte21.org, president@twusf.org, president@sfsherriffmsa.org, cjohnson@bac3-ca.org, mhenneberry@teamsters853.org, staff@sfmea.com, mleach@ibt856.org, laborers261@gmail.com, president@twusf.org, jb@local16.org, john.lenny@sfgov.org, sfcwupresidentjmleonard@yahoo.com, local200twu@sbcglobal.net, staff@sfmea.com, Louis@sfpoa.org, joshv@smw104.org, administration@sffdlocal798.org, PSCreview@seiu1021.org, pmendeziamaw@comcast.net, dvickers@iam1414.org, administration@sffdlocal798.org, larryjr@ualocal38.org, president@twusf.org, WOrellana@opcmialocal300.org, L21pscreview@ifpte21.org, PSCreview@seiu1021.org, President@sanfranciscodsa.com, staff@sfmea.com, mleach@ibt856.org, ibew6@ibew6.org, oashworth@ibew6.org, sfdpoa@yahoo.com, pmendez@ncscarpenters.org, SMcgarry@ncscarpenters.org

**Union Review Sent On:** 4/10/2026

**Union Review End Date:** 4/17/2026

**Union Review Duration Met On:** 4/17/2026





## Introduction:

This letter serves as formal confirmation that Lexipol, LLC is the sole source provider in the United States of a policy management platform that combines legally and expert-vetted content tailored to each state's unique laws and regulations, advanced technology, and scenario-based policy training—all in one solution.

## Overview of the Policy Management Solution:

Lexipol Policy provides the only policy management platform that unites legally vetted, regularly updated policies with a proprietary, web-based system designed to support compliance, accountability, and continuous policy training. Lexipol Policy includes:

- **State-specific, customizable policies** developed by legal and public safety experts, with ongoing updates to reflect changes in laws, regulations, and best practices
- **Scenario-based daily training** to help personnel understand and apply policy in real-world situations
- **Electronic tracking** of policy acknowledgment and training completion, enhancing compliance and accountability, and reducing liability
- **A centralized, user-friendly platform** offering 24/7 online access to policy content
- **A mobile app that** provides a personalized dashboard, assignment tracking, and easy access to policies for in-the-field guidance
- **Expert guidance and support** for policy customization, implementation, and ongoing maintenance tailored to your agency's unique needs

In short, Lexipol Policy equips agencies with the tools to navigate today's complex public safety environment with confidence. By combining expert-developed policy content, intuitive technology, and dedicated support, Lexipol helps agencies establish operational consistency, legal defensibility, and public trust. This all-in-one approach not only saves time and resources—it empowers personnel to perform their duties more safely and effectively.



**Justification for Sole Source Award:**

Lexipol is the only provider that delivers this unique combination of features, expert-driven content, and integrated support in a single, scalable platform. Attempting to replicate these services using multiple vendors or internal resources would be time-consuming, costly, and less effective—especially as legal and regulatory demands on public safety agencies continue to grow.

A key differentiator is Lexipol’s state-specific policy content, meticulously crafted and maintained by legal and public safety professionals to reflect the laws and operational realities of each jurisdiction. This saves agencies significant time and effort while ensuring their policies remain compliant and up to date. Because the content is legally sound, agencies can also be confident that their personnel are being trained on accurate, relevant policies—reducing the likelihood of errors and improving field decision-making.

By selecting Lexipol, your agency ensures consistent policy direction, increases safety and accountability, and mitigates risk—ultimately enhancing the quality of service provided to your community.

If you have any questions or require additional information, please don’t hesitate to contact us. We appreciate the opportunity to support your agency and its mission.

A handwritten signature in black ink, appearing to read "Jason Blais", is positioned above a horizontal line.

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Jason Blais  
Chief Revenue Officer  
Lexipol, LLC

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** DPH

**Submitted By:** Reanna Albert

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

**Project Manager:** Ryan Fuimaono

**ServiceNow Number:** DHRPSC0001985

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 47706-16/17

**Brief description of proposed work:** Services to support Department, Community and City initiatives

**Reason for the Request for Amendment:** To update the scope of work so that it aligns with current program evaluation services being performed under an existing contract.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Scope

## Amount

**Previously Approved Amount:** \$7,590,000

**Increase Amount:** \$0

**Why are you requesting the PSC amount to be increased?:**

**Total Amended Amount:** \$7,590,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**Previously Approved Duration (months):** 147

**Duration Increase (months):** 0

**Total Amended Duration (months):** 147

**First Contract Start Date:** 7/1/2017

**PSC Duration End Date:** 9/30/2029

## Funding

**Funding Source:** State Funds

**Special circumstances related to funding:** Yes

**Explain the special circumstances:** Many initiatives supported under this PSC are funded through time-limited grants that require independent evaluation and reporting. These funding sources often require specialized research and evaluation activities that must be completed within defined grant timelines.

## Scope of Work

**Are you making substantive changes to the scope of work last approved?:** Yes

**Clearly describe scope and detail the services to be performed:** Previous scope of work:

Original coordinator's email: jacquie.hale@sfdph.org.

The initial engagement will be in support of a task force established by the Board of Supervisors in preparation for the possible legalization and regulation of adult use and possession of cannabis, the Cannabis State Legalization Task Force, begun in early 2016, to be active for a two-year period. The Task Force is comprised of 22 members, including non-voting representatives of City departments such as Planning, Fire, Police, Building Inspection and Public Health and voting members from various sectors, including advocates, business and tourism sector representatives. Services will include assistance in planning; identifying best practices, legal mandates and other relevant information; determining the stakeholder needs; facilitating meetings and handling task force/project documentation and communications; development of findings and recommendations; and making large and small group presentations.

New scope of work:

The contractor will provide independent program evaluation, research, and technical assistance services to support behavioral health and substance use disorder initiatives administered by the Department of Public Health. Services may include development of evaluation plans, research design, creation of data collection tools, stakeholder engagement, facilitation of meetings and focus groups, qualitative and quantitative data collection, analysis of program and client data, and preparation of evaluation reports, briefs, and presentations. The contractor may also support program planning and continuous quality improvement activities by assisting the Department and its partners in interpreting evaluation findings and identifying opportunities to improve service delivery and program outcomes. Services may support a range of Department initiatives including behavioral health, substance use disorder treatment, justice-involved populations, and other public health programs requiring independent evaluation or research support.

Summary of change:

The original scope of work centered on a cannabis-focused project supporting a task force, while the new scope supports broad, ongoing evaluation and research across behavioral health and substance-use programs. The new scope shifts from policy planning and meeting facilitation to data collection, analysis, reporting, and continuous quality improvement. It also explicitly adds work supporting treatment services and efforts to reduce recidivism among justice-involved populations, which were not part of the original scope.

**Why are these services required and what are the consequences of denial?:** Independent evaluation and research services are required to assess the effectiveness of complex public health

initiatives involving multiple service providers and partner agencies. These initiatives often involve specialized service models, cross-agency collaboration, and grant reporting requirements that require rigorous data collection, analysis, and evaluation. If these services were denied, the Department would have limited capacity to conduct independent program evaluation, meet grant reporting requirements, or assess program outcomes in a timely and methodologically rigorous manner. This could limit the City's ability to measure program effectiveness, inform policy and program improvements, and demonstrate accountability to external funders.

**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?:** 2

**Why have you not hired City employees to perform the services?:** The work requires specialized expertise in program evaluation, research design, qualitative and quantitative analysis, and evaluation of complex behavioral health initiatives. These services are project-based and intermittent and are often tied to grant-funded initiatives with limited durations. Maintaining permanent civil service positions with this level of specialized expertise for intermittent evaluation projects would not be practical. Contracting also allows the Department to access specialized evaluation expertise as needed to support specific initiatives.

### Board and Commission Approvals

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

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

### Justification

**Has your response to Q1 changed?:** No

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

No

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

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

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

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

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

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

Evaluation services are project-specific and often tied to grant-funded initiatives.

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

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

Specialized expertise in program evaluation methodology, research design, and advanced data analysis required for complex public health program evaluations.

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

**Q5c1) Identify the classifications:** 2820 - Senior Health Program Planner

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

**Q5c3) Why are they not able to perform the services?:** Evaluation services are project-specific and often tied to grant-funded initiatives. Due to the uncertain nature of the funding it would not be feasible to hire civil service staff to perform these services.

**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:** The contractor's role is to provide independent program evaluation and research services. While findings may be shared with Department staff and stakeholders through reports and presentations, formal training of City employees is not required.

**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:** Evaluation services are project-specific and often tied to grant-funded initiatives with defined timelines. Because the need for these services is intermittent and varies by project, maintaining permanent City staffing solely for these activities would not be practical.

#### **Additional information to support your request (Optional):**

#### **Union Notifications**

##### **Have the Job Classes/Labor Unions changed?:**

**Job Class(es):** 1823 - Senior Administrative Analyst, 2593 - Health Program Coordinator 3, 2119 - Health Care Analyst, 2575 - Research Psychologist, 2803 - Epidemiologist 2, 1825 - Prnpl Admin Analyst II, 1824 - Pr Administrative Analyst

**Labor Unions:** 021 - Prof & Tech Eng, Local 21, 790 - SEIU, Local 1021, Misc

**Labor Union Email Addresses:** L21pscreview@ifpte21.org, PSCreview@seiu1021.org

**Union Review Sent On:** 4/9/2026

**Union Review End Date:** 4/19/2026

**Union Review Duration Met On:** 4/19/2026

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request:  Initial  Modification of an existing PSC (PSC # 47706 - 16/17)

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

Type of Service: Services to support Department, Community and City initiatives

Funding Source: General Fund, Grants, Work Order

PSC Original Approved Amount: \$95,000 PSC Original Approved Duration: 10/01/16 - 09/30/18 (1 year 52 weeks)

PSC Mod#1 Amount: \$500,000 PSC Mod#1 Duration: 04/01/17-12/31/19 (1 year 13 weeks)

PSC Mod#2 Amount: \$295,000 PSC Mod#2 Duration: 07/01/17-09/30/20 (39 weeks 23 hours)

PSC Mod#3 Amount: \$500,000 PSC Mod#3 Duration: no duration added

PSC Mod#4 Amount: no amount added PSC Mod#4 Duration: 07/01/19-12/31/20 (13 weeks 1 day)

PSC Mod#5 Amount: \$500,000 PSC Mod#5 Duration: 10/01/19-05/31/23 (2 years 21 weeks)

PSC Mod#6 Amount: \$700,000 PSC Mod#6 Duration: 10/01/22-06/30/25 (2 years 4 weeks)

PSC Mod#7 Amount: no amount added PSC Mod#7 Duration: 05/01/23-06/30/26 (1 year)

PSC Mod#8 Amount: \$5,000,000 PSC Mod#8 Duration: 10/01/23-12/31/28 (2 years 26 weeks)

PSC Cumulative Amount Proposed: \$7,590,000 PSC Cumulative Duration Proposed: 12 years 13 weeks

**1. Description of Work**

**A. Scope of Work/Services to be Contracted Out:**

The initial engagement will be in support of a task force established by the Board of Supervisors in preparation for the possible legalization and regulation of adult use and possession of cannabis, the Cannabis State Legalization Task Force, begun in early 2016, to be active for a two-year period. The Task Force is comprised of 22 members, including non-voting representatives of City departments such as Planning, Fire, Police, Building Inspection and Public Health and voting members from various sectors, including advocates, business and tourism sector representatives. Services will include assistance in planning; identifying best practices, legal mandates and other relevant information; determining the stakeholder needs; facilitating meetings and handling task force/project documentation and communications; development of findings and recommendations; and making large and small group presentations.

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

Contractor assistance is needed to augment Department capacity and allow civil service staff to lead the project and to provide oversight and implementation, legislative and policy development, and project specific tasks essential to advance any initiative or project through to completion.

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

Services have been provided in the past through earlier PSC request. See 47706 - 16/17

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

Only if there are additional projects and continued funding.

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

The total PSC duration is in excess of five years because evaluations of programs are performed by firms that have highly trained evaluators in the subject area of the program being evaluated. In addition, program evaluators may also be seen as an independent evaluator of the program so the findings can be considered objective and unbiased therefore the evaluation services should be performed by outside experts.

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

A. Display all that apply

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).
- Cases where future funding is so uncertain that the establishment of new civil service positions, classes or programs is not feasible (including situations where there is grant funding).

Explain the qualifying circumstances:

The subject area for an individual project will be diverse in nature. In addition, the need for the service is based on a given project and funding to support this service. Funding is typically based on grant funds, or one time funding to support a given initiative.

B. Reason for the request for modification:

This modification is to account for program evaluation services specifically related to expanded wellness centers and other substance use or Behavioral Health Programs.

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

- A. Specify required skills and/or expertise: The Contractor must have: strong facilitation skills in managing a large and smaller groups; meeting planning and preparation; creating agendas and synthesizing meeting minutes; report and issue brief and technical writing; experience in developing and delivering presentations to legislative bodies and commissions, community groups, executive and line staff, and City departments.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1805, Performance Analyst II;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor may be required to provide own equipment for documentation and presentations.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.  
Civil service classes are not applicable due to the project-specific nature of the work, which requires specific knowledge on a given topic. In addition, the work is intermittent and temporary in nature.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: It is not practical to adopt a new civil service class because of the short term, project-specific, topic-specific nature of the services needed.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
While formal training is not part of the central scope of the needed services, some knowledge transfer is expected due to the nature of the project, e.g., staff and stakeholders are expected to learn from any research or presentations made by the contractor.
- C. Are there legal mandates requiring the use of contractual services?  
No.

- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
Contractors: Harder & Company; Hatchuel,Tabernik,&Associates

7. **Union Notification:** On 08/23/23, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, SFAPP; Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Municipal Executive Association; Management & Superv Local 21; Architect & Engineers, Local 21;

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

Name: Kelly Hiramoto Phone: 415-255-3492 Email: kelly.hiramoto@sfdph.org

Address: 101 Grove St. Rm. 307, San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 47706 - 16/17

DHR Analysis/Recommendation:

10/02/2023

Commission Approval Required

Approved by Civil Service Commission

10/02/2023 DHR Approved for 10/02/2023

## List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

**Instructions:**

- Step 1: Download and save this template to your desktop.
- Step 2: Complete the fields below.
- Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

**Document Content:**

**Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year.** Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

Dept Acronym:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	<a href="mailto:reanna.albert@sfdph.org">reanna.albert@sfdph.org</a>
PSC ServiceNow Record No.:	DHRPSC0001985

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000016876	5/1/2020	4/30/2024	\$ 692,604	47706 - 1617	Stakeholder Facilitation services
1000016374	10/1/2019	6/1/2026	\$ 672,000	47706 - 1617	consulting services in support of the Supporting Treatment and Reducing Recidivism (STARR) program



## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

City and County of San Francisco  
Daniel Lurie  
Mayor

DATE: April 27, 2026

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Classification Differences Between DHRPSC0001985 (Legacy Version) and DHRPSC0001985 v1.01 (Current Version) for Services to support Department, Community and City initiatives

When DPH first submitted the PSC, the scope of work was focused on policy and planning that included legal analysis and coordination with the Controller's Office. However, the scope of work has since changed and no longer requires Controller's Office coordination and is focused instead on DPH only. The change in scope corresponds to a change in the staff requirements, where this level of legal analysis and interface with the Controller's Office are no longer necessary.

The 1805 classification is specific to the Controller's Office and the current scope of work is not associated with the Controller's Office, so this classification no longer fits the PSC profile.

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**Re: DPH [DHRPSC0001985] submitted for Union Review**

---

**From** Samuel Favela <sfavela@ifpte21.org>  
**Date** Thu 4/23/2026 11:49 AM  
**To** DPH-sfdph-psccordinator <sfdph-psccordinator@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Hello all,

Thank you for sending this over.

I discussed this with my members and this makes sense to use. We retract our objection.

Thank you again!

-Sam

**Samuel Favela** ([he/they/Sam](#))  
**SF Field Organizer, IFPTE Local 21**  
**Main:** (415) 914-7344  
**Join Us:** [www.ifpte21.org/join/](http://www.ifpte21.org/join/)



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**From:** DPH-sfdph-psccordinator <sfdph-psccordinator@sfdph.org>  
**Sent:** Wednesday, April 22, 2026 4:16 PM  
**To:** Samuel Favela <sfavela@ifpte21.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Cc:** Audrey Garza <agarza@ifpte21.org>; DPH-sfdph-psccordinator <sfdph-psccordinator@sfdph.org>  
**Subject:** Re: DPH [DHRPSC0001985] submitted for Union Review

Hello Sam,

Please find attached the answers to the Local 21 request for information concerning PSC 1985.

Let me know if you have any questions,

**Letania Ferreira** ([she/her](#))  
Pre-Award Unit Analyst | Junior PSC Coordinator  
SFDPH Office of Contracts Management & Compliance  
101 Grove Street, Room 410

San Francisco, CA 94102  
letania.ferreira@sfdph.org  
(628) 271-7712

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**From:** Samuel Favela <sfavela@ifpte21.org>  
**Sent:** Tuesday, April 21, 2026 11:59 AM  
**To:** Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Cc:** Audrey Garza <agarza@ifpte21.org>; DPH-sfdph-psccordinator <sfdph-psccordinator@sfdph.org>  
**Subject:** Re: DPH [DHRPSC0001985] submitted for Union Review

Hello Reanna,

Thank you for sending over some times. We can do 4pm on Thursday.

Thank you!

-Sam

**Samuel Favela** ([he/they/Sam](#))  
**SF Field Organizer, IFPTE Local 21**  
**Main:** (415) 914-7344  
**Join Us:** [www.ifpte21.org/join/](http://www.ifpte21.org/join/)



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**From:** Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Sent:** Tuesday, April 21, 2026 9:13 AM  
**To:** Samuel Favela <sfavela@ifpte21.org>  
**Cc:** Audrey Garza <agarza@ifpte21.org>; DPH-sfdph-psccordinator <sfdph-psccordinator@sfdph.org>  
**Subject:** Re: DPH [DHRPSC0001985] submitted for Union Review

Hi Sam,

Below is DPH staff availability for a meeting this week regarding PSC 1985. Please let us know what works best for you. Thank you.

Thurs 4/23 - 1:30pm

Thurs 4/23 - 4:00pm

**Reanna Albert (she/her)**  
Pre-Award Unit Analyst | PSC Coordinator  
SFDPH Office of Contracts Management & Compliance  
101 Grove Street, Room 410

San Francisco, CA 94102  
reanna.albert@sfdph.org  
628-271-6178

---

**From:** Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Sent:** Monday, April 20, 2026 10:09 AM  
**To:** Samuel Favela <sfavela@ifpte21.org>  
**Cc:** Audrey Garza <agarza@ifpte21.org>  
**Subject:** Re: DPH [DHRPSC0001985] submitted for Union Review

Hi Sam,

Thank you for reaching out. The team will work on responses to your questions. I'll get back to you ASAP regarding DPH staff availability for a meeting this week.

**Reanna Albert (she/her)**

Pre-Award Unit Analyst | PSC Coordinator  
SFDPH Office of Contracts Management & Compliance  
101 Grove Street, Room 410  
San Francisco, CA 94102  
reanna.albert@sfdph.org  
628-271-6178

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**From:** Samuel Favela <sfavela@ifpte21.org>  
**Sent:** Sunday, April 19, 2026 9:00 AM  
**To:** Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Cc:** Audrey Garza <agarza@ifpte21.org>  
**Subject:** Fw: DPH [DHRPSC0001985] submitted for Union Review

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hello Reanna,

Local 21 objects to this PSC. Can you please send us time and dates this week to meet?

Please answer the following questions before we meet:

1. Any department documents including strategic plans, department policies and procedures, legal and funding requirements, audits, etc that led to the decision to contract out said services.
2. A list of department decision makers who determined the need to contract out this service.
3. Why did the scope of work change?
4. Where is the funding coming from if DPH is currently going through budget cuts?
5. If this contract lasts up to 147 months, why doesn't the department hire city workers to complete this work?

Thank you.

-Sam

Samuel Favela ([he/they/Sam](#))  
SF Field Organizer, IFPTE Local 21  
Main: (415) 914-7344  
Join Us: [www.ifpte21.org/join/](http://www.ifpte21.org/join/)



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**From:** L21PSC Review <L21PSCReview@ifpte21.org>  
**Sent:** Monday, April 13, 2026 9:59 AM  
**To:** Samuel Favela <sfavela@ifpte21.org>; Audrey Garza <agarza@ifpte21.org>  
**Cc:** Mark Weirick <mweirick@ifpte21.org>  
**Subject:** Fw: DPH [DHRPSC0001985] submitted for Union Review

Malika Demings  
Administrative/Organizing Assistant  
IFPTE Local 21  
Main: 415-864-2100  
Direct: 415-914-7359  
mdemings@ifpte21.org

---

**From:** CCSF IT Service Desk <ccsfdt@service-now.com>  
**Sent:** Thursday, April 9, 2026 5:10 PM  
**To:** ian.fernando@sfdph.org <ian.fernando@sfdph.org>; DHR-PersonalServicesContracts@sfgov.org <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; victoria.falcon@sfdph.org <victoria.falcon@sfdph.org>; Joanna.Li@sfdph.org <Joanna.Li@sfdph.org>; ryan.fuimaono@sfdph.org <ryan.fuimaono@sfdph.org>; PSCreview@seiu1021.org <PSCreview@seiu1021.org>; mylando.nguyen@sfdph.org <mylando.nguyen@sfdph.org>; reanna.albert@sfdph.org <reanna.albert@sfdph.org>; letania.ferreira@sfdph.org <letania.ferreira@sfdph.org>  
**Subject:** DPH [DHRPSC0001985] submitted for Union Review

Hello union representatives,  
DPH is requesting your review of PSC [DHRPSC0001985]. 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 2026-04-19. 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:** DHRPSC0001985 v 1.01

**Description of Proposed Work:** Services to support Department, Community and City initiatives

**Request Type:** Amendment

**Reason for the Request for Amendment:** To update the scope of work so that it aligns with current program evaluation services being performed under an existing contract.

**Approval Type:** CSC Approval

**CSC Review Reason(s):**

✔ CSC Approval by Scope

**Submitting Department:** DPH

**Dept PSC Coordinator:** Reanna Albert

**Dept PSC Coordinator Email:** reanna.albert@sfdph.org

**Dept PSC Coordinator Phone:** +1 (415) 557-6693

**First Contract Start Date:** 2017-07-01

**Previously Approved Amount:** \$7,590,000.00

**Increase Amount:** \$0.00

**Total Amended Amount:** \$7,590,000.00

**Previously Approved Duration (Months):** 147

**Duration Increase (Months):** 0

**Total Amended Duration (Months):** 147

**Funding Source(s):** State Funds

**Special Funding Circumstances:** Many initiatives supported under this PSC are funded through time-limited grants that require independent evaluation and reporting. These funding sources often require specialized research and evaluation activities that must be completed within defined grant timelines.

**Scope of Work:** Previous scope of work: Original coordinator's email: jacquie.hale@sfdph.org. The initial engagement will be in support of a task force established by the Board of Supervisors in preparation for the possible legalization and regulation of adult use and possession of cannabis, the Cannabis State Legalization Task Force, begun in early 2016, to be active for a two-year period. The Task Force is comprised of 22 members, including non-voting representatives of City departments such as Planning, Fire, Police, Building Inspection and Public Health and voting members from various sectors, including advocates, business and tourism sector representatives. Services will include assistance in planning; identifying best practices, legal mandates and other relevant information; determining the stakeholder needs; facilitating meetings and handling task force/project documentation and communications; development of findings and recommendations; and making large and small group presentations. New scope of work: The contractor will provide independent program evaluation, research, and technical assistance services to support behavioral health and substance use disorder initiatives administered by the Department of Public Health. Services may include development of evaluation plans, research design, creation of data collection tools, stakeholder engagement, facilitation of meetings and focus groups, qualitative and quantitative data collection, analysis of program and client data, and preparation of evaluation reports, briefs, and presentations. The contractor may also support program planning and continuous quality improvement activities by assisting the Department and its partners in interpreting evaluation findings and identifying opportunities to improve service delivery and program outcomes. Services may support a range of Department initiatives including behavioral health, substance use disorder treatment, justice-involved populations, and other public health programs requiring independent evaluation or research support. Summary of change: The original scope of work centered on a cannabis-focused project supporting a task force, while the new scope supports broad, ongoing evaluation and research across behavioral health and substance-use programs. The new scope shifts from policy planning and meeting facilitation to data collection, analysis, reporting, and continuous quality improvement. It also explicitly adds work supporting treatment services and efforts to reduce recidivism among justice-involved populations, which were not part of the original scope.

**Job Class(es):** 2575 - Research Psychologist, 2803 - Epidemiologist 2, 2593 - Health Program Coordinator 3, 1823 - Senior Administrative Analyst, 1824 - Pr Administrative Analyst, 1825 - Prnpl Admin Analyst II, 2119 - Health Care Analyst

**Labor Unions:** 790 - SEIU, Local 1021, Misc, 021 - Prof & Tech Eng, Local 21

**PSC Justification(s)**

=====

Services required on an as-needed, intermittent, or periodic basis

Services requiring specialized expertise, knowledge experience

Ref:TIS6584223\_vinBejZXMPYli0MPm7cs

PSC 1985 - Services to Support Department, Community and City Initiatives

Local 21 Request for Information

1. Any department documents including strategic plans, department policies and procedures, legal and funding requirements, audits, etc that led to the decision to contract out said services.

[Proposition-47-Cohort-5-RFP -04.11.25.pdf](#)

[Prop 47 Grant – BSCC](#)

2. A list of department decision makers who determined the need to contract out this service.

Kellee Hom

Max Rocha

Hillary Kunins

3. Why did the scope of work change?

The original scope of work was centered on policy planning and meeting facilitation for a specific cannabis focused project that has since sunset. The new scope has shifted to data collection, analysis, reporting and continuous quality improvement. It also explicitly calls out that this work will support treatment services focused on reducing recidivism among justice-involved populations and other public health programs requiring independent evaluation, research, or support.

4. Where is the funding coming from if DPH is currently going through budget cuts?

Prop 47 was a voter approved proposition that changed certain substance related crimes to misdemeanors as opposed to felonies. This resulted in savings that were distributed as a grant focused on reducing recidivism. This was a competitive process where Counties could apply for up to \$64,200,000 in State funds that are awarded and monitored by the California Board of State and Community Corrections. The grant requires that 5% or \$50,000 (whichever is greater) of the awarded funds must be allocated to Data Collection and Project Evaluation.

5. If this contract lasts up to 147 months, why doesn't the department hire city workers to complete this work?

The vendor we are using has provided Data Collection and Project Evaluation for the Prop 47 Grant since Cohort 1 and has long standing understanding of the grant requirements. During that time, they have developed tools for data collection and have established data sharing agreements with the Department of Justice that are necessary in order to collect information and report out on criminal charges and recidivism rates that are required for program evaluation. If we did not contract with the current vendor, we would not be able to utilize their developed tools and mechanisms and would need to develop our own. This would interfere with timely submission of required quarterly reports.

The nature of the grant does not lend itself to sustained staffing in that the grant application has strict rules against supplantation. As such, it would not be possible to sustain PSC positions from one cohort to the next. This limits the ability to hire staff to TEX positions. TEX positions would have a significantly more challenging time to develop sufficient knowledge and experience, tools and agreements in order for us to meet regular reporting requirements in a timely manner during their short tenure. Failure to meet reporting requirements may jeopardize funding.

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** JUV

**Submitted By:** Elisa Baeza

**Department Coordinator:** Elisa Baeza,  
elisa.baeza@sfgov.org

**Project Manager:** Elisa Baeza

**ServiceNow Number:** DHRPSC0003077

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 39941-22/23

**Brief description of proposed work:** Pre-Employment Background Investigations

**Reason for the Request for Amendment:** To increase the amount and extend the duration.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount
- Requires CSC Approval by Duration

## Amount

**Previously Approved Amount:** \$99,999

**Increase Amount:** \$150,000

**Why are you requesting the PSC amount to be increased?:** The department requires ongoing access to these services. Without additional authority the department risks delays in completing required investigations.

**Total Amended Amount:** \$249,999

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**Previously Approved Duration (months):** 63

**Duration Increase (months):** 9

**Why are you requesting the PSC duration to be increased:** The department requires ongoing access to these services. Without additional authority the department risks delays in completing required investigations.

**Total Amended Duration (months):** 72

**First Contract Start Date:** 12/1/2023

**PSC Duration End Date:** 11/30/2029

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Post Union Notification

## Scope of Work

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

**Clearly describe scope and detail the services to be performed:** Original coordinator's email: elisa.baeza@sfgov.org.

JUV wishes to procure pre-employment background investigation services to support its hiring process. Contractor will provide "as needed" investigation services for the Department when potential conflicts of interest exist or the need is beyond the bandwidth of staffing levels. As-needed investigations services would include pre-employment background screening for sworn and non-sworn positions, alleged employee misconduct, potential ethical, policy and legal violations, or conduct unbecoming of a peace officer.

**Why are these services required and what are the consequences of denial?:** Investigations services are required to support sworn hiring and to address employee misconduct, potential policy or legal violations, and unbecoming conduct. These investigations must be conducted promptly, objectively, and in accordance with applicable standards.

Without additional PSC authority, the department will be unable to complete required investigations in a timely manner.

This may result in:

- Delays in sworn hiring
- Delays in addressing employee misconduct and policy violations
- Increased compliance risk
- Prolonged exposure to unresolved personnel issues
- Staffing and operational impacts

Denial would limit the department's ability to maintain compliance and support safe and effective operations.

**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?:** The workload is intermittent and unpredictable, so there is not a consistent volume of work to support dedicated staff performing this function full-time or part-time -- the demand for investigations fluctuates based on hiring cycles and personnel matters. External services provide the necessary expertise and flexible capacity to meet workload demands. The use of a contractor is intended to supplement capacity for specialized work, not to replace existing City staff.

## Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Yes

**Provide details related to contracts for which dept comm approval required:** The Juvenile Probation Commission approves all new agreements and amendments.

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

## Justification

**Has your response to Q1 changed?:** No

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

No

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

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

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

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

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

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

workload is intermittent and unpredictable, so there is not a consistent volume of work to support dedicated staff performing this function full-time or part-time -- the demand for investigations fluctuates based on hiring cycles and personnel matters. External services provide the necessary expertise and flexible capacity to meet workload demands. The use of a contractor is intended to supplement capacity for specialized work, not to replace existing City staff.

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** The investigator must be certified by California Standards and Training for Corrections (STC) or a comparable law enforcement agency, with the expertise to review criminal justice records, credit reports, and Department of Motor Vehicles records. The investigator must be skilled in conducting candidate interviews; verifying employment, education, civil records, and personal documents; contacting references and prior employers; assessing criminal, credit, and drug or alcohol histories; and preparing comprehensive written background reports consistent with California Peace Officer Standards and Training (POST) investigative guidelines. The role also requires maintaining a secure and regularly updated case tracking database, completing investigations within a reasonable timeframe, providing full documentation packages and biographies, and offering testimony before the court when required.

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

**Q5c1) Identify the classifications:** 0932 - Manager IV, 1246 - Prin Human Resources Analyst, 8306 - Senior Deputy Sheriff, 0953 - Dep Dir III, 0380 - Inspector, (Police Department), 0931 - Manager III, 1244 - Senior Human Resources Analyst, 8304 - Deputy Sheriff, 8512 - Sheriff's Captain (SFERS), 0952 - Dep Dir II, 1241 - Human Resources Analyst, 0951 - Dep Dir I, 0933 - Manager V, 8510 - Sheriff's Lieutenant (SFERS)

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

**Q5c3) Why are they not able to perform the services?:** The workload is intermittent and

unpredictable, so there is not a consistent volume of work to support dedicated staff performing this function full-time or part-time -- the demand for investigations fluctuates based on hiring cycles and personnel matters. External services provide the necessary expertise and flexible capacity to meet workload demands. The use of a contractor is intended to supplement capacity for specialized work, not to replace existing City staff. In addition, there are no current departmental staff who hold the required certifications to perform investigations (STC, POST).

**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:** The workload is intermittent and unpredictable, so there is not a consistent volume of work to support dedicated staff performing this function full-time or part-time -- the demand for investigations fluctuates based on hiring cycles and personnel matters. External services provide the necessary expertise and flexible capacity to meet workload demands. The use of a contractor is intended to supplement capacity for specialized work, not to replace existing City staff.

**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 workload is intermittent and unpredictable, so there is not a consistent volume of work to support dedicated staff performing this function full-time or part-time -- the demand for investigations fluctuates based on hiring cycles and personnel matters. External services provide the necessary expertise and flexible capacity to meet workload demands. The use of a contractor is intended to supplement capacity for specialized work, not to replace existing City staff.

### **Additional information to support your request (Optional):**

#### **Union Notifications**

##### **Have the Job Classes/Labor Unions changed?:**

**Job Class(es):** 0932 - Manager IV, 1246 - Prin Human Resources Analyst, 8306 - Senior Deputy Sheriff, 0953 - Dep Dir III, 0380 - Inspector, (Police Department), 0931 - Manager III, 1244 - Senior Human Resources Analyst, 8304 - Deputy Sheriff, 8512 - Sheriff's Captain (SFERS), 0952 - Dep Dir II, 1241 - Human Resources Analyst, 0951 - Dep Dir I, 0933 - Manager V, 8510 - Sheriff's Lieutenant (SFERS)

**Labor Unions:** 498 - SF Deputy Sheriffs Assn, 351 - Municipal Exec Assoc-Misc, 911 - POA, 022 - Prof & Tech Eng, Local 21, 499 - Sheriffs' Mgrs and Supv (MSA)

**Labor Union Email Addresses:** President@sanfranciscodsa.com, staff@sfmea.com, Louis@sfpoa.org, L21pscreview@ifpte21.org, president@sfsheriffmsa.org

**Union Review Sent On:** 4/14/2026

**Union Review End Date:** 4/24/2026

**Union Review Duration Met On:** 4/24/2026

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: JUVENILE PROBATION -- JUV

Dept. Code: JUV

Type of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)

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

Type of Service: Pre-Employment Background Investigations

Funding Source: General Fund

PSC Amount: \$99,999

PSC Est. Start Date: 07/01/2023

PSC Est. End Date 09/30/2028

**1. Description of Work**

A. Scope of Work/Services to be Contracted Out:

JUV wishes to procure pre-employment background investigation services to support its hiring process.

Contractor will provide "as needed" investigation services for the Department when potential conflicts of interest exist or the need is beyond the bandwidth of staffing levels. As-needed investigations services would include pre-employment background screening for sworn and non-sworn positions, alleged employee misconduct, potential ethical, policy and legal violations, or conduct unbecoming of a peace officer.

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

The service is necessary to prevent delays in completing pre-employment background screenings, which may negatively impact the Department's ability to provide services to youth and their families, meet state and federal mandates associated with juvenile justice requirements, and Court deadlines and timelines for juvenile justice involved youth. Also, the Department must assure investigations of potential misconduct or other violations are performed as required to assure corrective actions to proceed within established timelines and/or results of no findings are issued timely. The Department must have the ability to utilize "as needed" investigation services when the HR staff do not have the bandwidth to conduct investigations timely or perform pre-employment background screenings without resulting in significant delays to onboard and fill vacant positions. To address peak workload periods, the "as-needed" investigation services are necessary to ensure timely completion of investigations and pre-employment background screenings.

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

The Department has utilized a HR Senior Personnel Analyst in the past to complete investigations.

However, due to the significant recruitment workload impacting the HR unit, the department needs "as-needed" investigation services for continuity of operations and timely investigations.

D. Will the contract(s) be renewed?

The contract may be renewed if there is availability of funds and if continued services are deemed necessary by the department.

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

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

A. Indicate all that apply (be specific and attach any relevant supporting documents):

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

B. Explain the qualifying circumstances:

This service will be used on an "as-needed" basis depending on hiring needs of JPD and depending on the number of alleged misconduct by employees needing investigation.

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

A. Specify required skills and/or expertise: Contractor must be, or must have a staff of a licensed private investigator, certified by a California Standards and Training for Corrections (STC) agency or any other similar law enforcement agency in order to investigate records from the criminal justice system, credit reporting agencies, and the Department of Motor Vehicles.

B. Which, if any, civil service class(es) normally perform(s) this work? 1241, Personnel Analyst; 1244, Senior Personnel Analyst; 1246, Principal Personnel Analyst; 0380, Inspector, (Police Department); 8304, Deputy Sheriff; 8306, Senior Deputy Sheriff; 8510, Sheriff's Lieutenant (SFERS); 8512, Sheriff's Captain (SFERS); 0931, Manager III; 0932, Manager IV; 0933, Manager V; 0951, Dep Dir I; 0952, Dep Dir II; 0953, Dep Dir III; 1241, Human Resources Analyst; 1244, Senior Human Resources Analyst; 1246, Principal Human Resources Analyst;

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

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

The Department utilizes the City Attorney's Office and SF Police Department for confidential investigations requiring peace officer status or complex investigations with potential conflict, but at times, neither have the capacity to perform

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

A. Explain why civil service classes are not applicable.

Currently, the Department has one Senior HR Personnel Analyst that supports pre-employment investigations. However, "as-needed" services are necessary for continuity of operations as the workload is beyond the capacity of existing civil service staff and to perform services for future peak workload periods.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. This service will be used on an "as-needed" basis depending on hiring needs of JPD and depending on the number of alleged misconduct by employees needing investigation.

**6. Additional Information**

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

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

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

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

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

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

**7. Union Notification:** On 05/04/2023, the Department notified the following employee organizations of this PSC/RFP request:  
Deputy Sheriff's Association; MEA - Police Dept Chiefs; Management & Superv Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; Professional & Tech Engrs, SFAPP; SF Sheriff's Managers and Supv; SFPOA - Q2-Q50

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

Name: Elisa Baeza Phone: 4157537526 Email: elisa.baeza@sfgov.org

Address: 375 Woodside Avenue San Francisco, CA 94127

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 39941 - 22/23

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 06/07/2023



# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** LIB

**Submitted By:** Marcus Lange

**Department Coordinator:** Marcus Lange,  
marcus.lange@sfpl.org

**Project Manager:** Alicia Wong

**ServiceNow Number:** DHRPSC0003095

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 42420-20/21

**Brief description of proposed work:** SFPL Sierra Library Platform Software License and Maintenance

**Reason for the Request for Amendment:** To add funds and 36 months license coverage to current contract.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Duration

## Amount

**Previously Approved Amount:** \$5,000,000

**Increase Amount:** \$2,000,000

**Why are you requesting the PSC amount to be increased?:** Contract Extension for Library ILS.

**Total Amended Amount:** \$7,000,000

**Does contract include items other than services?:** Yes

- Cloud-Based Software Licenses and Support (without Professional Services): \$2,000,000

## Duration

**Is PSC by Duration or Continuing:** Duration

**Previously Approved Duration (months):** 72

**Duration Increase (months):** 36

**Why are you requesting the PSC duration to be increased:** Contract Extension for Library ILS.

**Total Amended Duration (months):** 108

**First Contract Start Date:** 1/1/2021

**PSC Duration End Date:** 1/1/2030

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

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

**Clearly describe scope and detail the services to be performed:** Original coordinator's email: marcus.lange@sfpl.org.

Contractor is to provide and maintain the Integrated Library System (ILS) used by the Library to facilitate the distribution of all library materials. ILS is an enterprise resource planning system specific to the San Francisco Public Library. It is central to the library's daily operations including circulation, acquisitions, cataloguing, and online public catalog. It is used to track library collections, patron records and borrowing.

**Why are these services required and what are the consequences of denial?:** Without the licensing required to support the Integrated Library System (ILS), core library operations would be disrupted, including circulation, catalog access, patron account management, and resource sharing. This would prevent the Library from conducting essential services and materially impact public access to collections and programs.

**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?:** 2

**Why have you not hired City employees to perform the services?:** The software is proprietary to Clarivate, and the City does not have access to the source code or rights necessary to perform the work in-house. Developing and maintaining a comparable system internally would be prohibitively expensive and not feasible given the specialized expertise required.

## Board and Commission Approvals

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

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

## Justification

**Has your response to Q1 changed?:** No

**Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:**  
No

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

**Q3 - Are these proprietary services City is not authorized to do?:** 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

### **Have the Job Classes/Labor Unions changed?:**

**Job Class(es):** 9976 - Technology Expert I, 1070 - IS Project Director

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

**Labor Union Email Addresses:** L21pscreview@ifpte21.org

**Union Review Sent On:** 4/7/2026

**Union Review End Date:** 4/17/2026

**Union Review Duration Met On:** 4/17/2026

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC LIBRARY -- LIB Dept. Code: LIB

Type of Request: [X] Initial [ ] Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval: [ ] Expedited [X] Regular ( [ ] Omit Posting)

Type of Service: SFPL Sierra Library Platform Software License and Maintenance

Funding Source: General Funding PSC Duration: 6 years
PSC Amount: \$5,000,000 PSC Est. Start Date: 01/01/2021 PSC Est. End Date: 12/31/2026

1. Description of Work

A. Scope of Work:

Contractor is to provide and maintain the Integrated Library System (ILS) used by the Library to facilitate the distribution of all library materials. ILS is an enterprise resource planning system specific to the San Francisco Public Library. It is central to the library's daily operations including circulation, acquisitions, cataloguing, and online public catalog. It is used to track library collections, patron records and borrowing.

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

This Software License and Maintenance Agreement with Innovative is essential for Library's operations in circulating almost all library materials and maintaining our entire collection. The Integrated Library System connects all of the records relating to our patrons, collections, circulation, and bibliographic information. Without proper maintenance and updates the Library will be unable to continue checking out and circulating materials to patrons.

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

This annual software license and maintenance subscription has been provided to SFPL by Innovative since 2002. This service was not previously approved by the CSC.

D. Will the contract(s) be renewed? It is highly likely that this contract will be renewed.

2. Union Notification: On 08/07/2020, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21; Management & Superv Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engr:

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42420 - 20/21

DHR Analysis/Recommendation:

10/19/2020

Commission Approval Required

DHR Approved for 10/19/2020

Approved by Civil Service Commission

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

A. Specify required skills and/or expertise:  
Must have library services platform system expertise.

B. Which, if any, civil service class(es) normally perform(s) this work?  
1070,9976,

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

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

Innovative is the only vendor provides the proprietary Sierra software application for library core operation systems.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No, ILS system provided by Innovative, Sierra, is proprietary to Innovative and must have library system expertise.

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

**YES NO**

- |  |                                     |                                     |
|--|-------------------------------------|-------------------------------------|
| A. Will the contractor directly supervise City and County employee?  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| B. Will the contractor train City and County employee?<br>Integrated Library System (ILS), Sierra software training for IT and library s | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| C. Are there legal mandates requiring the use of contractual services?   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| D. Are there federal or state grant requirements regarding the use of<br>contractual services?   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| E. Has a board or commission determined that contracting is the most effective<br>way to provide this service?                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| F. Will the proposed work be completed by a contractor that has a current PSC<br>contract with your department?                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 09/08/2020 BY:

Name: marcus lange Phone: 415-557-4214 Email: marcus.lange@sfpl.org

Address: 100 Larkin St. San Francisco, CA 94102

April 7, 2026



Attention: San Francisco Public Library

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Sierra and Innovative Interfaces
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Sincerely,

A handwritten signature in black ink, appearing to read 'Tim McGee'.

Tim McGee  
Vice President, Sales Operations

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*\*\*academic & public library worldwide (excludes South Asia).*



# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** POL

**Submitted By:** Vincent Lee

**Department Coordinator:** Vincent Lee,  
vincent.lee@sfgov.org

**Project Manager:** Gordon Brussow

**ServiceNow Number:** DHRPSC0004590

**Version:** 1.01

**Version Type:** Amendment

**Brief description of proposed work:** The SFPD is seeking the expertise of a qualified vendor/consultant to provide a range of services related to frontline support of the Departments Automated Biometric Identification Systems (ABIS). We require a vendor with a comprehensive range of biometric system knowledge and practical support of ABIS systems to get the tasks completed in a timely and cost-effective manner. The scope of services required for this contract is highly technical and the selected vendor must meet a long list of minimum qualifications to be awarded this solicitation.

**Reason for the Request for Amendment:** Extending existing contract for 3 additional years

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount
- Requires CSC Approval by Duration

## Amount

**Previously Approved Amount:** \$360,000

**Increase Amount:** \$495,000

**Why are you requesting the PSC amount to be increased?:** Extending the existing contract for 3 additional years

**Total Amended Amount:** \$855,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**Previously Approved Duration (months):** 36

**Duration Increase (months):** 36

**Why are you requesting the PSC duration to be increased:** Extending existing contract for 3 additional years

**Total Amended Duration (months):** 72

**First Contract Start Date:** 11/18/2024

**PSC Duration End Date:** 11/18/2030

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

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

**Clearly describe scope and detail the services to be performed:** 1.1. Assistance with Maintenance:

- ∞ Provide 24/7 support and maintenance services for the Automatic Biometric Identification System (ABIS).
- ∞ Address system issues promptly to ensure uninterrupted operations.
- ∞ Provide support and maintenance for new or replaced solutions.
- ∞ Has knowledge of the current San Francisco ABIS server implementation, workflows, interfaces, and workstations configurations.
- ∞ Provide insight into the status of the system's capacity and hardware configurations.
- ∞ Experience with the Hyper-V configuration on Windows Server 2016.
- ∞ Provide preventive maintenance to ensure maximum availability.
- ∞ Perform windows updates on a regular schedule as scheduled down time.
- ∞ Participate or perform testing of applications in the ABIS environment.

1.2. Implementation Support:

- ∞ Provide technical services to change the configuration of existing interfaces of the current AFIS to allow for implementation of dissimilar vendor's solutions.
- ∞ Ensure seamless deployment and integration with minimal disruption.
- ∞ Knowledge sharing about the use of the interfaces to third parties.
- ∞ Provide troubleshooting and feedback on tests of third-party implementations.

1.3. Consultation Services:

- ∞ Provide expert recommendations to improve system efficiency, security, and accuracy.
- ∞ Collaborate with our team to define objectives and requirements for new solutions.
- ∞ Data analysis to obtain information regarding the availability, accuracy, integrity, and reusability of the currently available data.
- ∞ Provide recommendations to improve and maintain data across solutions to improve accuracy, integrity, and availability.

1.4. Training

- ∞ Provide user tenprint training on Cogent AFIS 6.x.
- ∞ Provide user latent training on Cogent AFIS 6.x.
- ∞ Provide supervisor training on Cogent AFIS 6.x.
- ∞ Provide other training related to the ABIS in San Francisco.

**Has your response to any of the following questions changed?:** No

**Why are these services required and what are the consequences of denial?:** These services are required because this AFIS is depended on by multiple law enforcement agencies and serves as the data hub for all public safety agencies in San Francisco. Without full function of the Automated Fingerprint Identification System (AFIS), it stops all LiveScan processing, all court processing, all DA processing, and all SHF bookings. AFIS is extremely important to the function of all public safety departments.

**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?:** There are no City employees/classifications who possess the skills and expertise that are required to perform this highly technical scope of work

### Board and Commission Approvals

**Has your response to any of the following questions changed?:** No

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

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

### Justification

**Has your response to Q1 changed?:** No

**Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:**  
No

**Has your response to any of the following questions changed?:** 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?:** Temporary Basis

**Q5a) Explain the Temporary basis of the services:** Services needed to address a transitional or short-term situation

**Q5b) Why do you believe this to be a transitional or short-term situation?:** SFPD is transitioning away from a vendor who is no longer able to support LiveScan functions for SFPD and SFPD is planning to replace the automated fingerprint identification system (AFIS)

**Q5c) How will you ensure the services aren't needed once this PSC request has ended?:**

SFPD anticipates replacing the automated fingerprint indentation system (AFIS) by the completion of this contract

**Q5d) Describe the required skills and expertise needed to perform the services:** Minimum Qualifications (MQs) include:

- A minimum of 10 years of experience customizing, supporting and installing the following SFPD fingerprint systems:

Cogent SFPD Cardscan and Livescan 4.0 w/ multiple scanners and cameras with the following types of transitions (TOT)

- A minimum of 10 years of experience customizing, supporting and installing the following SFPD fingerprint system: SFPD CAFIS 6.2

- A minimum of 10 years experience customizing , supporting and installing the following SFPD fingerprint system: Cogent SFPD Web Archive

- A minimum of 10 years of experience customizing, supporting and installing the following SFPD fingerprint system: Cogent SFPD Transaction Manager.

- A minimum of 10 years of experience customizing, supporting and installing the following SFPD fingerprint system: Cogent SFPD Web ID

- A minimum of 10 years of experience customizing, supporting and installing the following SFPD fingerprint system: Cogent SFPD UGM

- A minimum of 10 years of experience customizing, supporting and installing the following SFPD fingerprint system: Cogent SFPD Oracle BI Reporting

**Q5e) Does the Department have employees with the required skills and expertise?:** No  
**Q5f) not needed**

**Q5g) Will the services terminate upon resolution of the situation?:** unknown

**Q5h) Explain why:** SFPD anticipates replacing their Automated Fingerprint Identification System (AFIS) but there currently is no timeline for that

**Additional information to support your request (Optional):** SFPD issued a competitive solicitation (RFP) for these services and we only received 1 bid proposal due to the complexity of the scope of services. It requires a very select skillset and vendors must have extensive fingerprint expertise and technology expertise.

## Union Notifications

**Have the Job Classes/Labor Unions changed?:** No

**Job Class(es):** -None- - None Selected

**Labor Unions:** No Union Selected -

**Labor Union Email Addresses:** anthony@dc16.us, charlie@local377.com, mbeauchamp@oe3.org, ccarr@oe3.org, pking@uapd.com, pfinn@ibt856.org, mleach@ibt856.org, plangrooferslocal40@gmail.com, laborers261@gmail.com, nick@dc16.us, PSCreview@seiu1021.org, lvega@nccrc.org, president@twusf.org, PSCreview@seiu1021.org, PSCreview@seiu1021.org, pking@uapd.com, mleach@ibt856.org, cpark@local39.org, jvarga@ibt856.org, PSCreview@seiu1021.org, L21pscreview@ifpte21.org, president@twusf.org, president@sfsheriffmsa.org, cjohnson@bac3-ca.org, mhenneberry@teamsters853.org,

staff@sfmea.com, mleach@ibt856.org, laborers261@gmail.com, president@twusf.org, jb@local16.org, john.lenny@sfgov.org, sfcwupresidentjmleonard@yahoo.com, local200twu@sbcglobal.net, staff@sfmea.com, Louis@sfpoa.org, joshv@smw104.org, administration@sffdlocal798.org, PSCreview@seiu1021.org, pmendeziamaw@comcast.net, dvickers@iam1414.org, administration@sffdlocal798.org, larryjr@ualocal38.org, president@twusf.org, WOrellana@opcmialocal300.org, L21pscreview@ifpte21.org, PSCreview@seiu1021.org, President@sanfranciscodsa.com, staff@sfmea.com, mleach@ibt856.org, ibew6@ibew6.org, oashworth@ibew6.org, sfdpoa@yahoo.com, pmendez@ncscarpenters.org, SMcgarry@ncscarpenters.org

**Union Review Sent On:** 4/22/2026

**Union Review End Date:** 4/29/2026

**Union Review Duration Met On:** 4/29/2026

**From:** [The Civil Service Commission](#)  
**To:** [Wu, Kimmie \(POL\)](#); [Lee, Vincent \(POL\)](#); [Brussow, Gordon \(POL\)](#); [Powell, Mark \(POL\)](#)  
**Subject:** POL [DHRPSC0004590] was approved by CSC on 2024-10-07  
**Date:** Tuesday, October 8, 2024 3:57:31 PM  
**Attachments:** [image](#)  
[image](#)

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

**NOTICE OF CIVIL SERVICE COMMISSION ACTION**

Hello Vincent Lee,

At its meeting on **2024-10-07 14:00:00 PDT**, the Civil Service Commission had for its consideration the POL PSC [DHRPSC0004590].

The Civil Service Commission, APPROVED PSC [DHRPSC0004590] on 2024-10-07.

**CSC Approval Type: Approval Granted**

**Relevant Comments:**

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**

=====

**Record Number:** DHRPSC0004590 v 1.0

**Description of Proposed Work:** The SFPD is seeking the expertise of a qualified vendor/consultant to provide a range of services related to frontline support of the Departments Automated Biometric Identification Systems (ABIS). We require a vendor with a comprehensive range of biometric system knowledge and practical support of ABIS systems to get the tasks completed in a timely and cost-effective manner. The scope of services required for this contract is highly technical and the selected vendor must meet a long list of minimum qualifications to be awarded this solicitation.

**Request Type:** New

**Approval Type:** CSC Approval

**CSC Review Reason(s):**

✔ CSC Approval by Amount

**Submitting Department:** POL

**Dept PSC Coordinator:** Vincent Lee  
**Dept PSC Coordinator Email:** vincent.lee@sfgov.org  
**DHR Admin/Reviewer:** Suzanne Choi  
**CSC Admin/Reviewer:** Lavena Holmes  
**PSC Amount:** \$360,000.00  
**PSC Duration (months):** 36  
**Funding Source(s):** City Funds

**Scope of Work:** 1.1. Assistance with Maintenance: ∞ Provide 24/7 support and maintenance services for the Automatic Biometric Identification System (ABIS). ∞ Address system issues promptly to ensure uninterrupted operations. ∞ Provide support and maintenance for new or replaced solutions. ∞ Has knowledge of the current San Francisco ABIS server implementation, workflows, interfaces, and workstations configurations. ∞ Provide insight into the status of the system's capacity and hardware configurations. ∞ Experience with the Hyper-V configuration on Windows Server 2016. ∞ Provide preventive maintenance to ensure maximum availability. ∞ Perform windows updates on a regular schedule as scheduled down time. ∞ Participate or perform testing of applications in the ABIS environment. 1.2. Implementation Support: ∞ Provide technical services to change the configuration of existing interfaces of the current AFIS to allow for implementation of dissimilar vendor's solutions. ∞ Ensure seamless deployment and integration with minimal disruption. ∞ Knowledge sharing about the use of the interfaces to third parties. ∞ Provide troubleshooting and feedback on tests of third-party implementations. 1.3. Consultation Services: ∞ Provide expert recommendations to improve system efficiency, security, and accuracy. ∞ Collaborate with our team to define objectives and requirements for new solutions. ∞ Data analysis to obtain information regarding the availability, accuracy, integrity, and reusability of the currently available data. ∞ Provide recommendations to improve and maintain data across solutions to improve accuracy, integrity, and availability. 1.4. Training ∞ Provide user tenprint training on Cogent AFIS 6.x. ∞ Provide user latent training on Cogent AFIS 6.x. ∞ Provide supervisor training on Cogent AFIS 6.x. ∞ Provide other training related to the ABIS in San Francisco.

**PSC Justification(s)**

=====

- ✔ Temporary services needed to address a transitional or short-term situation

[Take me to the PSC Record](#)

Ref:TIS5368315\_gX2aW9vKugHURv2R3RHv



# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** TIS

**Submitted By:** Wilfred Dere

**Department Coordinator:** Jolie Gines,  
jolie.gines@sfgov.org

**Project Manager:** Chad Bradford

**ServiceNow Number:** DHRPSC0004019

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 45005-22/23

**Brief description of proposed work:** Microsoft Enterprise Licenses (Software, Maintenance & SaaS)

**Reason for the Request for Amendment:** DT intends to exercise its options to extend the contract with Zones, LLC, who is the City's reseller of Microsoft licenses.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Duration

## Amount

**Previously Approved Amount:** \$55,000,000

**Increase Amount:** \$0

**Why are you requesting the PSC amount to be increased?:**

**Total Amended Amount:** \$55,000,000

**Does contract include items other than services?:** Yes

- On-premise Software Licenses: \$115,000,000
- On-premise Software Support (without Professional Services): \$1
- Cloud-Based Software Licenses and Support (without Professional Services): \$1

## Duration

**Is PSC by Duration or Continuing:** Duration

**Previously Approved Duration (months):** 36

**Duration Increase (months):** 37

**Why are you requesting the PSC duration to be increased:** Exercising options to extend the contract another 36-months. Requesting 37 months to align the PSC with the contract Start and End dates in PS.

**Total Amended Duration (months):** 73

**First Contract Start Date:** 8/1/2023

**PSC Duration End Date:** 8/31/2029

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

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

**Clearly describe scope and detail the services to be performed:** The Microsoft products consist of software, software maintenance, hardware and software-as-a-service (SaaS). There are no professional services or labor of any kind in the contract.

The original request was submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.

**Why are these services required and what are the consequences of denial?:** DT submitted the original request solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.

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

## Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** Department does not have a Commission

**Will any contracts under this PSC require Board of Supervisors approval:** Yes

**Provide details related to contracts for which BOS approval will be required?:** Contract ID#1000029070 was approved by BOS because the NTE exceeded \$10M. The First Amendment will also require BOS approval as the extended term will also exceed \$10M.

## Justification

**Has your response to Q1 changed?:** No

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

No

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

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

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

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

**Q5a) Explain the Temporary basis of the services:** Services needed to address a transitional or short-term situation

**Q5b) Why do you believe this to be a transitional or short-term situation?:** There are no professional services or labor of any kind in the contract.

The original request was submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.

**Q5c) How will you ensure the services aren't needed once this PSC request has ended?:** There are no professional services or labor of any kind in the contract.

The original request was submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.

**Q5d) Describe the required skills and expertise needed to perform the services:** There are no professional services or labor of any kind in the contract.

The original request was submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.

**Q5e) Does the Department have employees with the required skills and expertise?:** No

**Q5f) not needed**

**Q5g) Will the services terminate upon resolution of the situation?:** No

**Q5h) Explain why:** There are no professional services or labor of any kind in the contract.

The original request was submitted solely at the direction of the Civil Service Commission and

OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.

**Additional information to support your request (Optional):** DT is requesting an additional duration of 37-months, even though the option years in its contract with Zones will total 36-months. This is due to the fact the original PSC identified an incorrect start date for the contract. Adding 37-months now will result in this PSC term aligning with the contract term, which will end August 31, 2029.

## Union Notifications

### Have the Job Classes/Labor Unions changed?:

**Job Class(es):** -None- - None Selected

**Labor Unions:** No Union Selected -

**Labor Union Email Addresses:** anthony@dc16.us, charlie@local377.com, mbeauchamp@oe3.org, ccarr@oe3.org, pking@uapd.com, pfinn@ibt856.org, mleach@ibt856.org, plangrooferslocal40@gmail.com, laborers261@gmail.com, nick@dc16.us, PSCreview@seiu1021.org, lvega@nccrc.org, president@twusf.org, PSCreview@seiu1021.org, PSCreview@seiu1021.org, pking@uapd.com, mleach@ibt856.org, cpark@local39.org, jvarga@ibt856.org, PSCreview@seiu1021.org, L21pscreview@ifpte21.org, president@twusf.org, president@sfsheriffmsa.org, cjohnson@bac3-ca.org, mhenneberry@teamsters853.org, staff@sfmea.com, mleach@ibt856.org, laborers261@gmail.com, president@twusf.org, jb@local16.org, john.lenny@sfgov.org, sfcwupresidentjmleonard@yahoo.com, local200twu@sbcglobal.net, staff@sfmea.com, Louis@sfpoa.org, joshv@smw104.org, administration@sffdlocal798.org, PSCreview@seiu1021.org, pmendeziamaw@comcast.net, dvickers@iam1414.org, administration@sffdlocal798.org, larryjr@ualocal38.org, president@twusf.org, WOrellana@opcmialocal300.org, L21pscreview@ifpte21.org, PSCreview@seiu1021.org, President@sanfranciscodsa.com, staff@sfmea.com, mleach@ibt856.org, ibew6@ibew6.org, oashworth@ibew6.org, sfdpoa@yahoo.com, pmendez@ncscarpenters.org, SMcgarry@ncscarpenters.org

**Union Review Sent On:** 4/10/2026

**Union Review End Date:** 4/17/2026

**Union Review Duration Met On:** 4/17/2026



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

**LONDON N. BREED  
MAYOR**

**Sent via Electronic Mail**

May 3, 2023

**NOTICE OF CIVIL SERVICE COMMISSION ACTION**

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT 43590-22/23; 42173-22/23; 42708-22/23; 49799-22/23; 41953-22/23; 43889-22/23; 45463-22/23; 43603-22/23; 49077-22/23; 45005-22/23; 43103-18/19; 47501-16/17; AND 48369-17/18.**

At its meeting on **May 1, 2023**, the Civil Service Commission had for its consideration the above matter.

The Civil Service Commission:

- 1) Approved PSC #49077-22/23 from the Department of Public Works with the condition to report back to the Commission in five (5) years.
- 2) Approved PSC #45005-22/23 from the Department of Technology.
- 3) Adopted the report. Approved the remaining requests for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

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

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Officer

Attachment

Cc: Cynthia Avakian, Airport  
Alexander Burns, Department of Public Works  
Edward de Asis, Board of Supervisors  
Jolie Gines, Technology  
Shawndrea Hale, Public Utilities Commission  
Kelly Hiramoto, Department of Public Health  
Daniel Kwon, Public Utilities Commission  
Vincent Lee, Police Department  
Amy Nuque, Municipal Transportation Agency  
Commission File  
Chron



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

**LONDON N. BREED  
MAYOR**

**MINUTES  
Regular Meeting  
May 1, 2023**

**2:00 p.m.  
Room 400, CITY HALL  
1 Dr. Carlton B. Goodlett Place**

**This meeting will be held in person at the location listed above. Members of the public may attend the meeting to observe and provide public comment at the physical meeting location listed above or by calling (415) 655-0001 and entering meeting id #2591 344 9620. Instructions for providing remote public comment are below.**

**LISTEN/PUBLIC COMMENT CALL-IN**

**USA is (415) 655-0001 | Access Code: #2591 344 9620 | followed by password # 27230  
Press # twice in order to listen to the meeting via audio conference  
Dial \*3 when you are ready to queue**

**LONDON N. BREED, MAYOR**

**COMMISSIONERS**

**JACQUELINE MINOR**

**President**

**KATE FAVETTI**

**Vice President**

**DOUGLAS CHAN**

**F.X. CROWLEY**

**ELIZABETH SALVESON**

**SANDRA ENG**

**Executive Officer**

The public is encouraged to submit comments in advance of the meeting by email at [civilservice@sfgov.org](mailto:civilservice@sfgov.org), or by voicemail message at the CSC Office main line at 628-652-1100. Comments submitted by 5:00 pm the Friday before the meeting will be included in the record. During commission meeting use the Civil Service Commission's dedicated public comment line 1-415-655-0001, Access Code #2591 344 9620 followed by password #27230.

**CALL TO ORDER**

2:10 p.m.

**ROLL CALL**

President Jacqueline P. Minor	Present
Vice President Kate Favetti	Present
Commissioner Douglas S. Chan	Present
Commissioner F. X. Crowley	Present
Commissioner Elizabeth Salvesson	Present

President Jacqueline P. Minor presided.

**REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY’S AGENDA (Item No. 2)**

Sophie Huston, RN – clinical RN in the community since 1999; filed complaints with DPH EEO and the Labor Team and waiting for any response or results; suffered severe bullying, harassment, and retaliation in urgent care and the clinics; loss of income related to reduced scheduling and bullying; over the last 5 years, 6 nurses, who have suffered bullying and harassment, filed complaints with supervisors and went through the EEO process.

Tia Paneet, RN – 5 years as a nurse with DPH in the community and ambulatory care; suffered bullying, harassment, and adverse employment action; filed EEO complaint and continued to experience retaliation as the City failed to reinforce its’ own policy; still waiting for EEO to follow-up on her complaint.

Ninfa Alvarez Pleites, Retired RN – employed at DPH from 1984 – 2021; reported patient and staff abuse to the supervisor and took these issues further to human resources, but the concerns were bounced back to the administrative team; witnessed staff of color being treated dismissively and disrespectfully from administration; had to retire because administration and human resources made no changes except for conducting trainings; human resources and administration did not follow their own policies, especially management;

**APPROVAL OF MINUTES (Item No. 3)**

Regular Meeting of April 17, 2023 – 2:00 p.m.

**Action:** Adopted the Minutes. (Vote of 5 to 0)

**ANNOUNCEMENTS (Item No. 4)**

Sandra Eng, Executive Officer announced that Item No. 9 PSC #42725-22/23 by HSS has been withdrawn.

**HUMAN RESOURCES DIRECTOR’S REPORT (Item No. 5)**

Kate Howard, Department of Human Resources (DHR), reported on the E2P program – they have recently made 332 permanent appointments from 152 eligible lists; there are 158 active referrals, 56 permanent appointments of Category 18 employees through other processes, and 546 Category 18 transitions; Classes 1820 and 1822 CBT online/on-demand testing program was launched last Thursday. This is the first in a series of continuous class-based tests. 1820 Junior Administrative Analyst has a vacancy rate of 40%. As a result, DHR is opening up the recruitment process for college graduates within 6 months or graduates with an associate degree with experience to compete and participate in the selection process contingent upon degree confirmed. 1820 and 1822 prior applicants are in the outreach group to participate in this new process. Using recruitment aggregators for outreach and partnering with Controllers Office and other City departments websites.

**EXECUTIVE OFFICER’S REPORT**

**0096-23-1 Processing and Scheduling of Appeals Before the Civil Service Commission. (Item No. 6)**

**Action:** Continued to the meeting of June 5, 2023. (Vote of 5 to 0)

**0087-23-8 Review of Request for Approval of Proposed Personal Services Contracts. (Item No. 7)**

PSC	Department	Amount	Type of Service	Type of Approval	Duration
43590 - 22/23	Board of Supervisors	\$540,000	The Office of the Clerk of the Board (COB) seeks a vendor to enhance or replace the current aging and costly Legislative Management System (LMS) with a state-of-the-art solution to effectively address mandated requirements, streamline legislative workflow, and meet stakeholder expectations. The COB will adopt a legislative system that will streamline the process of 1) drafting, submitting, and accessing status of legislation, 2) developing and managing public meeting agendas and minutes, 3) ensuring the integrity and retention of legislative records, 4) providing a legislative drafting tool for city departments, and 5) providing a public portal accessible to the public for tracking legislation. The LMS would not only support the core business of the Board of Supervisors, but all City Departments and agencies that submit and recommend legislation and/or amendments. The technology solution will be developed, implemented, and supported through a software development and support agreement with the Contractor and internal COB IT staff.	Regular	8/31/2028
42173 - 22/23	Municipal Transportation Agency	\$500,000	San Francisco Chained Activity Modeling Process (SF-CHAMP) is the official transportation modeling tool for San Francisco and is certified as compliant with the Regional Transportation Plan by the Metropolitan Transportation Commission (MTC). San Francisco Municipal Transportation Agency (SFMTA) seeks the services of a consultant for the care, maintenance, and updates of SF-CHAMP, the San Francisco travel forecasting software program, in order to implement new relevant features, reporting tools, and up-to-date assumptions about travel behavior. Consultant will analyze the SFMTA transportation impacts on potential land use, employment, housing, transit service, and transportation infrastructure changes and provide as-needed travel demand monitoring.	Regular	3/31/2028
42708 - 22/23	Police	\$360,000	The contractor will provide factory certified technicians to manage print services for 632 Hewlett Packard (HP) and Canon printers and 4 plotters for the San Francisco Police Department (SFPD) at 32 City locations. The contractor will provide timely service, parts, toner, toner cartridge recycling and printer utilization reports for 65 different HP models.	Regular	3/30/2026

PSC	Department	Amount	Type of Service	Type of Approval	Duration
49799 - 22/23	Public Health	\$1,000,000	Contractor will compile and generate reports that meet Provider and County reporting and reconciliation requirements to manage capitated and fee-for-service managed care plans for Inpatient and Outpatient specialty mental health and substance use disorder Programs' service claims, adjustments, and corrections; and, for data needed to prepare Fiscal Year Cost Reports, to benchmark performance, monitor budgets, and for other, various, reporting purposes.	Regular	6/30/2027
41953 - 22/23	Public Utilities Commission	\$300,000	The San Francisco Public Utilities Commission (SFPUC) is seeking an auditor to provide post-enrollment verification (PEV) program design, auditing, and communication with and support for low-income and historically marginalized communities navigating audit processes. The primary role of the auditor will be to design the PEV programs for the SFPUC Customer Assistance Program (CAP) and SuperGreen Saver; conduct outreach, customer support, and document review for annual PEV for Water/Wastewater and Hetch Hetchy Power CAP and SuperGreen Saver; and train SFPUC staff to conduct PEVs in the future. The auditor will work under the direction of SFPUC Business Services and the Audit Bureau.	Regular	6/30/2026
43899 - 22/23	Public Utilities Commission	\$1,000,000	Wastewater Enterprise will be purchasing two trailers for an approximate cost of \$1,000,000. The service amount from the total purchase amount is estimated at \$150,000, which is attributed to the installation of these trailers by the trailer manufacturer. The work includes delivery of the trailer; block and leveling; install foundation tiedowns, custom ramp and wood skirting.	Regular	12/15/2024
45463 - 22/23	Public Utilities Commission	\$300,000	The purpose of this contract is to provide technical support and data analysis for system performance evaluation, operational protocol recommendations, equipment performance assessment, membrane cleaning training and assistance, instrumentation calibration and maintenance services and operator training of the Biwater Reverse Osmosis equipment at the Wastewater Enterprise (WWE) Oceanside Water Pollution Control Plant (OSP) Recycled Water Treatment Facility for the City and County of San Francisco Public Utilities Commission (SFPUC).	Regular	9/1/2026
43603 - 22/23	Public Works	\$150,000	Support the Operations division of SF Public Works in implementing the action items from the SF Public Works Racial Equity Action Plan, Phase One (2021) by 1) developing and supporting a racial equity working group of about 15 frontline staff from Operations; 2) supporting the Operations Racial Equity Working Group in developing policy, procedures and communications recommendations to further racial equity in Operations' workplaces; leading racial equity trainings at Operations for the Working Group and other key staff.	Regular	4/1/2026
49077 - 22/23	Public Works	\$3,500,000	Public Works is seeking a qualified Architectural and Engineering (A/E) team led by an executive architect to provide design and engineering services in assisting the City with the San Francisco Homelessness and Supportive Housing (HSH) Shelter project located at 1001 Polk Street, San Francisco, CA. This project will seismically retrofit an existing congregate shelter and convert it into a renovated family shelter with 40 family rooms, and a congregate space for an additional 40 individuals. The Consultant Team is to be integrated with the City Team to deliver specialty design and engineering consultant services for the project.	Regular	5/26/2032
45005 - 22/23	Department of Technology	\$55,000,000	The current Citywide Microsoft Enterprise License Agreement (ELA) will expire on August 31, 2023. The Department of Technology intends to conduct a new solicitation to procure licenses for the continued use of Microsoft products. The Microsoft products consist of software, software maintenance, hardware and software-as-a-service (SaaS). There will be no professional services or labor of any kind in the solicitation or final contract. This request is being submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service.	Regular	8/31/2026

PSC	Department	Amount	Type of Service	Type of Approval	Duration
43103 -18/19	Airport	Current Approved Amount \$500,000 Increase Amount Requested \$200,000 New Total Amount Requested \$700,000	The Transportation Security Administration (TSA) under federal regulation Part 1542 and the Federal Aviation Administration (FAA) under federal regulation Part 139 requires the Airport to provide security and safety trainings to airlines, tenants, vendors, constructors and government employees in order to receive an airport security badge and operate in the Airport environment. The Contractor will update and develop computer-based training (CBT) course content for security and safety training modules in Security Identification Display Area (SIDA), Security Awareness, Authorized Signatory, Non-Movement Driving in Air Operations Area, Movement Driving in Air Operations Area, Fueling, Escort Privileges, and Passenger Boarding/Jet Bridge courses. The Contractor will also provide maintenance to the operating software/system of the CBT known as iLS (Instructional Learning System), update course content and develop additional program as required by regulatory changes.	Modification	6/30/2028
47501 - 16/17	Airport	Current Approved Amount \$350,000,000 Increase Amount Requested \$50,000,000 New Total Amount Requested \$400,000,000	Project Management Support Services (PMSS) and Design-Build (DB) service teams with airport design and management expertise are required to manage the design and construction of the Terminal 2 (T2) to Terminal 3 (T3) Secure Connector Project (Project). Services to be provided include project controls, scheduling, document control, design management, contracts management, architectural and engineering design services, and construction of the project. The scope of work of this Project includes, 1) the design and construction of a new, elevated, secure connector for passengers to efficiently and securely connect between T2 and T3, and 2) an associated building addition that will provide additional square footage for passenger amenities, lounge areas, and airline or other tenant office space. To accommodate the new building addition, the Project will relocate the Airport's Emergency Operations Center and Communication Center. Both are critical to safe and secure airport operations and neither can be out of service for any period of time. Relocation of these facilities includes complex infrastructure modifications and specialized handling of equipment. Additionally, work related to airport security systems, airfield geometry and aircraft systems will be required for the new build out and this Project will facilitate systems connections and the future installation of new baggage handling system transfer line between the terminals. Sustainable growth and continuing the San Francisco International Airport (Airport) leadership in the Green House Gas (GHG) reduction and achieving a minimum for a Leadership in Energy and Environmental Design (LEED) Gold Certification will be requirements. Sustainable building practices for The Project will consist of being Net Zero ready including but not limited to energy, carbon and waste. The PMSS portion will be approximately \$20,000,000. The DB portion will be approximately \$260,000,000 which includes approximately \$20,000,000 for design and \$240,000,000 for construction.	Modification	1/31/2027
48369 - 17/18	Airport	Current Approved Amount \$2,000,000 Increase Amount Requested \$0 New Total Amount Requested \$2,000,000	The proposed work is an overnight bus service to and from the San Francisco International Airport (SFO) between Millbrae BART and Caltrain stations, and all local bus stops on Route 292 between downtown San Francisco and south to Palo Alto. This is a late night bus service that operates 7 days per week between the hours of 12:45 a.m. and 6:00 a.m. Additionally, SamTrans will provide emergency replacement bus service when Airtrain is shut down due to unforeseen circumstances.	Modification	6/30/2028

**0087-23-8 Continued**

**Speakers:** Belle Macaranas and Sherry Katz spoke on PSC #49077-22/23  
 Jolie Gines and Wilfred Dere spoke on PSC 45005-22/23

**Action:**

- 1) Approved PSC #49077-22/23 from the Department of Public Works with the condition to report back to the Commission in five (5) years. (Vote of 5 to 0)
- 2) Approved PSC #45005-22/23 from the Department of Technology. (Vote of 5 to 0)
- 3) Adopted the report. Approved the remaining requests for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

**0092-23-3 Salary Survey for Registered Nurse Classifications. (Item No. 8)**

**Speakers:** None.

**Action:** Adopted the report; Certify to the Board of Supervisors for the Acute Care Nursing Classifications the highest prevailing salary schedules in the six Bay Area counties (Public & Private) in effect on April 15, 2023. (Vote of 5 to 0)

**0076-23-8 Appeal by SEIU Local 1021 of the Request for Approval of Proposed Personal Services Contract Numbers 42725-22/23 and 47934-22/23 . (File No.) – (Item No. 9)**

PSC	Department	Amount	Type of Service	Type of Approval	Duration
42725 – 22/23	Health Service System	\$1,383,200	Temporary as-needed on-site professional telephonic call-center support for Active and Retired Members of the San Francisco Health Service System.	Regular	12/31/2024
47934 – 22/23	Health Service System	\$615,600	Request for Proposal (RFP) for As-needed Off-site Call-Center Support for the San Francisco Health Service System Member Services Unit.	Regular	12/31/2024

**April 17, 2023:** Postponed to a future meeting at the request of Health Service System.

**Speakers:** Abbie Yant, Health Services System  
 Naj Daniels, SEIU Local 1021

**Public Comment:** Geraldine Cerda  
 Ruby Diaz

**Action:** The Civil Service Commission adopted the report. Approved the request for proposed Personal Services Contract #47934-22/23 with the condition to report back to the Commission in one (1) year; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 1; Commissioner F.X. Crowley dissented.) PSC # 42725-22/23 was withdrawn by the Health Service System.

**0088-23-8 Review of Personal Services Contract Number 10915-22/23 from the Arts Commission. (Item No. 10)**

PSC	Department	Amount	Type of Service	Type of Approval	Duration
10915 - 22/23	Arts Commission	\$100,000,000	Fine art services and consulting for artworks in the collection and care of the City and County of San Francisco. Scope of work may include the handling, transportation, conservation, restoration, cleaning, packing, sorting, storing, framing, photography, installation, and de-installation of artworks including those of monumental scale. Services also include the design and fabrication of integral hardware, pedestals, cases, and plaques. Additionally, there are specialized consulting services to evaluate the condition of existing and proposed artworks.	Continuing	<i>Continuous</i>

**April 17, 2023:** Continued PSC #10915-22/23 from the Arts Commission to the meeting of May 1, 2023.

**Speakers:** Kevin Quan, Arts Commission

**Action:** Adopted the report. Approved the request for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

**0089-23-8 Status Report on Airport Personal Service Contract Number 48319-18/19. (Item No. 11)**

**Speakers:** Cynthia Avakian, Airport

**Action:** Accepted the report. (Vote of 5 to 0)

**0090-23-8 Review of Personal Services Contract Number 48916-17/18 from the Public Utilities Commission– Omit Posting. (Item No. 12)**

PSC	Department	Amount	Type of Service	Type of Approval	Duration
48916-17/18	Public Utilities Commission	Current Approved Amount \$289,160 Increased Amount Requested \$400,000 New Total Amount Requested \$689,160	The San Francisco Public Utilities Commission {"SFPUC"} is headquartered at 525 Golden Gate Avenue in San Francisco, California. The building's Lutron Quantum Lighting Control and Energy Management System {"Lutron Lighting System"} installed by Webcor on or about 2012 at a cost of approximately \$3,325,000, is manufactured by Lutron Electric Inc. {"Lutron Electric"}. The Lutron Lighting System is a highly technical and proprietary system that provides total light management by bringing together the most complete line of lighting controls, digital ballasts, LED drivers, and sensors together under one software umbrella. Since its installation in 2012, SFPUC has not been able to secure a contract by which to maintain its Lutron Lighting System. At this time, we have negotiated a five year contract with Maltby Electric Supply Co. Inc. {"Maltby"}, the only entity authorized by the system's manufacturer, to provide the system maintenance services required for the system to continue operating properly. The services will consist of: Software Upgrade Services, Annual System Support Service and As-Needed Technical Support. Please see attached documents for details regarding scope of each type of service. This purchase has been authorized by the Office of Contract Administration under Section 21.30 of the San Francisco Administrative Code.	Modification	5/31/28

**0090-23-8 Continued**

**Speakers:** Chris Anderson, Public Utilities Commission

**Action:** Adopted the report. Approved the request for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

**0091-23-4 Response to Vice President Favetti inquiry on the status of 2908 Senior Eligibility Worker Hiring at San Francisco Department of Public Health. (Item No. 13)**

**Speakers:** Jennifer Magnusson, Department of Public Health

**Action:** Adopted the report of the Department of Public Health. (Vote of 5 to 0)

**0010-23-4 Appeal by Vincent Chu of the Rejection of Application for 7371 Electrical Transit System Mechanic (CBT-7371-T00040). (Item No. 14)**

**Speakers:** Shivani Nath, Municipal Transportation Agency  
Vincent Chu, Appellant  
William Miles, Municipal Transportation Agency

**Action:** Adopted the report and denied the appeal by Vincent Chu. (Vote of 5 to 0)

**COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 15)**

Commissioner Jacqueline Minor requested the following: 1) the status of the Equal Employment Opportunity Complaints/Whistleblower Complaints made by the nurses who submitted public comment; 2) as the Commission is conducting a post-pandemic review of operations to look at efficiencies and opportunities for streamlining particularly employment and retention challenges, calendar an agenda item for a hearing to get direct input from stakeholders including departments, unions, and employees on what rules are impeding the hiring process and what rules could expedite the hiring process; and 3) Calendar on the agenda a hearing to get direct input from stakeholders on how can we streamline the Civil Service Commission's personal service contract approval process so we can be more efficient and productive. Commission Minor requested that these items be scheduled as quickly as possible and to provide adequate notice.

Commissioner Kate Favetti requested a timeline of selection from eligible list from the post-referral process to appointment including the background and medical examination process and how to streamline that process.

**ADJOURNMENT (Item No. 16)**

5:01 p.m.