CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Number: _____ - _____ -

2. For Civil Service Commission Meeting of: July 20th, 2026

3. Check One: X Ratification Agenda
   Consent Agenda
   Regular Agenda
   Human Resources Directors Report

4. Subject: Review of Request of Approval of Proposed Personal Services Contracts

5. Recommendation: Review & Approve

6. Report prepared by: DHR on Behalf of CSC Telephone number:

7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).**

8. Reviewed and approved for Civil Service Commission Agenda:

   Human Resources Director:

   Date:

9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

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

10. Receipt-stamp this form in the ACSC RECEIPT STAMP≅ box to the right using the time-stamp in the CSC Office.

CSC RECEIPT STAMP

Attachment

CSC-22 (11/97)

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PSC Requests Scheduled for Hearing - 7/20/2026

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0006235 - v0.01	AIR	New	$25,000,000.00	$25,000,000.00	The project includes rehabilitation of the elevated terminal roadway surface and Central Garage ramps, as well as enhancements to pedestrian safety and curbside infrastructure, including the installation of rectangular rapid flashing beacons at terminal crosswalks and new bus shelters. Services include: - Program & Project Management: Program development, planning, scheduling, budgeting, risk management, and multi-phase construction coordination. - Stakeholder & Design Management: Coordinating with multiple stakeholders (airport, tenants, airlines, federal agencies) and other construction projects to avoid disruptions to tenant and Airport operations. - Design Services: Design of architectural, electrical, and low-voltage systems, investigation and documentation of existing conditions, and analysis of the existing conditions within the limits of work, which may require upgrades to current codes. - Construction Management & Scheduling: Overseeing construction of roadway viaduct rehabilitation work, which requires close coordination with multiple stakeholder groups, enabling work and multi-phase construction scheduling to minimize disruptions to passenger and Airport operations. - Project Controls & Contract Administration: Managing cost, schedule, reporting, procurement support, contract compliance, and change management.	60	60	2026-07-20 14:00:00	Victor Madrigal

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					- Cost Estimating: Preparing independent estimates for trade packages and equipment to support procurement and early enabling work.				
DHRPSC0005921 - v0.01	AIR	New	$60,000,000.00	$60,000,000.00	The Airport seeks prequalified commercial banks and other financial institutions interested in (1) providing credit and/or liquidity facilities ("Facilities") to support the Airport Commission's issuance of Airport bonds and commercial paper notes ("Bonds"), and (2) directly purchasing Bonds.	108	108	2026-07-20 14:00:00	Sung Kim
DHRPSC0006302 - v0.01	AIR	New	$1,800,000.00	$1,800,000.00	Services are for the San Francisco International's Airport (SFO or Airport) Motorola VESTA 911 phone system ("System"). Contractor will provide maintenance and support to all 911 positions located in the Airport's Communications Center Dispatch, Training Room, Communications Center Backup Dispatch site, and Mobile Command Vehicle. Contractor will also provide ongoing support, maintenance, and software upgrades to the System, and will provide analytic software to report on incoming and outgoing calls.	72	72	2026-07-20 14:00:00	Cynthia Avakian
DHRPSC0006258 - v0.01	AIR	New	$600,000.00	$600,000.00	Contractor shall provide inspection, maintenance, and as-needed repair and replacement of parts to the San Francisco International Airport (Airport)'s water perimeter buoy system. The services will include: 1) repair and replacement of buoy light, 2) buoy retrieval and reattachment, 3) repair and replacement of anchor block, chain, and strap, 4) cleaning and removal of algae to the buoy, and 5) provide parts and materials, including storage of those items, to maintain the buoy system. The buoy repair and retrieval services are on an as-needed basis and require immediate response to maintain the Airport's water perimeter security zone.	60	60	2026-07-20 14:00:00	Sung Kim

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0006140 - v0.01	DPH	New	$300,000.00	$300,000.00	Contractor will provide a vendor-hosted software platform to support DPH case management, care coordination, funding management, and time study reporting. Services include system configuration, secure data hosting, role-based user access management, reporting and audit functionality, and ongoing platform maintenance. The vendor will provide implementation services, user onboarding, training, and post-implementation support to ensure the system is fully operational and adopted by department staff. The contractor will enable DPH to manage client and program data, track time study activities in accordance with recognized public health funding methodologies, generate reports, and securely store and retrieve program documentation.	60	60	2026-07-20 14:00:00	Reanna Albert
DHRPSC0006406 - v0.01	DPH	New	$300,000.00	$300,000.00	Contractor will provide comprehensive reviews of hospital Institutional Master Plans (IMPs), focused on analysis of proposed changes to inpatient facilities and their relationship to citywide healthcare needs. To complete these reviews, contractor will conduct qualitative and quantitative data collection and analysis, produce a detailed written report summarizing findings, and present the findings to the Health Commission. The health planner's review must be submitted to the Planning Department within 90 days as required by Planning Code 304.5(g). Institutional Master Plans are long-term planning documents that include planned physical development, and medical institutions must have a current Institutional Master Plan filed with the Planning Commission before they can receive entitlements and building permits for new construction.	60	60	2026-07-20 14:00:00	Reanna Albert
DHRPSC0006338 - v0.01	ECN	New	$600,000.00	$600,000.00	Provide as-needed consulting services to support the growth and development of San Francisco's Community Benefit District (CBD) program, including guidance around best practices for CBD management, formation, governance, compliance, and opportunities to enhance operational effectiveness, efficacy, efficiency and community impact.	24	24	2026-07-20 14:00:00	Jenny Collins

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0006349 - v0.01	ECN	New	$260,000.00	$260,000.00	Scope of Work: The Office of Small Business refers selected small businesses to licensed architects, who produce renderings, help with permit issuance, and related services directly to the business. The business does not get billed for this service, which is paid for by the Office of Small Business. The selected architects do not refer or determine which small businesses can utilize the design services. Selection of small businesses is determined solely by the Office of Small Business. Performance Measures: Selected architects will be paid on an hourly basis with a maximum allowable amount per business location, to be determined by the Office of Small Business. The key metric of performace is the issance of required permits for each project. Preferred Qualifications: Licensed architect located in San Francisco At least three (3) years of experience working on ground floor storefront locations At least three (3) years of experience with business permitting requirements in San Francisco, including but not limited to: Change of Use	48	48	2026-07-20 14:00:00	Jenny Collins

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					Change of Occupancy Facade and signage Accessibility/ADA We are looking for architects that can provide design services in a variety of languages including, but not limited to: Spanish Mandarin Cantonese Filipino Vietnamese				

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0006287 - v0.01	ECN	New	$300,000.00	$300,000.00	Comprehensive marketing, publicity, social media content development, and advertising services include brand strategy, campaign management, content creation, digital and traditional media promotion, audience engagement, and performance analytics to maximize visibility and impact.	72	72	2026-07-20 14:00:00	Jenny Collins
DHRPSC0006339 - v0.01	ECN	New	$400,000.00	$400,000.00	Like peers around the world, San Francisco museums face increasing operational costs, grant funding uncertainty, and evolving audience expectations. Museum leaders have identified a need for increased collaboration to help individual institutions identify shared challenges and leverage collective resources to innovate and ensure long-term viability. The Office of Economic and Workforce Development seeks an experienced consultant with subject matter expertise to facilitate collaboration among a coalition of museum leaders to identify shared challenges and opportunities. The consultant should work with participating museums to identify new approaches to earned and contributed income streams (such as joint memberships, shared marketing, new revenue-generating programs) and develop one or more pilot projects to pursue innovative income-generating strategies. While the Office of Economic and Workforce Development does not expect the initial funding to support the implementation of the museum-developed pilot projects, further city funding or philanthropic support could support the implementation of these projects, with the consultant expected to continue to support the coalition of participants in evaluating the efficacy of the pilots and supporting further adaption over subsequent years. Scope of Work: The selected consultant will be	24	24	2026-07-20 14:00:00	Jenny Collins

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					expected to collaborate with the Office of Economic and Workforce Development on the formation of a coalition of museums and leaders. Once the coalition is identified, the consultant will spend up to one year facilitating a collaborative process to: 1) identify common challenges across institutions; 2) develop potential pilot strategies to enhance the resilience of coalition participants; and 3) advise the coalition around fundraising strategies to support implementation of one or more pilot projects.				
DHRPSC0006356 - v0.01	ECN	New	$700,000.00	$700,000.00	The San Francisco Office of Economic and Workforce Development (OEWD) is seeking a firm to provide marketing and related activities to commercial/business districts during City-lead construction projects. Goals of this project include: 1) Increasing outreach and engagement with neighborhood business groups and small businesses before and during construction projects and 2) Helping to lessen the impacts of construction through the implementation of commercial corridor marketing campaigns and related construction mitigation efforts.	24	24	2026-07-20 14:00:00	Jenny Collins
DHRPSC0006358 - v0.01	ECN	New	$400,000.00	$400,000.00	The San Francisco Office of Economic and Workforce Development (OEWD) is seeking a qualified contractor(s) to provide fiscal administrative support services and payment processing services for the disbursement of the OEWD-funded small business technical assistance fund. OEWD staff will be responsible for managing the fund, vetting and reviewing applicants, and determining awards. However, due to the high volume of grant distributions during limited periods throughout the year, OEWD seeks a contractor(s) that will serve as a centralized payment processing partner responsible for the secure, timely, and accurate distribution of funds to OEWD-approved	48	48	2026-07-20 14:00:00	Jenny Collins

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					recipients via check, ACH, or other approved payment methods. This includes maintaining complete financial records, ensuring tax and regulatory compliance, and providing transparent reporting to OEWD. Additional circumstances in which payment processing services would be required include, but are not limited to, instances in which grantees are unable to become established as official Suppliers (vendors) with the City and County of San Francisco within required timeframes, or when streamlined disbursement is necessary to ensure timely distribution of OEWD-approved funds. The contractor(s) will also provide services in, but not limited to, the following areas which also include an additional level of outreach to fund recipients and require a team of specialized staff: 1) Financial management and administrative support, including processing and disbursing payments via check, or other approved methods 2) Ensuring timely and accurate disbursement of funds in accordance with OEWD-approved schedules and payment instructions. 3) Maintaining detailed and accurate records of all disbursements, including payment status (issued, cleared, returned, or reissued). Monthly reconciliation of all disbursements and maintaining audit ready financial documentation 4) Providing the appropriate tax documentation to the business owners and ensuring compliance with all applicable federal, state, and local financial and tax regulations 5) Providing regular reports to OEWD, including disbursement status updates, payment timelines, and exception reports (e.g., failed or returned payments)				

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					6) Responding to OEWD inquiries and coordinating with OEWD staff to resolve payment-related issues 7) Conducting follow-up with small businesses recipients to ensure successful distribution of funds and providing basic payment-related customer support. 8) Staffing limited to roles directly supporting payment processing, financial administration, and related compliance functions.				
DHRPSC0005524 - v0.01	MTA	New	$550,000.00	$550,000.00	Hire a vendor to inspect, troubleshoot, and repair vehicle maintenance equipment including bus vehicle hydraulic lifts at SFMTA owned facilities. The scope of work includes diagnosing and repairing equipment and replacing parts as necessary.	60	60	2026-07-20 14:00:00	Amy Nuque
DHRPSC0006265 - v0.01	PRT	New	$230,000.00	$230,000.00	As-Needed Public Relations, Communications, Media Services, and Related Services that include, but not limited to: Strategic Communication, Crisis Communication, Public Relations, Public Events, Outreach, Engagement, Photography, Video/Audio Recording, Graphic Design, Translation/Interpretation, Media Relations, Social Media, Web Design, Web Development, Ad Placement, Advertising and Marketing.	60	60	2026-07-20 14:00:00	Shawndrea Hale
DHRPSC0006329 - v0.01	TIS	New	$4,000,000.00	$4,000,000.00	The City seeks professional services to support modernization and expansion of its enterprise Identity and Access Management platform. The selected vendor will assist with planning, implementation, integration, migration, security hardening, and operational support for IAM services used by City departments and agencies. Key services include:	60	60	2026-07-20 14:00:00	Jolie Gines

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					1. Migration to the sf.gov domain as required by CA law 2. Deployment of Privileged Access Management 3. Identity verification and identity proofing 4. Active Directory consolidation 5. Integration of departmental applications 6. Modernization of identity systems and cloud migration 7. Security hardening of Microsoft Entra ID and Active Directory 8. Implementation of Device Multi-Factor Authentication 9. Integration with physical identity and door badging systems The goal is to provide a secure, resilient, scalable, and stable IAM platform that improves identity governance, authentication, access control, and operational efficiency across the City.				
DHRPSC0006320 - v0.01	WAR	New	$1,200,000.00	$1,200,000.00	Scope of Work and Services to Be Provided o The Contractor shall provide labor, supervision, and expertise to perform patron screening and exterior patron ambassador services at the War Memorial & Performing Arts Center (WMPAC). Services include, but are not limited to, the following: Contractor will perform the following Ingress and	24	24	2026-07-20 14:00:00	Kate Sofis

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					Egress Patron Screening Operations: o Operate, monitor, and adjust Evolv screening stations before and after events. o Conduct secondary screening as required, including wanding, visual inspections, and bag checks. o Follow established protocols for handling prohibited items and escalating security concerns. Staffing and Scheduling o Provide trained personnel for patron screening based on licensee needs. o Scale staffing rapidly to meet operational needs identified for each event. o Maintain a roster of qualified personnel. Operational Expertise o Ensure personnel are trained and qualified to operate Evolv System. o Maintain familiarity with screening equipment functionality, safety features, and alert response procedures. Exterior Patron Ambassador Assistance o After patron ingress and post-intermission rescreening are completed, contract personnel deploy to designated corners and surrounding sidewalks near the War Memorial and Performing Arts Center to provide an added measure of patron comfort due to ongoing safety concerns in the surrounding neighborhood.				

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
TOTALS:			**$96,640,000.00**	**$96,640,000.00**					

Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
AIR	4	0	$87,400,000.00	$87,400,000.00
DPH	2	0	$600,000.00	$600,000.00
ECN	6	0	$2,660,000.00	$2,660,000.00
MTA	1	0	$550,000.00	$550,000.00
PRT	1	0	$230,000.00	$230,000.00
TIS	1	0	$4,000,000.00	$4,000,000.00
WAR	1	0	$1,200,000.00	$1,200,000.00
Column Total	**16**	**0**	**$96,640,000.00**	**$96,640,000.00**

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PSC Requests Scheduled for Hearing - 7/20/2026

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0002204 - v2.01	ADM	Amendment	$0.00	$750,000.00	The vendor will provide as needed advice and services to the Real Estate Department on relocation issues when the City purchases, condemns or receives as a gift to the City a building for City use and therefore must relocate existing tenants. Vendor will provide strategic planning for relocation assistance including preparation of relocation plans, study, and implementation of same; preparation of mandated notices, information brochures and other documents as required by state and/or federal relocation laws and regulations; perform claims administration and recommendations; determine eligibility for relocation benefits under applicable laws and guidelines; provide advisory assistance to those who are displaced; perform timely preparation and distribution of notices to vacate and other notices as required; and provide both business and residential relocation services as necessary.	24	108	2026-07-20 14:00:00	Amanda Wentworth
DHRPSC0005793 - v2.01	ADM	Amendment	$0.00	$5,000,000.00	Provide routine maintenance, diagnosis and repair of scientific and medical equipment at the Office of the Chief Medical Examiner. This equipment consists of 1. Medical Imaging equipment including one x-ray full body unit, and one Siemens CT scanner. 2 Forensic Toxicology analytic equipment of less than 10 custom configured mass spectrophotometer (mass spec) units each manufactured by Agilent and Sciex (also with Qtof and Qtrap), and a single BioChip analyzer from Randox, in addition to biochemistry and other analyzers and histology microtome sectioning and staining. 3. Base equipment consisting of temperature controlled and monitored coolers, gas generating and dispensing equipment (e.g. hydrogen, and nitrogen) to perform testing.	7	127	2026-07-20 14:00:00	Amanda Wentworth
DHRPSC0006375 - v1.01	ECN	Amendment	$600,000.00	$1,275,000.00	The Office of Economic and Workforce Development (OEWD) is seeking to contract with an individual or firm that can serve as the department's One-Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's	60	150	2026-07-20 14:00:00	Jenny Collins

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					workforce system. The workforce system is designed to establish services for a variety of San Francisco jobseekers that include unskilled, semi-skilled and high skilled individuals. The OSO will play a leadership role in coordinating the four (4) core mandated partners - the California Employment Development Department (EDD), California Department of Rehabilitation (DOR), City College of San Francisco (CCSF) Career Technical Education and Adult Education programs, and the San Francisco Human Services Agency (HSA)/Temporary Assistance for Needy Families (TANF) programs - and ensuring that appropriate services are delivered to customers through the workforce system. The role includes establishing Memorandums of Understanding (MOU) with the core partners, providing training and technical assistance and facilitating the successful implementation of services. Additional responsibilities may be determined by OEWD or suggested by the OSO or service providers to fulfill the OSO's role of system coordination and quality assurance.				
DHRPSC0003427 - v1.01	POL	Amendment	$660,000.00	$1,460,000.00	Original coordinator's email: Genie.Wong@sfgov.org. The contractor will provide the San Francisco Police Department (SFPD) with pre-employment psychological screening services on Police Officer, Police Reserve Officer, Police Cadet, and Police Service Aide employment applicants as mandated by California Government Code section #1031(f). Other contractor services may include, but not be limited to, refinement of predictive validity assessment procedures, specialized research projects or activities requested by the SFPD, and expert testimony.	36	84	2026-07-20 14:00:00	My Do-Kruse
TOTALS:			**$1,260,000.00**	**$8,485,000.00**					

Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
ADM	0	2	$0.00	$5,750,000.00
ECN	0	1	$600,000.00	$1,275,000.00
POL	0	1	$660,000.00	$1,460,000.00
Column Total	**0**	**4**	**$1,260,000.00**	**$8,485,000.00**

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Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR
Submitted By: Victor Madrigal
Department Coordinator: Victor Madrigal, Victor.Madrigal@flysfo.com
Project Manager: Victor Madrigal

ServiceNow Number: DHRPSC0006235
Version: 0.01
Version Type: New

Brief description of proposed work: The Airport seeks professional and design services to support the Terminal Upper-Level Viaduct Resurfacing Project. The project includes rehabilitation of the elevated terminal roadway surface and Central Garage ramps, as well as enhancing pedestrian safety and curbside infrastructure through improvements such as the installation of rectangular rapid flashing beacons at terminal crosswalks and new bus shelters.

Review Type and Reason

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

Amount

PSC Amount: $25,000,000
Does contract include items other than services?: Yes

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 60

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 project includes rehabilitation of the elevated terminal roadway surface and Central Garage ramps, as well as enhancements to pedestrian safety and curbside infrastructure, including the installation of rectangular rapid flashing beacons at terminal crosswalks and new bus shelters.

Services include:
- Program & Project Management: Program development, planning, scheduling, budgeting, risk

management, and multi-phase construction coordination.
- Stakeholder & Design Management: Coordinating with multiple stakeholders (airport, tenants, airlines, federal agencies) and other construction projects to avoid disruptions to tenant and Airport operations.
- Design Services: Design of architectural, electrical, and low-voltage systems, investigation and documentation of existing conditions, and analysis of the existing conditions within the limits of work, which may require upgrades to current codes.
- Construction Management & Scheduling: Overseeing construction of roadway viaduct rehabilitation work, which requires close coordination with multiple stakeholder groups, enabling work and multi-phase construction scheduling to minimize disruptions to passenger and Airport operations.
- Project Controls & Contract Administration: Managing cost, schedule, reporting, procurement support, contract compliance, and change management.
- Cost Estimating: Preparing independent estimates for trade packages and equipment to support procurement and early enabling work.

Why are these services required and what are the consequences of denial?: These services are required to design and implement critical repairs and safety improvements, including rehabilitation of deteriorated pavement, leaking expansion joints, and exposed structural elements, as well as pedestrian and security upgrades at terminal curbside areas. The services ensure the elevated roadway viaduct remains structurally sound and safe for public use. Without these services, water intrusion and structural deterioration will continue, increasing safety risks to the traveling public and airport operations. Failure to perform the work will likely result in accelerated infrastructure degradation and significantly higher future repair and operational disruption costs.

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: These formal contracts will require Airport 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 Airport will seek BOS approval if the contract reaches $10M in accordance with Charter Section 9.118(b).

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?: No

Q2 - Does performing these services cause a conflict of interest?: No
Q3 - Are these proprietary services City is not authorized to do?: No
Q4 - Does City lacks necessary facilities/equipment?: No
Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis
Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: Yes
Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?: The services required are limited-term and will not continue beyond the design and construction of the Project.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: The services require specialized expertise and experience in roadway rehabilitation within an active, operational airport environment. This includes knowledge of complex construction phasing, airside and landside operational constraints, and coordination with multiple Airport stakeholders to minimize impacts to Airport operations. The services also require advanced project management expertise, including scheduling, cost estimating, programming, project controls, and construction management.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 5203 - Assistant Engineer, 5366 - Engineering Associate 2, 5268 - Architect, 5504 - Project Manager 2, 5207 - Assoc Engineer
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: The Airport currently does not have adequate staffing to support this Project and other projects in the Airport's capital improvement program. Additionally, the work requires specialized skills, expertise, and knowledge that staff currently lack.
Q5d) Will contractor directly supervise City employees?: No
Q5e) Will contractor train City employees?: Yes
Q5e1) Clearly describe and detail the training activities: Training for operating and maintaining systems will be implemented.
Q5f) Is there a plan to transition this work back to the City?: No
Q5f1) Explain why the work will not be transitioned back to the City: The services required are limited term, and will not continue beyond the design and construction of the Project.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 5203 - Assistant Engineer, 5366 - Engineering Associate 2, 5268 - Architect, 5504 - Project Manager 2, 5207 - Assoc Engineer
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/28/2026
Union Review End Date: 6/7/2026

Post Union Notification

Union Review Duration Met On: 6/7/2026

SAN FRANCISCO INTERNATIONAL AIRPORT

NOTICE OF INTENT

DATE: February 5, 2026

TO: Port of San Francisco, San Francisco Municipal Transportation Agency, San Francisco Public Utilities Commission, San Francisco Public Works

SUBJECT: **NOTICE OF INTENT FOR: Contract Nos. 11853.41 and 11853.66 – Terminal Upper-Level Viaduct Resurfacing Project at the San Francisco International Airport**

REQUESTED RESPONSE DATE IS CLOSE OF BUSINESS DAY: **February 27, 2026**

The San Francisco International Airport's (Airport) Design & Construction Division is seeking project management support and design-build services for the Terminal Upper-Level Viaduct Resurfacing Project as indicated below.

PROJECT BACKGROUND:

The Terminal Upper-Level Viaduct Resurfacing Project (Project) would rehabilitate the elevated terminal roadway surface and Central Garage ramps and enhance pedestrian safety and curbside infrastructure through improvements such as the installation of rectangular rapid flashing beacons at terminal crosswalks and new bus shelters. The work will be delivered within an active, operational airport environment and will require careful phasing and coordination with various stakeholders to minimize impacts to terminal operations and traveling passengers.

SUMMARY OF SERVICES REQUESTED:

The contractors will provide project management support and design-build services that include overall management expertise and oversight of the Project, design management and construction management services, project controls, contract administration, cost estimating services, and field inspection.

Estimated duration of the Project Delivery Partners contract: October 2026 - September 2030

Estimated duration of the Design-Build contract: December 2026 - November 2029

Please complete the Notice of Intent Response Form on the following page. Check one of the applicable boxes, sign, date, and email back by the requested response date noted above. If the Airport does not receive a response from your department by the requested response date, it shall be assumed that your staff is not available to perform these services, and the Airport will procure a contract for completion of these services.

AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE MAYOR | **MALCOLM YEUNG** PRESIDENT | **SUSAN LEAL** VICE PRESIDENT | **JOSE F. ALMANZA** | **MARK BUELL** | **NANCY TUNG** | **MIKE NAKORNKHET** AIRPORT DIRECTOR

POST OFFICE BOX 8097 SAN FRANCISCO, CA 94128 TEL 650.821.5000 FLYSFO.COM

Questions regarding this request should be directed to the Airport Project Manager, Eric Lew, at eric.lew@flysfo.com or at (650) 821-1367.

Thank you in advance for your consideration.

Sincerely,

Eric Lew
Airport Project Manager
Design & Construction Division
San Francisco International Airport

cc: Eugene Ling
Kat Lam
Seng Nguy

SAN FRANCISCO INTERNATIONAL AIRPORT
DESIGN & CONSTRUCTION DIVISION

NOTICE OF INTENT RESPONSE FORM

Please check one of the applicable boxes below, sign, date, and email back by the requested response date. If the Airport does not receive a response from your department by the requested response date, it shall be assumed that your staff is not available to perform these services, and the Airport will procure a contract for completion of these services.

☐ **Our department is interested.**
If your department is interested in providing these services, the Airport Project Manager will contact you for further discussions.

☐ **Our department is not interested in or available to provide these services.**

NAME: _____

DEPARTMENT: _____

SIGNATURE: _____

DATE: _____

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR
Submitted By: Alfy Wong
Department Coordinator: Sung Kim, Sung.Kim@flysfo.com
Project Manager: Hal Kotowsky

ServiceNow Number: DHRPSC0005921
Version: 0.01
Version Type: New

Brief description of proposed work: Credit Liquidity Facilities and Bonds Purchase for San Francisco International Airport (Airport or SFO)

Review Type and Reason

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

Amount

PSC Amount: $60,000,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 108

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 Airport seeks prequalified commercial banks and other financial institutions interested in (1) providing credit and/or liquidity facilities ("Facilities") to support the Airport Commission's issuance of Airport bonds and commercial paper notes ("Bonds"), and (2) directly purchasing Bonds.

Why are these services required and what are the consequences of denial?: These financial loans are necessary to ensure that the Airport's variable rate bonds are issued at the lowest possible interest rate. The Airport would be subject to paying higher interest rates if it issued variable rate bonds without the assistance of credit and/or liquidity facility providers.

Post Union Notification

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 cannot perform the services.

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: Yes, All Airport contracts at or above the Minimum Competitive Amount require Airport Commission 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?: Yes
Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing: This service can only be performed by a financial institution that is rated by nationally recognized credit rating agencies.
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?: This service is only needed when the Airport requires the liquidity such as when bonds are issued.
Q5b) Do the services require specialized expertise, knowledge experience?: No
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: Only financial institution can provide the credit facilities and liquidity facilities.
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 employees cannot perform the service.
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 employees cannot perform the service.

Post Union Notification

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 0931 - Manager III, 1824 - Pr Administrative Analyst
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: 5/1/2026
Union Review End Date: 5/31/2026
Union Review Duration Met On: 5/31/2026

Post Union Notification

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:	AIR
Dept Name:	Airport Commission
PSC Coordinator Name:	Sung Kim
PSC Coordinator Email:	sung.kim@flysfo.com
PSC ServiceNow Record No.:	DHRPSC0005921

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
N/A	N/A	N/A	N/A	DHRPSC0001596	Letter of Credit Agreements are executed between the City and the financial institutions; no PS Contracts are created.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR
Submitted By: Cynthia Avakian
Department Coordinator: Cynthia Avakian, cynthia.avakian@flysfo.com
Project Manager: Natré Burks

ServiceNow Number: DHRPSC0006302
Version: 0.01
Version Type: New

Brief description of proposed work: 911 Phone System Support and Maintenance of existing system

Review Type and Reason

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

Amount

PSC Amount: $1,800,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 72

Funding

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

Scope of Work

Clearly describe scope and detail the services to be performed: Services are for the San Francisco International's Airport (SFO or Airport) Motorola VESTA 911 phone system ("System"). Contractor will provide maintenance and support to all 911 positions located in the Airport's Communications Center Dispatch, Training Room, Communications Center Backup Dispatch site, and Mobile Command Vehicle. Contractor will also provide ongoing support, maintenance, and software upgrades to the System, and will provide analytic software to report on incoming and outgoing calls.

Why are these services required and what are the consequences of denial?: The System is an Airport life and safety system. If the system fails (1) SFO will not be able to fix or replace

existing parts and (2) the 911 service at the Airport will be compromised. A compromised 911 System would delay the Airport's ability to respond to emergencies, putting the safety and security of the traveling public and Airport employees at risk.

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?: Because of the technical nature of this service, contracted services are only needed on an as-needed basis to resolve issues.

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 formal contracts require Airport Commission 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?: Contracted services are only needed to resolve issues and ensure the system is functioning properly.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: Contractor needs to be familiar with primary public safety answering point systems.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 0923 - Manager II, 1044 - IS Engineer-Principal, 1043 - IS Engineer-Senior
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: Because of the complexity of the primary public safety answering point systems, City employees do not have the expertise.

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: Staff have already been trained on the system.
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: Not at this time.

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: 6/10/2026
Union Review End Date: 6/20/2026
Union Review Duration Met On: 6/20/2026

Post Union Notification

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:	AIR
Dept Name:	Airport Commission
PSC Coordinator Name:	Cynthia Avakian
PSC Coordinator Email:	cynthia.avakian@flysfo.com
PSC ServiceNow Record No.:	DHRPSC0006302

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
1000012863	11/15/2018	11/14/2026	$ 2,250,000	DHRPSC0002362	Upgraded and Replaced the 9-1-1 Emergency System for the San Francisco International Airport

From:	Cynthia Avakian (AIR)
To:	L21PSC Review; Emily Wallace
Cc:	Tzvete Katchakova (AIR) she/her/hers; Kristine Casipit (AIR); Rob Forester (AIR); Burks, Natré (AIR); DHR-PSCCoordinator, DHR (HRD); Stephanie Dea (AIR)
Subject:	RE: AIR [DHRPSC0006302] submitted for Union Review
Date:	Monday, June 15, 2026 11:17:00 AM
Attachments:	DHRPSC0002362 CAD 911 Form 1 Mod 1.pdf image001.png image002.png
Importance:	High

Hi Emily,

Please see our responses to your questions below in red/bold and the prior PSC is attached to this email.

Thanks,

Cynthia Avakian (she/her/hers)
Tel 650-821-2014 | flysfo.com
Facebook | X | YouTube | Instagram | LinkedIn | Threads

From: Emily Wallace <ewallace@ifpte21.org>
Sent: Thursday, June 11, 2026 9:53 AM
To: Cynthia Avakian (AIR) <cynthia.avakian@flysfo.com>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Stephanie Dea (AIR) <stephanie.dea@flysfo.com>; Burks, Natré (AIR) <Natre.Burks@flysfo.com>; DT Service Now (TIS) <ccsfdt@service-now.com>
Subject: Re: AIR [DHRPSC0006302] 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 Cynthia,

In reviewing this PSC submission, Local 21 has several questions/requests written in blue.

- **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.
    - Can you provide Local 21 with a copy of any previous PSC submission(s) for this scope of work?

AIRPORT'S Response: See attached.

Additionally, in reviewing the Airport's responses on the current PSC submission, we are concerned about the following responses:

- **Q5c2) Does the Department have employees in these classifications?:** Yes
- **Q5c3) Why are they not able to perform the services?:** Because of the complexity of the primary public safety answering point systems, City employees do not have the expertise.
    - Can the Airport please clarify and explain the specific expertise required to perform this scope of work? As written in the PSC submission, it is unclear what specific technical expertise is required.

AIRPORT'S Response: As stated in our submission, Services are for the SFO's Motorola VESTA 911 phone system ("System"). Contractor will provide maintenance and support to all 911 positions located in the Airport's Communications Center Dispatch, Training Room, Communications Center Backup Dispatch site, and Mobile Command Vehicle. Contractor will also provide ongoing support, maintenance, and software upgrades to the System, and will provide analytic software to report on incoming and outgoing calls. The Airport's Telecom group provides connectivity to the Motorola VESTA 911 System but do not have the required expertise in maintaining and troubleshooting the network for the 24 hour/7 day/week critical System.

- **Q5e1) Explain why training of City employees is not required:** Staff have already been trained on the system.
- **Q5f) Is there a plan to transition this work back to the City?:** No
    - Why doesn't the Airport have any plans to transition this work back to City staff?

AIRPORT'S Response: The Airport's Telecom group does not have the required expertise in maintaining the network for the 24 hour/7 day/week critical System at this time to support this critical System.

- **Q5f1) Explain why the work will not be transitioned back to the City:** Not at this time.
    - This response does not adequately answer the question: ***Why*** isn't this work being transitioned back to the City? Local 21 requests a detailed response to this question.

AIRPORT'S Response: As stated above, the Airport's Telecom group provides does not have the required expertise in maintaining and troubleshooting the network for the 24 hour/7 day/week critical System.

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

For the Union,

Emily Wallace (she/her)
IFPTE Local 21 Representative
Main: (415) 864-2100
Direct: (415) 914-7343
Join Us: https://ifpte21.org/join/

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Wednesday, June 10, 2026 12:22 PM
To: cynthia.avakian@flysfo.com <cynthia.avakian@flysfo.com>; DHR-PersonalServicesContracts@sfgov.org <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; stephanie.dea@flysfo.com <stephanie.dea@flysfo.com>; natre.burks@flysfo.com <natre.burks@flysfo.com>
Subject: AIR [DHRPSC0006302] submitted for Union Review

Hello union representatives,

AIR is requesting your review of PSC [DHRPSC0006302]. 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 2026-06-20. 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: DHRPSC0006302 v 0.01
Description of Proposed Work: 911 Phone System Support and Maintenance of existing system

Request Type: New

Approval Type: CSC Approval
CSC Review Reason(s):
✔ CSC Approval by Amount

Submitting Department: AIR
Dept PSC Coordinator: Cynthia Avakian
Dept PSC Coordinator Email: cynthia.avakian@flysfo.com
Dept PSC Coordinator Phone: +1 (650) 821-2014
PSC Amount: $1,800,000.00
PSC Duration (months): 72
Funding Source(s): City Funds
Scope of Work: Services are for the San Francisco International's Airport (SFO or Airport) Motorola VESTA 911 phone system ("System"). Contractor will provide maintenance and support to all 911 positions located in the Airport's Communications Center Dispatch, Training Room, Communications Center Backup Dispatch site, and Mobile Command Vehicle. Contractor will also provide ongoing support, maintenance, and software upgrades to the System, and will provide analytic software to report on incoming and outgoing calls.

Job Class(es): 1043 - IS Engineer-Senior, 1044 - IS Engineer-Principal
Labor Unions: 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:TIS6722565_LDdBK02vWUE8qMTfkd86

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR
Submitted By: Cynthia Avakian
Department Coordinator: Cynthia Avakian, cynthia.avakian@flysfo.com
Project Manager: Natre Burks

ServiceNow Number: DHRPSC0002362
Version: 1.01
Version Type: Amendment

Legacy PSC #: 46451-16/17

Brief description of proposed work: Computer Aided Dispatch 9-1-1 Phone System Replacement and Support
Reason for the Request for Amendment: Need to increase the NTE amount to the approval.

Amount

Previously Approved Amount: $1,875,000
Increase Amount: $500,000
Why are you requesting the PSC amount to be increased?: Need to add additional services for another service location
Total Amended Amount: $2,375,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
Previously Approved Duration (months): 98
Duration Increase (months): 6
Why are you requesting the PSC duration to be increased: Need to add additional services for another service location
Total Amended Duration (months): 104
First Contract Start Date: 11/15/2018
PSC Duration End Date: 7/16/2027

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: cynthia.avakian@flysfo.com.

Post Union Notification

Services are for software and hardware replacement to upgrade the San Francisco International Airport's ("SFO" or "Airport") Computer Aided Dispatch ("CAD") 9-1-1 phone system to a Next Generation 9-1-1 ("NG 911") compliant system. Contractor will design and configure off-the-shelf software packages, develop custom interfaces and data sharing functions, develop integrations with existing systems, implement and roll out production, and provide training, maintenance and support on its proprietary system. Contractor will be responsible for the following: delivery of equipment; installation of common control server equipment in racks; installation of appropriate cabling from equipment room to all 9-1-1- positions located in the Airport's Communication Center and Airport Bureau Police department; and installation of demarcation punch block for audio source and logging recorder. Once installed, the Contractor will provide ongoing support, maintenance and software upgrades to the system, and will provide analytic software to report on incoming and outgoing calls. Approximately $600,000 of the total amount will be for services, while the remaining approximately $1,275,000 will be for equipment.

Why are these services required and what are the consequences of denial?: These services are required to add services to the Airport's Integrated Operations Center (AIOC). If denied, this centralized operation center will be without this service.

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?: Only AT&T can provide this 9-1-1 phone service.

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 professional services contracts in excess of $200,000 are submitted to the Airport Commission for approval.

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.

Post Union Notification

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:
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: 10/11/2024
Union Review End Date: 10/18/2024
Union Review Duration Met On: 10/18/2024

Post Union Notification

City and County of San Francisco **Department of Human Resources**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR Dept. Code: AIR

Type of Request: ☑ Initial ☐ Modification of an existing PSC (PSC # _____)

Type of Approval: ☐ Expedited ☑ Regular (☐ Omit Posting)

Type of Service: Computer Aided Dispatch 9-1-1 Phone System Replacement and Support

Funding Source: Airport Capital Funds PSC Duration: 8 years 11 weeks

PSC Amount: $1,875,000 PSC Est. Start Date: 10/16/2017 PSC Est. End Date: 12/31/2025

1. Description of Work

A. Scope of Work:

Services are for software and hardware replacement to upgrade the San Francisco International Airport's ("SFO" or "Airport") Computer Aided Dispatch ("CAD") 9-1-1 phone system to a Next Generation 9-1-1 ("NG 911") compliant system. Contractor will design and configure off-the-shelf software packages, develop custom interfaces and data sharing functions, develop integrations with existing systems, implement and roll out production, and provide training, maintenance and support on its proprietary system. Contractor will be responsible for the following: delivery of equipment; installation of common control server equipment in racks; installation of appropriate cabling from equipment room to all 9-1-1- positions located in the Airport's Communication Center and Airport Bureau Police department; and installation of demarcation punch block for audio source and logging recorder. Once installed, the Contractor will provide ongoing support, maintenance and software upgrades to the system, and will provide analytic software to report on incoming and outgoing calls. Approximately $600,000 of the total amount will be for services, while the remaining approximately $1,275,000 will be for equipment.

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

The CAD 9-1-1 System is an Airport life and safety system. The current system is comprised of end-of-life equipment and is no longer a supported system. Risk of failure within SFO's 9-1-1 phone systems increases the longer the aged equipment remains in place. If the system fails (1) the vendor will not be able to fix or replace existing parts and (2) 9-1-1 service at the Airport will be compromised. A compromised CAD system would delay the Airport's ability to respond to emergencies, putting the safety and security of the traveling public and Airport employees at risk.

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.

The current 9-1-1 System and services were provided by AT&T through a Statewide contract.

D. Will the contract(s) be renewed? Yes, if there continues to be a need for such services at SFO.

2. Union Notification: On 08/07/2017, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46451 - 16/17

DHR Analysis/Recommendation: 10/02/2017

Commission Approval Required

DHR Approved for 10/02/2017 Approved by Civil Service Commission

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
Services require expertise designing and configuring off-the-shelf software packages and implementing emergency communications systems that are NG 911 compliant. Additionally, expertise in developing custom interfaces and data sharing functions, integrations with existing systems, implement and roll out production, and provide training, maintenance and support of 9-1-1 systems is required.

B. Which, if any, civil service class(es) normally perform(s) this work?
1043,1044,

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Due to the proprietary nature of the work, installation and maintenance must be conducted by engineers trained and certified by the Contractor.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No, as replacement of the system is infrequent, and due to the proprietary nature of the system, installation and support must be conducted by the Contractor.

5. Additional Information (if "yes", attach explanation)	**YES**	**NO**
A. Will the contractor directly supervise City and County employee?	☐	☑
B. Will the contractor train City and County employee? See attached Training Explanation.	☑	☐
C. Are there legal mandates requiring the use of contractual services?	☐	☑
D. Are there federal or state grant requirements regarding the use of contractual services?	☐	☑
E. Has a board or commission determined that contracting is the most effective way to provide this service?	☐	☑
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	☐	☑

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 09/06/2017 BY:

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: PO Box 8097 San Francisco, CA 94128

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR
Submitted By: Quoc Truong
Department Coordinator: Sung Kim, Sung.Kim@flysfo.com
Project Manager: Joyce Mamiya

ServiceNow Number: DHRPSC0006258
Version: 0.01
Version Type: New

Brief description of proposed work: Water Buoy System Maintenance and As-Needed Repair Services

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?: No

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 60

Funding

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

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor shall provide inspection, maintenance, and as-needed repair and replacement of parts to the San Francisco International Airport (Airport)'s water perimeter buoy system. The services will include:
1) repair and replacement of buoy light,
2) buoy retrieval and reattachment,
3) repair and replacement of anchor block, chain, and strap,
4) cleaning and removal of algae to the buoy, and
5) provide parts and materials, including storage of those items, to maintain the buoy system.
The buoy repair and retrieval services are on an as-needed basis and require immediate response to maintain the Airport's water perimeter security zone.

Post Union Notification

Why are these services required and what are the consequences of denial?: The services are needed to maintain the visual barrier and deterrent to the Airport's water perimeter security zone for vessels and people traversing bay waters. The buoy system also provides the 200-foot security demarcation point for responding security personnel to approach intruding vessels and people. Without a well-maintained visual barrier, the Airport's perimeter could be inadvertently breached.

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 services are intermittent and on an as-needed basis, and require expertise in underwater maintenance and repair of the buoy system. The inspection and maintenance services are only needed approximately twice a year. The buoy repair and retrieval services are on an as-needed basis and require immediate response to maintain the Airport's water perimeter security zone.

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 professional service contracts in excess of the Minimum Competitive Amount require Airport Commission 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?: The inspection and maintenance services are only needed approximately twice a year to maintain the buoy system, and the repair and retrieval services are on an as-needed basis.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services:

Expertise needed include the ability to: (1) operate a work skiff (boat with outboard motor) in navigable water and maintain buoy assemblies above and underwater; (2) dive using surface supplied breathing apparatus; (3) be knowledgeable with California Occupational Safety and Health Administration (CAL OSHA) regulations related to diving; and (4) inspect, troubleshoot and repair buoy components such as lights, chain, and anchor.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 9332 - Piledriver Supervisor 1, 9357 - Wharfinger I/II, 9330 - Pile Worker
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: The services are intermittent and on an as-needed basis and require expertise in underwater maintenance and repair of the buoy system. The inspection and maintenance services are only needed approximately twice a year. The buoy repair and retrieval services are on an as-needed basis and require immediate response to maintain the Airport's water perimeter security zone.
Q5d) Will contractor directly supervise City employees?: No
Q5e) Will contractor train City employees?: No
Q5e1) Explain why training of City employees is not required: There is no anticipated need for training as the work is low frequency and require expertise with the buoy system.
Q5f) Is there a plan to transition this work back to the City?: No
Q5f1) Explain why the work will not be transitioned back to the City: The services are intermittent and as-needed and require expertise in the buoy system and providing underwater maintenance and repairs.

Additional information to support your request (Optional): Airport staff reached out to the San Francisco Port Department (SFPort) to see if they were interested in providing the services. The Airport only reached out to SFPort as the work is in the bay water, and SFPort has access to a boat and relevant classifications that can potentially provide the services. On May 8, 2026, SFPort said they are not able to perform the services at this time.

Union Notifications

Job Class(es): 9332 - Piledriver Supervisor 1, 9357 - Wharfinger I/II, 9330 - Pile Worker
Labor Unions: 034 - Pile Drivers, Local 34, 790 - SEIU, Local 1021, Misc
Labor Union Email Addresses: lvega@nccrc.org, PSCreview@seiu1021.org
Union Review Sent On: 5/13/2026
Union Review End Date: 6/12/2026
Union Review Duration Met On: 6/12/2026

Post Union Notification

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR Dept. Code: AIR

Type of Request: ☑Initial ☐Modification of an existing PSC (PSC # _____)

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

Type of Service: Water Perimeter Security Zone Buoy System Maintenance

Funding Source: Airport Operating Funds
PSC Amount: $600,000 PSC Est. Start Date: 07/01/2021 PSC Est. End Date 12/31/2026

1. Description of Work

A. Scope of Work/Services to be Contracted Out:
Contractor to perform on-going inspection, maintenance, and necessary repair/replacement of the San Francisco International Airport ("Airport") water perimeter buoy system. The maintenance includes: (1) inspections, (2) hardware repair and replacement, and (3) installation and/or connection of recovered buoys.

B. Explain why this service is necessary and the consequence of denial:
This service is needed to maintain the visual barrier and deterrent to Airport's Water Perimeter Security Zone for vessels and people traversing bay waters. This services also provides the 200-foot security demarcation point for responding security personnel to approach intruding vessels and people. Without a well maintained visual barrier, the Airport's perimeter could be inadvertently breached.

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 services have been provided in the past under PSC # 4069-11/12

D. Will the contract(s) be renewed?
Yes, if there continues to be a need for such services at the Airport.

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.
This PSC is requested for a term of five and a half years to allow the Airport to match the contract term it is currently soliciting.

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:
Anticipated work is intermittent in nature and requires expertise in underwater repair of buoys which are part

http://apps.sfgov.org/pscprint/nodepscinitform.php[5/18/2021 10:03:36 AM]

of a water perimeter security system.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Expertise needed include, the ability to: (1) operate a work skiff (boat with outboard motor) in navigable water and maintain buoy assemblies above and underwater; (2) dive using surface supplied breathing apparatus; and (3) be knowledgeable with California Occupational Safety and Health Administration (CAL OSHA) regulations related to diving.

B. Which, if any, civil service class(es) normally perform(s) this work? 9330, Pile Worker; 9332, Piledriver Supervisor 1; 9357, 9357 Wharfinger I/II;

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?

None. There are no civil service classes with this specialized expertise that could perform these services.

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

A. Explain why civil service classes are not applicable.
Civil services classifications are not applicable as the work is intermittent and entails short periods of work.

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, because the work required only happens twice a year and on as needed basis.

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 there is not an anticipated need for training given the specificity of the work.

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.

http://apps.sfgov.org/pscprint/nodepscinitform.php[5/18/2021 10:03:36 AM]

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 02/19/2021, the Department notified the following employee organizations of this PSC/RFP request:
Pile Drivers, Local 34; SEIU 1021 Miscellaneous

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

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: P.O. Box 8097 San Francisco, CA 94128

****

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46781 - 20/21
DHR Analysis/Recommendation: action date: 05/17/2021
Commission Approval Required Approved by Civil Service Commission
05/17/2021 DHR Approved for 05/17/2021

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:	AIR
Dept Name:	Airport Commission
PSC Coordinator Name:	Sung Kim
PSC Coordinator Email:	sung.kim@flysfo.com
PSC ServiceNow Record No.:	DHRPSC0006258

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
1000023792	10/1/2021	9/30/2026	$ 400,000	DHRPSC0002293	Maintain and as-needed repair services for the buoy system

From:	Felton, Tim (PRT)
To:	Moreno, Dominic (PRT); Joyce Mamiya (AIR); Alexander Tut, Alysabeth (PRT); Monroe, Joe (PRT)
Cc:	Quoc Truong (AIR); Tzvete Katchakova (AIR) she/her/hers; Kristine Casipit (AIR)
Subject:	RE: Notice of Intent For: Water Buoy System Maintenance and As-Needed Repair Services
Date:	Friday, May 8, 2026 12:41:18 PM
Attachments:	image002.png

Hello Joyce,

Port Maintenance is not able to perform the scope of work at this time. Thank you for the consideration.

Tim Felton
Deputy Director of Maintenance
Port of San Francisco
(415) 597-7922

From: Moreno, Dominic (PRT) <dominic.moreno@sfport.com>
Sent: Friday, May 8, 2026 12:21 PM
To: Joyce Mamiya (AIR) <joyce.mamiya@flysfo.com>; Alexander Tut, Alysabeth (PRT) <alysabeth.alexander-tut@sfport.com>; Monroe, Joe (PRT) <joe.monroe@sfport.com>; Felton, Tim (PRT) <tim.felton@sfport.com>
Cc: Quoc Truong (AIR) <quoc.truong@flysfo.com>; Tzvete Katchakova (AIR) she/her/hers <Tzvete.Katchakova@flysfo.com>; Kristine Casipit (AIR) <kristine.casipit@flysfo.com>
Subject: RE: Notice of Intent For: Water Buoy System Maintenance and As-Needed Repair Services

Thanks Joyce,
Adding @Monroe, Joe (PRT) with Maritime Operations and @Felton, Tim (PRT) from Port Maintenance for support in response.

Very Respectfully,

Dominic Moreno
Assistant Maritime Director
Facility Security Officer
Port of San Francisco
Pier 1, San Francisco, CA 94111
Direct: 415-274-0597
Cell: 415-850-6819
Dominic.Moreno@sfport.com

From: Joyce Mamiya (AIR) <joyce.mamiya@flysfo.com>

Sent: Friday, May 8, 2026 10:10 AM
To: Moreno, Dominic (PRT) <dominic.moreno@sfport.com>; Alexander Tut, Alysabeth (PRT) <alysabeth.alexander-tut@sfport.com>
Cc: Quoc Truong (AIR) <quoc.truong@flysfo.com>; Tzvete Katchakova (AIR) she/her/hers <Tzvete.Katchakova@flysfo.com>; Kristine Casipit (AIR) <kristine.casipit@flysfo.com>
Subject: Notice of Intent For: Water Buoy System Maintenance and As-Needed Repair Services

Hi Alysabeth and Dominic,

If your department is interested in providing the services described below, please provide a response by Friday, May 15, 2026, or earlier. The Airport's Contract Administrator will contact you for further discussions. If the Airport does not receive a response from your department by the requested response date, it shall be assumed that your staff is not available to perform the services.

Background
The San Francisco International Airport (Airport) is seeking Water Perimeter Security Zone Buoy System (System) maintenance and repair services. The System provides a visual barrier delineating the RESTRICTED AREA – KEEP OUT zone around the airport shoreline. The existing System is comprised of twenty-two (22) buoys located 200 yards from the shoreline around the entire Airport spanning approximately five (5) miles.

Summary of Services
Contractor shall provide inspection, maintenance, and as-needed repair and replacement of parts to the Airport's water perimeter buoy system. In addition, the services include:
1) repair and replacement of buoy light,
2) buoy retrieval and reattachment,
3) repair and replacement of anchor block, chain, and strap,
4) cleaning and removal of algae to the buoy, and
5) provide parts and materials, including storage of those items, to maintain the buoy system.

The inspection and maintenance services are only needed approximately twice a year. The buoy repair and retrieval services are on an as-needed basis and require immediate response to maintain the Airport's water perimeter security zone.

The estimated duration of the services is 5 years.

Thank you.

Regards,
Joyce

Joyce Mamiya
Principal, Information Systems Business Analyst | Safety and Security Services
San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128
Office: 650-821-3923

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH
Submitted By: Letania Ferreira
Department Coordinator: Reanna Albert, reanna.albert@sfdph.org
Project Manager: Jeanne Lee

ServiceNow Number: DHRPSC0006140
Version: 0.01
Version Type: New

Brief description of proposed work: The contractor will provide a vendor-hosted software platform with implementation, training, and post-implementation support to replace an existing Oracle-based system and support Department of Public Health (DPH) time study reporting and program operations.

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?: Yes
- Cloud-Based Software Licenses and Support (without Professional Services): $280,000

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 60

Funding

Funding Source: City Funds, Federal Funds
Special circumstances related to funding: Yes
Explain the special circumstances: Federal funds are to support Medi-Cal eligibility services.

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor will provide a vendor-hosted software platform to support DPH case management, care coordination, funding management, and time study reporting. Services include system configuration, secure data hosting, role-based user access management, reporting and audit functionality, and ongoing platform maintenance. The vendor will provide implementation services, user onboarding, training, and post-implementation support to ensure the system is fully operational and adopted

by department staff. The contractor will enable DPH to manage client and program data, track time study activities in accordance with recognized public health funding methodologies, generate reports, and securely store and retrieve program documentation.

Why are these services required and what are the consequences of denial?: These services are required to replace an existing Oracle-based system and to ensure uninterrupted DPH time study and program operations. DPH does not maintain a city-hosted system capable of supporting these functions at the required scale, compliance level or timeframe. Contracting for a vendor-hosted solution ensures continuity of critical services, supports timely implementation, and provides the specialized functionality and infrastructure necessary to meet ongoing program, reporting and compliance requirements. The goal remains for the vendor to support implementation, training, and post-implementation support for a smooth transition to DPH staff utilizing the platform.

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

Board and Commission Approvals

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

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

Justification

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 City does not maintain a City-hosted system or infrastructure capable of supporting compliant public health time study tracking, reporting, and audit requirements at the required scale and timeframe. The vendor provides a proprietary, vendor-hosted software platform with specialized functionality, security controls, reporting functionality, and post-implementation support currently unavailable within existing City infrastructure.

Union Notifications

Job Class(es): 1070 - IS Project Director, 1054 - IS Business Analyst-Principal, 0933 - Manager V
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: 5/1/2026
Union Review End Date: 5/31/2026

Post Union Notification

Union Review Duration Met On: 5/31/2026

James Greaves
Persimmony International
5830 Granite Parkway Suite 100-217
Plano, TX 75024

April 24, 2026

Toni Rucker, PhD
San Francisco Department of Public Health
Ambulatory Care Division
Manager of Special Projects
DPH ADA Coordinator

101 Grove Street
San Francisco, CA 94102

Dr. Rucker,

The Persimmony Suite, comprising Persimmony Case Management, Persimmony Time Study, and additional tools, is a proprietary software product, developed, sold, serviced, and supported exclusively by Persimmony. Together they form an integrated platform purpose-built for public health and human services agencies — the only platform on the market built solely for this work. Persimmony manages all aspects of product development, quality assurance, hosting, and customer support for both products. Licensing and software support services are available exclusively through Persimmony. There are no third-party resellers, distributors, or service providers authorized to license or support Persimmony Case Management or Persimmony Time Study.

This letter confirms that Persimmony Case Management and Persimmony Time Study are sole source products, and that San Francisco Department of Public Health (SFDPH) cannot obtain equivalent functionality from any other vendor.

Persimmony is the only known solution that fulfills all of the following requirements critical to SFDPH's operational and compliance needs:

- **Built solely for public health and human services.** Persimmony is not an EHR, not a generic CRM, and not a repurposed clinical system. It is purpose-built for the field-based, longitudinal, multi-program work that public health and human services agencies actually do. This work differs significantly in data structure, workflow, compliance, and functionality to EHR and CRM tools.
- **Integrated case management and time study in one platform.** Persimmony Case Management and Persimmony Time Study share a single client record, a single user model, and a single data layer. Staff document client interactions and capture reimbursable time in the same system, with no duplicate data entry, and no reconciliation between disconnected tools. No other vendor offers both capabilities natively in a single, public-health-specific platform.
- **Nursing-compliant documentation without the burden of an EHR.** Persimmony lets public health nurses and field staff produce documentation that meets nursing practice standards — skilled assessments, interventions, care plans, and patient response captured in a complete clinical record — without forcing them into the encounter-based, billing-driven workflow of an EHR built for hospitals and clinics. State reporting systems (CHDP, MIECHV, MCAH, and others) are built to collect aggregate program data, not to serve as the system of record for nursing documentation. Persimmony fills that gap: nurses document once, in a way that is both clinically defensible and aligned with state reporting requirements, eliminating the duplicate documentation that occurs between an EHR and the limitations of a state reporting systems.
- **Time study built for public funding programs.** Persimmony Time Study supports Medi-Cal Administrative Activities (MAA), Medicaid Administrative Claiming (MAC), Federal Financial Participation (FFP), Targeted Case Management (TCM), and Maternal, Child, and Adolescent Health (MCAH) methodologies out of the box. The product produces audit-ready documentation aligned with state and federal claiming requirements — a capability not available in generalist case management or time-tracking tools.
- **No-code configurability for any program model.** Program staff — not IT — can configure Persimmony to support new programs, new workflows, new forms, and new reporting requirements without custom development or vendor services engagements. This flexibility is essential for agencies that maintain complex programs.
- **Braided funding and audit-ready reporting.** Persimmony aligns client services to the funding sources that pay for them, producing the documentation required to satisfy grant funders, state agencies, and federal auditors.
- **Proven long-term performance with public agencies.** Persimmony has served state and county public health and human services agencies since

2002, with over 98% customer retention and 30 health department agency customers including Los Angeles Department of Public Health, San Diego Department of Public Health, and Santa Clara Department of Public Health. Our customers report a 100% audit pass rate while using Persimmony software.

While other case management tools and time study tools exist as separate products, none combine these elements in a single, integrated, public-health-specific platform. For this reason, Persimmony Case Management and Persimmony Time Study are the only solution that meets SFDPH's operational and compliance needs.

We thank you for partnering with Persimmony, and we look forward to supporting SFDPH's work for many years to come.

Kind regards,
James Greaves

CEO
Persimmony

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH
Submitted By: Letania Ferreira
Department Coordinator: Reanna Albert, reanna.albert@sfdph.org
Project Manager: Miranda Brillante

ServiceNow Number: DHRPSC0006406
Version: 0.01
Version Type: New

Brief description of proposed work: Contractor will provide comprehensive reviews of hospital Institutional Master Plans, focused on analysis of proposed changes to inpatient facilities and their relationship to citywide healthcare needs. To complete these reviews, contractor will conduct qualitative and quantitative data collection and analysis, produce a detailed written report summarizing findings, and present the findings to the Health Commission, per San Francisco Planning Code Section 304.5(g).

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): 60

Funding

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

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor will provide comprehensive reviews of hospital Institutional Master Plans (IMPs), focused on analysis of proposed changes to inpatient facilities and their relationship to citywide healthcare needs. To complete these reviews, contractor will conduct qualitative and quantitative data collection and analysis, produce a detailed written report summarizing findings, and present the findings to the Health Commission. The health planner's review must be submitted to the Planning Department

within 90 days as required by Planning Code 304.5(g). Institutional Master Plans are long-term planning documents that include planned physical development, and medical institutions must have a current Institutional Master Plan filed with the Planning Commission before they can receive entitlements and building permits for new construction.

Why are these services required and what are the consequences of denial?: Planning Code 304.5(g) requires the Department of Public Health (DPH) to contract to provide this service as part of the hearing and acceptance of hospital IMPs by the Planning Commission. A hospital IMP with specified changes to inpatient facilities cannot be heard and accepted by the Planning Commission without this required review, and the Planning Department cannot issue conditional use or any other entitlement, nor any building permits for hospital construction, unless the IMP describing the planned changes has been accepted by the Planning Department.

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?: We are required by the Planning Code to provide these services by contract.

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?: Yes
Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing: SEC. 304.5(g) of the SF Planning Code directs DPH provide these services by contract:

The Planning Department shall submit all institutional master plans and updates filed by medical institutions pursuant to Subsections (b) and (f), above, for any changes to inpatient facilities, including the addition or removal of any licensed or staffed hospital beds and emergency services, and transfer of services, to the Director of the Department of Public Health for review and comment by a qualified health planner retained by contract by the Department of Public Health on the proposed action and its relationship to Citywide healthcare needs.
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?: Hospital's Institutional Master Plans (IMPs) are long-term planning documents and are required every 10 years. Only 3 hospitals in the City are currently subject to the DPH review requirements, and hospital IMPs do not always include the kinds of changes triggering DPH review.

While DPH has rarely needed to provide this service in recent years, we cannot anticipate when hospitals will submit IMPs that require DPH review.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: The contractor must have demonstrated knowledge of City healthcare needs, requirements, and existing and planned infrastructure. They must have expertise in primary and secondary data collection, and in analyzing publicly available local, state and federal data on healthcare, healthcare institutions, and local demographics. The contractor must be experienced in assessing the impact of local health programs and services on local public health.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 2820 - Senior Health Program Planner, 2818 - Health Program Planner
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: DPH is required by Planning Code to contract for 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: Training is not a component of this contract.
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: DPH is required by Planning Code to contract for these services.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2820 - Senior Health Program Planner, 2818 - Health Program Planner
Labor Unions: 790 - SEIU, Local 1021, Misc
Labor Union Email Addresses: PSCreview@seiu1021.org
Union Review Sent On: 6/15/2026
Union Review End Date: 6/25/2026
Union Review Duration Met On: 6/25/2026

Post Union Notification

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:	reanna.albert@sfdph.org
PSC ServiceNow Record No.:	DHRPSC0006406

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
1000010334	6/1/2018	5/31/2027	$300,000	49607-15/16	Secure consulting services for Institutional Master Plan reviews

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN
Submitted By: Tabitha Tapia
Department Coordinator: Jenny Collins, Jenny.Collins@sfgov.org
Project Manager: Tabitha Tapia

ServiceNow Number: DHRPSC0006338
Version: 0.01
Version Type: New

Brief description of proposed work: Consulting - Community Benefit District Technical Support (RFQ 100)

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?: No

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: Provide as-needed consulting services to support the growth and development of San Francisco's Community Benefit District (CBD) program, including guidance around best practices for CBD management, formation, governance, compliance, and opportunities to enhance operational effectiveness, efficacy, efficiency and community impact.

Why are these services required and what are the consequences of denial?: These consulting services are necessary because it will support a coordinated citywide program which supports neighborhoods and their commercial districts. CBDs are established in specific geographic areas within San Francisco to fund and provide various services aimed at improving the local

community.
o These services support in building out needed capacity beyond that at OEWD to manage the full range of technical, legal, and operational demands of the CBD program on an as-needed basis. CBD
o Existing CBDs also require ongoing governance and compliance support - including Brown Act and Public Records Act guidance - that may demand practitioner level-knowledge to execute correctly.
o Many smaller CBDs and emerging commercial districts operate with limited budget and lean staff, making it impossible for them to independently resource strategic planning support necessary to grown and sustain their organizations - and by proxy - neighborhoods/communities.

Without contracted capacity to fill this gap, under-resourced districts risk falling behind in governance, compliance, and long-term planning - creating inequitable outcomes across the City's commercial corridors.

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?: 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 necessary on an as-needed, intermittent, or periodic basis due to the level of specific expertise for varying aspects of support needed; also, given the projects themselves (i.e., strategic plan or renewal or formation support), may require month-long levels of support to come to a conclusion. At times, this procurement may fund one-off/as-needed trainings around the Brown Act, etc.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: As noted, varying legal, technical and operational expertise that center on Brown Act/Public Records

Act, CBD Local and State Law, and best practices for nonprofit governance and strategic planning.
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: Due to the level of specialization and expertise required, a new job classification is not feasible.
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: Training is not feasible since varying legal, technical and operational expertise that center on Brown Act/Public Records Act, CBD Local and State Law, and best practices for nonprofit governance and strategic planning is 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: The work will not be transitioned back to the City based on the fact that it is on an as-needed, intermittent, or periodic basis and due to the level of specific expertise needed in varying aspects of CBD support needed.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1823 - Senior Administrative Analyst, 1824 - Pr Administrative Analyst
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/13/2026
Union Review End Date: 5/23/2026
Union Review Duration Met On: 5/23/2026

Post Union Notification

OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT
FINANCE AND ADMINISTRATION DIVISION
MEMORANDUM

TO: CIVIL SERVICE COMMISSION

FROM: JENNY COLLINS, DIRECTOR, CONTRACTS AND GRANTS CONTRACTS TEAM

SUBJECT: **DHRPSC0006338 - COMMUNITY BENEFIT DISTRICT – TECHNICAL SUPPORT (RFQ 100)**

DATE: 6/1/2026

After submitting this PSC authorization request for union review, Local 21 expressed an objection on 5/22/26 and requested to meet. The union objected that these services were being contracted out instead of being performed in-house. We met to review and discuss the request on 5/29/26, and we clarified that the technical assistance needed is specific to community need (i.e. language capacity, type of assistance needed) and regulated by State legislation. At the end of the conversation, it was our understanding the union would not be objecting to the request, and thus we are moving it forward in the approval process.

Outlook

Re: ECN [DHRPSC0006338] submitted for Union Review

From Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Date Fri 5/29/2026 2:29 PM
To Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>; Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>

Hello Alicia,

Thank you for our thoughtful conversation yesterday. It is our understanding that Local 21 will not be objecting to this request, so we will move it forward in the approval process. Feel free to follow up with any additional questions.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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From: Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>
Sent: Friday, May 29, 2026 12:23 PM
To: Alicia Flores <aflores@ifpte21.org>; Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>
Subject: RE: ECN [DHRPSC0006338] submitted for Union Review

Good afternoon, Alicia:

Thank you, again, for taking time to go over the PSC authorization requests yesterday. I am sharing the answers we went over yesterday for DHRPSC0006338:

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

- **Diana Ponce de Leon (Director of Community Economic Development), Christopher Corgas (Deputy Director of Community Economic Development), Jackie Hazelwood (Program/Project Manager for Community Economic Development)**

2. Provide any documentation that a decision maker may have put together to justify the PSC. **N/A**
3. Please provide documentation of the first right of refusal within the department and citywide departments.
    a. For example, please provide what teams within OEWD that were reached out to and was DPW reached out to, and please provide documentation of their response.
        - **DPW is not eligible for work under this contract as it centers on work outside of their scope: strategic planning specific to Community Benefit Districts which are legislated through specific State (Property & Business Improvement District Law of 1994 - Street & Highways Code) & Local Law (Article 15 of the Business and Tax Regulations Code) that requires expertise outside of that provided by City workers. Reference to 'assessment methodology' or 'engineer' work to be completed is an incredibly specific knowledge-base pursuant to aforementioned state and local law.**
4. Vacancy report for all Local 21 classifications in your department that may perform this work or may perform this work along with the contractor selected with the following information:
    a. Date the position was vacant **N/A**
    b. Current hiring plan to fill the position **N/A**
5. Evaluation of metrics and impact analysis conducted to assess the contractor's performance and service deliverables. Ideally, a workplan and breakdown of how this contract will provide in-house employees support on the project.
    - **Any evaluation and metrics beyond that provided in the RFQ scope currently would be developed in tandem with release of RFQ ahead of review of eligible candidates for work to be provided.**
6. Please provide a cost breakdown of City resources in going forward on the contract including what tasks, specifically a staffing plan.
    - **Any staffing plan would be developed in tandem with release of RFQ ahead of review of eligible candidates for work to be provided.**
7. Please provide the methodology that was used to arrive at the amount of $600,000 and any documents that support this.
    - **$600,000 over 24 months reflects potential funding of a number of different combinations:**

Strategic Planning per CBD for one year - ~$150,000 - we have 16 different community benefit districts; at least 6 of whom are eligible for support via a strategic plan. Via methodology to be formally developed, but generally focused on resourcing available from the CBD (those with lower budgets and staff support prioritized)

Additional notes:

CBD TA: includes formation and renewal, which requires specialized knowledge to do.

- 13B of State Constitution requires a particular kind of engineer to create the assessment formula.
- We provide outreach and liaison, but we are not tech experts on how to govern and run a nonprofit. This contract has us able to work in complex, specific situations with the legal responsibilities CBDs operate under.

Best,

SAN FRANCISCO
Office of Economic and Workforce Development

Tabitha Tapia
Gender Pronoun: she/her
Finance and Administration Division
1 South Van Ness, 5th Floor; San Francisco, CA 94103-5416
628-652-8447 (direct)
628-652-8400 (main)
Email: tabitha.tapia@sfgov.org

From: Alicia Flores <aflores@ifpte21.org>
Sent: Friday, May 22, 2026 2:54 PM
To: Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>
Subject: Re: ECN [DHRPSC0006338] submitted for Union Review

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

Hello,

IFPTE Local 21 objects to this PSC and requests to meet within 10 days. Please let me know you and your team's availability for this week and I'll share the availability with our team.

Prior to this meeting, please provide the following information for our meeting:

1. A list of department decision makers who determined the need to contract out this service.
2. Provide any documentation that a decision maker may have put together to justify the PSC.
3. Please provide documentation of the first right of refusal within the department and citywide departments.
    a. For example, please provide what teams within OEWD that were reached out to and was DPW reached out to, and please provide documentation of their response.
4. Vacancy report for all Local 21 classifications in your department that may perform this work or may perform this work along with the contractor selected with the following information:
    a. Date the position was vacant
    b. Current hiring plan to fill the position
5. Evaluation of metrics and impact analysis conducted to assess the contractor's performance and service deliverables. Ideally, a workplan and breakdown of how this contract will provide in-house employees support on the project.
6. Please provide a cost breakdown of City resources in going forward on the contract including what tasks, specifically a staffing plan.
7. Please provide the methodology that was used to arrive at the amount of $600,000 and any documents that support this. \

Please provide the information prior to our meeting with ample time for our review. If you need more time to provide the information, we must be in mutual agreement to extend the deadline of the meeting

within 10 days of this objection. We do not waive our right to object without being provided with our requested information. We look forward to meeting.

Best,
Alicia Flores *(She/her)*
Representative/Organizer
IFPTE Local 21
Direct: 415-914-7342

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Wednesday, May 13, 2026 11:44 AM
To: Jenny.Collins@sfgov.org <Jenny.Collins@sfgov.org>; DHR-PersonalServicesContracts@sfgov.org <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Tabitha.Tapia@sfgov.org <Tabitha.Tapia@sfgov.org>
Subject: ECN [DHRPSC0006338] submitted for Union Review

Hello union representatives,
ECN is requesting your review of PSC [DHRPSC0006338]. 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 2026-05-23. 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: DHRPSC0006338 v 0.01
Description of Proposed Work: Consulting - Community Benefit District Technical Support (RFQ 100)

Request Type: New

Approval Type: CSC Approval
CSC Review Reason(s):
CSC Approval by Amount

Submitting Department: ECN
Dept PSC Coordinator: Jenny Collins
Dept PSC Coordinator Email: Jenny.Collins@sfgov.org
PSC Amount: $600,000.00
PSC Duration (months): 24
Funding Source(s): City Funds
Scope of Work: Provide as-needed consulting services to support the growth and development of San Francisco's Community Benefit District (CBD) program, including guidance around best practices for CBD management, formation, governance, compliance, and opportunities to enhance operational effectiveness, efficacy, efficiency and community impact.
Job Class(es): 1823 - Senior Administrative Analyst, 1824 - Pr Administrative Analyst
Labor Unions: 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:TIS6659167_75bxEsqcVapXTfUsJk7t

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN
Submitted By: Adrianna Almaguer
Department Coordinator: Jenny Collins, Jenny.Collins@sfgov.org
Project Manager: Adrianna Almaguer

ServiceNow Number: DHRPSC0006349
Version: 0.01
Version Type: New

Brief description of proposed work: Design Services for Small Businesses (RFQ 100)

Review Type and Reason

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

Amount

PSC Amount: $260,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 48

Funding

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

Scope of Work

Clearly describe scope and detail the services to be performed: Scope of Work: The Office of Small Business refers selected small businesses to licensed architects, who produce renderings, help with permit issuance, and related services directly to the business. The business does not get billed for this service, which is paid for by the Office of Small Business. The selected architects do not refer or determine which small businesses can utilize the design services. Selection of small businesses is determined solely by the Office of Small Business.

Performance Measures: Selected architects will be paid on an hourly basis with a maximum allowable amount per business location, to be determined by the Office of Small Business. The key metric of performace is the issance of required permits for each project.

Post Union Notification

Preferred Qualifications:

Licensed architect located in San Francisco

At least three (3) years of experience working on ground floor storefront locations

At least three (3) years of experience with business permitting requirements in San Francisco, including but not limited to:

Change of Use

Change of Occupancy

Facade and signage

Accessibility/ADA

We are looking for architects that can provide design services in a variety of languages including, but not limited to:

Spanish

Mandarin

Cantonese

Filipino

Vietnamese

Why are these services required and what are the consequences of denial?: As a part of our citywide goal to revilitize busnesses within San Francisco, OEWD needs licensed architects to support local small businesses navigate the permit process. Denying the contract would impede our ability to meet departmental and citywide objectives.

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

Board and Commission Approvals

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

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

Justification

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 architectual services are responsive to specific city-led infrastructure and improvement projects. The selected architects do not refer or determine which small businesses can utilize the design services. Selection of small businesses is determined solely by the Office of Small Business. Therefore they would be performing services periodically.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: This contract requires licensed architects to support small business obtain permits.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 5268 - Architect
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: Architectual services would be performing services as needed and would not sustain enough hourse for a full time employee.
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 contract is for services that can only be provided by a certified licensed architect.
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: Since the scope of service requires a liscensed architect and is intermittent, it is impractical to transition to the City

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 5268 - Architect
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/11/2026

Post Union Notification

Union Review End Date: 5/21/2026
Union Review Duration Met On: 5/21/2026

OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT
FINANCE AND ADMINISTRATION DIVISION
MEMORANDUM

TO: CIVIL SERVICE COMMISSION

FROM: JENNY COLLINS, DIRECTOR, CONTRACTS AND GRANTS CONTRACTS TEAM

SUBJECT: **DHRPSC0006349 - DESIGN SERVICES FOR SMALL BUSINESSES (RFQ 100)**

DATE: 6/1/2026

After submitting this PSC authorization request for union review, Local 21 expressed an objection on 5/22/26 and requested to meet. The union objected that these services were being contracted out instead of being performed in-house. We met to review and discuss the request on 5/29/26, and we clarified that the the purpose of the procurement was to set up a pool of licensed architects who could provide design services to San Francsico businesses which qualified for the department's design services program. Existing staff would still be running the program, utilizing the architects for their professional design services only. At the end of the conversation, it was our understanding the union would not be objecting to the request, and thus we are moving it forward in the approval process.

Outlook

Re: ECN [DHRPSC0006349] submitted for Union Review

From Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Date Fri 5/29/2026 2:28 PM
To Almaguer, Adri (ECN) <adri.almaguer@sfgov.org>; Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>; Reynolds, Michelle (ECN) <michelle.reynolds@sfgov.org>
Cc Tang, Katy (ECN) <katy.tang@sfgov.org>

Hello Alicia,

Thank you for our thoughtful conversation yesterday. It is our understanding that Local 21 will not be objecting to this request, so we will move it forward in the approval process. Feel free to follow up with any additional questions.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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From: Almaguer, Adri (ECN) <adri.almaguer@sfgov.org>
Sent: Thursday, May 28, 2026 11:50 AM
To: Alicia Flores <aflores@ifpte21.org>; Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Reynolds, Michelle (ECN) <michelle.reynolds@sfgov.org>
Cc: Tang, Katy (ECN) <katy.tang@sfgov.org>
Subject: Re: ECN [DHRPSC0006349] submitted for Union Review

Hey Alicia,
Here is our response to the questions below and supplemental for DHRPSC0006349 Design Services for Small Businesses.

Adri Almaguer (pronouns: he/him/they)
Grant Coordinator | Grants & Contracts Unit
SAN FRANCISCO
OFFICE OF ECONOMIC & WORKFORCE DEVELOPMENT
1 South Van Ness Ave, 5th Floor
San Francisco, CA 94103

Book time to meet with me

From: Alicia Flores <aflores@ifpte21.org>
Sent: Thursday, May 28, 2026 11:23 AM
To: Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Almaguer, Adri (ECN) <adri.almaguer@sfgov.org>; Reynolds, Michelle (ECN) <michelle.reynolds@sfgov.org>
Cc: Tang, Katy (ECN) <katy.tang@sfgov.org>
Subject: RE: ECN [DHRPSC0006349] submitted for Union Review

I understand this was a last minute request so I will join the meeting today, and we can continue to meet at another time if not everyone from both parties are able to attend. Hope this works for you all.

Alicia Flores *(She/her)*
Representative/Organizer
IFPTE Local 21
Direct: 415-914-7342

From: Alicia Flores
Sent: Thursday, May 28, 2026 9:48 AM
To: 'Collins, Jenny (ECN)' <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Almaguer, Adri (ECN) <adri.almaguer@sfgov.org>; Reynolds, Michelle (ECN) <michelle.reynolds@sfgov.org>
Cc: Tang, Katy (ECN) <katy.tang@sfgov.org>
Subject: RE: ECN [DHRPSC0006349] submitted for Union Review

Hi Jenny,

Unfortunately one of our Local 21 members that we'd like to be present as a subject matter expert cannot attend the meeting today at 2pm. I'd also like to have responses to the questions ahead of time to review before the meeting so I kindly ask that we please postpone the meeting until next Wednesday 6/3 or Friday 6/5. Is the Department open to this? That way we can have our member present and can review information ahead of time if you all can provide responses to the our questions.

Please let me know.

Thank you,

Alicia Flores *(She/her)*
Representative/Organizer
IFPTE Local 21
Direct: 415-914-7342

From: Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Sent: Wednesday, May 27, 2026 4:39 PM
To: Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Almaguer, Adri (ECN) <adri.almaguer@sfgov.org>; Reynolds, Michelle (ECN) <michelle.reynolds@sfgov.org>
Cc: Tang, Katy (ECN) <katy.tang@sfgov.org>
Subject: Re: ECN [DHRPSC0006349] submitted for Union Review

Hi Alicia, yes please, 2pm 5/28 would be great! I will send a calendar invite now. I believe you have requested to meet on 5 authorizations (unless one is SEIU), so I'll presume we are meeting on all 5, and I'll invite those relevant people. We will do our best to get you as much content in advance as possible, thank you.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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From: Alicia Flores <aflores@ifpte21.org>
Sent: Wednesday, May 27, 2026 3:51 PM
To: Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Almaguer, Adri (ECN) <adri.almaguer@sfgov.org>; Reynolds, Michelle (ECN) <michelle.reynolds@sfgov.org>
Cc: Tang, Katy (ECN) <katy.tang@sfgov.org>
Subject: Re: ECN [DHRPSC0006349] submitted for Union Review

Hi Jenny,

Thank you for your email and patience in my response. I am available tomorrow, 5/28 at 2pm if you are all still available to meet. If not, I would be open to extending the 10 day deadline by mutual agreement and meet next week instead on either June 3, 4, or 5th.

If the Department is able, I would like to discuss the following PSCs in one meeting instead of scheduling several different meetings:

- DHRPSC0006338
- DHRPSC0006347
- DHRPSC0006356

If you're also able to send the information requested ahead of the meeting, that would be helpful so we can review. Please let me know if this works.

Best,

Alicia Flores *(She/her)*
Representative/Organizer
IFPTE Local 21
Direct: 415-914-7342

From: Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Sent: Friday, May 22, 2026 4:51 PM
To: Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Almaguer, Adri (ECN) <adri.almaguer@sfgov.org>; Reynolds, Michelle (ECN) <michelle.reynolds@sfgov.org>
Cc: Tang, Katy (ECN) <katy.tang@sfgov.org>
Subject: Re: ECN [DHRPSC0006349] submitted for Union Review

Hello Alicia,

Thank you for your email expressing concerns about this PSC authorization request for Design Services for Small Businesses (RFQ 100, Area A). We would appreciate meeting next week to discuss further. We can be available:

- Tuesday 5/26: Noon-5pm
- Wednesday 5/27: 11:30am-1pm
- Thursday 5/28: 11:30am-3pm
- Friday 5/29: 9am-5pm

Please let me know the best time for you, and I will send a Teams calendar invite. With assistance from @Reynolds, Michelle (ECN), we will follow up to provide you with the information you requested.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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From: Alicia Flores <aflores@ifpte21.org>
Sent: Thursday, May 21, 2026 1:14 PM
To: Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Salas, Andres (ECN)

<andres.salas@sfgov.org>
Subject: Re: ECN [DHRPSC0006349] submitted for Union Review

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

IFPTE Local 21 objects to this PSC and requests to meet within 10 days. Please let me know you and your team's availability for this week and I'll share the availability with our team.

Prior to this meeting, please provide the following information for our meeting:

1. A list of department decision makers who determined the need to contract out this service.
2. Provide any documentation that a decision maker may have put together to justify the PSC.
3. Please provide documentation of the first right of refusal within the department and citywide departments.
    a. For example, please provide what teams within OEWD that were reached out to and was DPW reached out to, and please provide documentation of their response.
4. Vacancy report for all Local 21 classifications in your department that may perform this work or may perform this work along with the contractor selected with the following information:
    a. Date the position was vacant
    b. Current hiring plan to fill the position
5. Evaluation of metrics and impact analysis conducted to assess the contractor's performance and service deliverables. Ideally, a workplan and breakdown of how this contract will provide in-house employees support on the project.
6. Please provide a cost breakdown of City resources in going forward on the contract including what tasks, specifically a staffing plan.
7. Please provide the methodology that was used to arrive at the amount of $260,000 and any documents that support this.

Please provide the information prior to our meeting with ample time for our review. If you need more time to provide the information, we must be in mutual agreement to extend the deadline of the meeting within 10 days of this objection. We do not waive our right to object without being provided with our requested information. We look forward to meeting.

Best,
Alicia Flores *(She/her)*
Representative/Organizer
IFPTE Local 21
Direct: 415-914-7342

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Monday, May 11, 2026 11:32 PM
To: Jenny.Collins@sfgov.org <Jenny.Collins@sfgov.org>; DHR-PersonalServicesContracts@sfgov.org <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; adri.almaguer@sfgov.org <adri.almaguer@sfgov.org>
Subject: ECN [DHRPSC0006349] submitted for Union Review

Hello union representatives,
ECN is requesting your review of PSC [DHRPSC0006349]. 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 2026-05-21. 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: DHRPSC0006349 v 0.01
Description of Proposed Work: Design Services for Small Businesses (RFQ 100)

Request Type: New

Approval Type: CSC Approval
CSC Review Reason(s):
✅ CSC Approval by Amount

Submitting Department: ECN
Dept PSC Coordinator: Jenny Collins
Dept PSC Coordinator Email: Jenny.Collins@sfgov.org
PSC Amount: $260,000.00
PSC Duration (months): 48
Funding Source(s): City Funds
Scope of Work: Scope of Work: The Office of Small Business refers selected small businesses to licensed architects, who produce renderings, help with permit issuance, and related services directly to the business. The business does not get billed for this service, which is paid for by the Office of Small Business. The selected architects do not refer or determine which small businesses can utilize the design services. Selection of small businesses is determined solely by the Office of Small Business. Performance Measures: Selected architects will be paid on an hourly basis with a maximum allowable amount per business location, to be determined by the Office of Small Business. The key metric of performace is the issance of required permits for each project. Preferred Qualifications: Licensed architect located in San Francisco At least three (3) years of experience working on ground floor storefront locations At least three (3) years of experience with business permitting requirements in San Francisco, including but not limited to: Change of Use Change of Occupancy Facade and signage Accessibility/ADA We are looking for architects that can provide design services in a variety of languages including, but not limited to: Spanish Mandarin Cantonese Filipino Vietnamese
Job Class(es): 5268 - Architect
Labor Unions: 021 - Prof & Tech Eng, Local 21

PSC Justification(s)

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

Ref:TIS6654435_wwdYzIIPGWSf3bt30vnN

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN
Submitted By: Jeevan Rijal
Department Coordinator: Jenny Collins, Jenny.Collins@sfgov.org
Project Manager: Jeevan Rijal

ServiceNow Number: DHRPSC0006287
Version: 0.01
Version Type: New

Brief description of proposed work: Consulting - Marketing Services (RFP 233)

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): 72

Funding

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

Scope of Work

Clearly describe scope and detail the services to be performed: Comprehensive marketing, publicity, social media content development, and advertising services include brand strategy, campaign management, content creation, digital and traditional media promotion, audience engagement, and performance analytics to maximize visibility and impact.

Why are these services required and what are the consequences of denial?: These services will help grow business and investment interest for San Francisco, connect tax-payers from underserved backgrounds with job training and opportunities and provide budding entrepreneurs with technical assistance and funding to start and grow their business. A contract enables cohesive messaging across multiple media channels. If we are not granted permission to

proceed with this service, our advertising and marketing efforts will be piecemeal, inconsistent, and extremely limited. Contract denial will greatly hinder our ability to improve economic outcomes for San Francisco.

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?: 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 contractor will provide marketing services in as-needed basis depending on demand and type of service required at the time of service.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: To successfully execute the outlined marketing, publicity, social
media, and advertising services, a firm should meet the following minimum qualifications:
1. Industry Experience & ExpertiseMinimum of 5+ years of experience in marketing, advertising, media planning, and campaign execution.
• Proven track record of managing multi-platform marketing campaigns across digital, social, print, radio, and TV.
• Demonstrated expertise in diverse and multilingual marketing strategies.
2. Digital & Social Media Marketing Proficiency
• Ability to develop and execute cross-platform campaigns, including mobile, OTT, CTV, and streaming services.
• Experience with social media engagement strategies, content creation, and influencer collaborations.
• Strong understanding of SEO, SEM, PPC, social media advertising, and programmatic buying.
3. Creative & Content Development Expertise
• Ability to provide high-quality graphic design, video production, copywriting, and

photography.
• Experience in developing compelling advertising copy, scripts, taglines, and promotional materials.
• Proficiency in creative tools such as Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro).
• Experience in branding, storytelling, and audience engagement strategies.
4. Project Management & Reporting
• Ability to develop, execute, and track comprehensive marketing plans with clear timelines and deliverables.
• Strong organizational and communication skills to coordinate with internal and external stakeholders.
• Ability to provide detailed campaign reports, including performance metrics, ROI, and optimization recommendations.
• Experience working in fast-paced environments with tight deadlines.
5. Public Relations
• Strong relationships with local and national media outlets.
• Expertise in developing and executing PR strategies that align with brand goals.
• Ability to craft compelling press releases, media pitches, op-eds, and speeches.
• Strong knowledge of earned media strategies, influencer outreach, and thought leadership development.

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: Certain classes could perform some elements of this work; however, they lack the comprehensive skill set to perform all the tasks required, which is why we are requesting PSC authorization for this work.
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: Training will not be provided because the skill set is beyond the scope of the City employees involved in the project.
Q5f) Is there a plan to transition this work back to the City?: No
Q5f1) Explain why the work will not be transitioned back to the City: This project requires specific skills. So it's not practical to adopt a new civil service class to perform this work.

Additional information to support your request (Optional): Internal staff provide the marketing services to the best of their ability but not to this level. OEWD is seeking consultants to strengthen marketing efforts to achieve more robust economic recovery.

Union Notifications

Job Class(es): 1314 - Public Relations Officer
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/26/2026

Post Union Notification

Union Review End Date: 6/5/2026
Union Review Duration Met On: 6/5/2026

City and County of San Francisco
Sourcing Event ID 0000011002 | Dept Contract ID: OEWD RFP 233

Formal Request for Proposals for:
Business Development; Impact, Policy, and Communications; and
Workforce Development Divisions
Office of Economic and Workforce Development

This RFP can be viewed at https://www.sf.gov/information--bid-opportunities
and on the City's Supplier Portal at: https://sfcitypartner.sfgov.org/pages/index.aspx

Proposal Phase	Tentative Date
Request for Proposals Issued	**Friday, August 29, 2025**
Optional Virtual Technical Assistance (TA) Conference	Monday, September 8, 2025 03:00 PM Pacific Time (US and Canada) Enter location details Location: Zoom Meeting Zoom Webinar Link: Register here Zoom Meeting ID: 838 2714 0894 This event will be conducted remotely, in accordance with public health and accessibility guidelines. The event will include captioning. A recording of the meeting and all presentation materials will be posted to the RFP 233 website following the event. For accommodation due to a disability, contact 628-652-8400 or TDD 800-735-2929 (CRS), or email oewd.procurement@sfgov.org at least 3 business days prior to the meeting to ensure availability.
Written Questions Due Date	**Wednesday, September 10, 2025 by 5:00 P.M. PST** Email Written Questions to: oewd.procurement@sfgov.org Answers to questions will be posted online to the RFP 233 website: https://www.sf.gov/information--bid-opportunities Initial Posting of Answers: Monday, September 8, 2025, by 11:59 P.M. PST Final Posting of Answers: Friday, September 12, 2025, by 11:59 P.M. PST
Proposal Due Date	**Tuesday, September 16, 2025, by 5:00 P.M PST**

	Proposal submissions will be accepted online only. A link to the online application is published to the RFP 233 website: **https://www.sf.gov/information--bid-opportunities**
Notice of Intent to Award	Thursday, September 25, 2025
Period for Protesting Notice of Intent to Award	Within three (3) business days of the City's issuance of a Notice of Intent to Award.
Questions about this RFP?	Technical assistance will be provided by phone or email in accordance with public health and accessibility guidelines. Need the RFP or application materials in alternative formats for people with disabilities? Please email: **oewd.procurement@sfgov.org**

Attachments

Attachment A: Proposal Questions – for reference only
Attachment B: Proposed Budget Template– required document
Attachment C: City's Grant Agreement Terms – for reference only
Attachment D: City's Contract Terms – for reference only
Attachment E: Supplier Registration Instructions – for reference only
Attachment F: HCAO and MCO Declaration Forms
Attachment G: First Source Hiring Form

SUBMISSION REQUIREMENT CHECKLIST

Proposers must submit the following items with their online Proposal. A Proposal that fails to provide the following Submission Requirements (SR) will not be eligible for further consideration.

SR #	Description
SR 1	Completed proposal submitted via online system by the deadline.
SR 2	Completed Attachment B, Proposed Budget template in Excel file format.
SR 3	Organizational Budget for the current or last completed fiscal year for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).
SR 4	Organizational Chart for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).
SR 5	Supplementary Questions and Attachments – Supplementary Questions and Minimum Qualification requirements stated under each Program Area are completed in the online narrative application, while attachments must be uploaded using the upload buttons in the online application.

I. INTRODUCTION AND SOLICITATION SCHEDULE

A. Introduction

1. General

This Request for Proposals (hereinafter "RFP" or "Solicitation") is being issued by Office of Economic and Workforce Development (hereinafter, "OEWD" or "City"). OEWD's mission is to advance equitable and shared prosperity for San Franciscans. We support businesses of all sizes, create great places to live and work, and help everyone achieve economic self-sufficiency. Learn more about our work at the following website: https://sf.gov/departments/office-economic-and-workforce-development.

OEWD is seeking qualified suppliers ("Proposers") to provide proposals ("Proposal") in various program areas. Some programs that are in furtherance of the public purpose of providing critical economic and workforce development resources to support San Francisco's residents, businesses and visitors, will be administered as **grants**, while other services provided for the City's benefit will be administered as **professional services contracts**. The anticipated total amount of funding anticipated for initial contract awards is **$1,075,000**. Additional details regarding the funding limits for each program area, the expected term of initial agreements, and whether the program is a grant or professional service contract, are summarized below and detailed in Section II of this document. The funding intends to deliver critical programs and initiatives citywide, with particular emphasis on economic corridors, communities and business sectors that have been most adversely impacted by the COVID-19 pandemic. These programs will be administered through OEWD's **Business Development; Impact, Policy, and Communications (IPC);** and **Workforce Development Divisions.**

When applicable and practical, Proposers are encouraged to reflect the diversity of the City and include participation of businesses and residents from the City's most disadvantaged communities including, but not limited to the Bayview/Hunters Point, Chinatown, Mission, South of Market, Tenderloin, Visitacion Valley and Western Addition neighborhoods. While encouraged to reflect the diversity of San Francisco, the City will not consider the race, ethnicity, gender, sexual orientation, or national origin of Proposer's staff, leadership, and/or board of directors when making funding decisions.

About Business Development

San Francisco has long been a beacon to people and companies who think outside the box. As a result, the City has become an international hub for a number of pioneering, forward-thinking industries including life sciences, information technology, clean technology, manufacturing, nonprofits, fashion, nightlife and entertainment, and international commerce. Dedicated to continuing San Francisco's tradition of business excellence, OEWD's Business Development team provides specialized support to address the unique needs of businesses in a variety of key sectors. For emerging and established companies alike, our team serves as a centralized clearinghouse of information and services to support these industries' ongoing success. For more information, visit: https://sf.gov/information/get-specialized-help-key-business-industries

About Impact, Policy, and Communications (IPC)

The Impact, Policy, and Communications (IPC) Division at OEWD serves as a strategic shared service that supports all OEWD divisions. IPC strengthens program effectiveness, transparency, and community responsiveness by integrating data analysis, research, policy development, and communications into departmental operations. Through this work, IPC ensures that OEWD's programs are guided by community voices, rooted in racial equity, and grounded in evidence-based practices. Learn more about OEWD and its Divisions at https://oewd.org

About Workforce Development

The Workforce Development Division of OEWD trains and connects San Franciscans to sustainable jobs with career growth opportunities and promotes prosperity for all residents, including the unemployed, underemployed, and hard-to-employ residents. Our workforce system supports training and development pipelines for qualified candidates toward some of San Francisco's core industries, including construction, health care, hospitality and tech. For more information, visit: https://sf.gov/departments/office-economic-and-workforce-development/workforce-development-division

2. Selection Overview

You are eligible to apply if you:

- Are a nonprofit (501(c)(3), 501(c)(4), 501(c)(6)) or for-profit organization (as specified in the relevant Program Area), registered with the Internal Revenue Service (IRS) and in good standing with the California Secretary of State (SOS), the Franchise Tax Board, the State of California's Registry of Charities and Fundraisers, and eligible to do business with the City and County of San Francisco. This includes Community Benefit Districts (CBDs) and Business Improvement Districts (BIDs).
- Are not debarred or suspended from participation in local, State or Federal programs;
- Meet all submission requirements as described in Section V below. Failure to satisfy the submission requirements will eliminate the applicant from further consideration.
- Can comply with all local, state or federal laws and regulations if funded. Please see **Attachment C** if you are applying for a grant, and **Attachment D**, City's Contract Terms, if you are applying for a professional services contract, for more information about general terms and conditions of City funding opportunities.

As noted above, to be considered for funding under this Solicitation, Proposer must be in good standing with the California Secretary of State, the Franchise Tax Board and the Internal Revenue Service. If Proposer is a **nonprofit organization**, it must also be in good standing with the California Attorney General's Registry of Charities and Fundraisers. Proposer cannot be suspended or debarred by the City or any other governmental agency. Proposer must comply with all applicable legal requirements by the time of contract execution and must remain in good standing with these requirements during the term of the agreement. Upon request, Proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If Proposer will use any subcontractors/subgrantees/subrecipients to perform the agreement, Proposer will be responsible for ensuring they are also in compliance with all applicable legal requirements at the time of contract execution and for the duration of the agreement.

Fiscal Sponsor for Contracts

If you are a **fiscal sponsor** to another organization (or group of organizations), and you are applying for a contract, you must serve as the lead applicant and meet all criteria described above. While your subcontractors/ subgrantees/ subrecipients do not need to become City Suppliers, they must meet all other applicable compliance requirements.

Should a fiscal sponsorship relationship terminate during the course of the agreement, OEWD will require documentation that proves that the new lead entity (which may be an approved subcontractor or a new fiscal sponsor) can meet all of the initial award criteria and can accept the terms of the remaining agreement. In the event that a new qualified fiscal sponsor cannot be identified, OEWD reserves the right to cancel the award and terminate the agreement.

Please note: The City reserves the right to decline to enter into a contract due to the failure of a nonprofit organization to be eligible to do business as a result of its non-compliance with the requirements of a governmental agency having jurisdiction, including, but not limited to, the organization's failure to be in good standing with the California Registry of Charities and Fundraisers. The City shall award a contract to the Proposer(s) that meet the Submission Requirements of this Solicitation and obtain the highest-ranking score(s) on their Proposal(s). Responsive Proposals will be evaluated by a panel ("Evaluation Panel") consisting of one or more parties with expertise related to the services being procured through this Solicitation. The Evaluation Panel may include staff from various City departments. Proposals will be evaluated based on the criteria outlined herein. If applicable, a Contract Monitoring Division (CMD) Contract Compliance Officer will assess Proposal compliance with Local Business Enterprise (LBE) requirements and assign a rating bonus to Proposal scores. The CMD-adjusted scores (if applicable) will then be tabulated, and Proposers will be ranked starting with the Proposer receiving the highest score, then continuing with the Proposer receiving the second highest score, and so on. The City does not guarantee that any number of contracts will be awarded.

B. Anticipated Contract Term

Contracts awarded pursuant to this Solicitation are expected to begin in **October 2025 or later** and shall be non-exclusive with an original term of up to two years. OEWD and the City, at its sole, absolute discretion, shall have the option to extend the term for four additional years for a total of six years, concluding no later than June 2031. Contracts may be negotiated for shorter or longer terms, and funding awards will be adjusted commensurate with the adjusted service period. In some cases, the City may offer initial contract terms that align with the eligible term of this RFP, through fiscal year 2030-2031.

All decisions regarding the size, length, and scope of future funding awards are subject to OEWD approval and budget availability. Some of the service areas may not be funded initially, but OEWD may award unfunded proposals within the term of this RFP if funds become available that align with the services proposed. Future funding is not guaranteed, and funding amounts and terms will depend upon the performance of the grantee or contractor ("Contractor") during the initial award period, as well as other policy considerations as determined by OEWD. Grantees will be asked at a minimum to submit a final report of their activities and, if OEWD elects to renew the award, a revised scope of work and budget for the renewal period(s) for OEWD review. OEWD reserves the right, in its sole discretion, to not renew funding awards.

C. Anticipated Contract Not to Exceed Amount

The funding amounts listed in this RFP are anticipated initial funding awards, based on current budget availability. Actual awards will be determined by the number of responsive proposals that meet OEWD's strategies and objectives, and funding may be less or more. **Please submit budget requests according to the limits in this RFP**; however, OEWD may negotiate

different funding allocations, contract terms, and project goals before finalizing awards. This amount is based on the City's estimated spend over the advertised initial contract term. Should City's actual spend exceed its estimated spend for the initial term, City may in its sole discretion increase the NTE for the initial term. **The amount of any initial funding award may be as much as 400% of the proposed budget amount listed under the limits in this RFP**. Should City exercise its options to extend the beyond the initial term, City may also elect to increase the NTE proportionally. Should additional funding become available, award amounts may be increased significantly beyond the originally anticipated amount at a level commensurate to the cost-per-deliverable or cost-per-client for the Program Area.

Unless otherwise noted, the initial round of funding included in this RFP is expected to be local City funds ("General Fund"). OEWD may also award a variety of federal, state or local funding to support the program in future program years, including, but not limited to:

- Department of Labor - Workforce Innovation and Opportunity Act (WIOA), National Dislocated Worker Grant, American Apprenticeship Grant, Emergency Funds, etc.
- US Small Business Association (SBA)
- Housing and Urban Development - Community Development Block Grant (CDBG)
- Other city, state, federal and non-government sources, such as contributions from private foundations

Should any additional funding be identified to support the program in future program years, OEWD will disclose the terms and conditions related to those awards to the chosen Contractor, and such Contractor will be required to demonstrate the ability to comply with any additional terms and conditions prior to entering into or renewing a contract. Additional funding may become available through OEWD or other City departments, to be used for specific, targeted services. If there is an alignment between the targeted services and services provided in the program within the RFP, such additional funding may be used to fund the program in this RFP. Another City department other than OEWD may decide to award funding based on alignment of services requested. OEWD, or other City agencies, will disclose any additional regulations or requirements during the negotiation process for contracts that are awarded through this RFP and funded by other local, state, federal or non-city sources.

D. Reserved.

E. Cooperative Agreement

Any other City department, public entity or non-profit made up of multiple public entities, may use the results of this Solicitation to obtain some or all of the services to be provided by Proposer under the same terms and conditions of any contract awarded pursuant to this Solicitation.

F. Solicitation Schedule

The anticipated schedule for this Solicitation is set forth below. These dates are tentative and subject to change. It is the responsibility of the Proposer to check for any Addenda to this Solicitation or other published pertinent information.

Proposal Phase	Tentative Date
Request for Proposals Issued	**Friday, August 29, 2025**
Optional Virtual Technical Assistance (TA) Conference	Monday, September 8, 2025 03:00 PM Pacific Time (US and Canada) Enter location details Location: Zoom Meeting Zoom Webinar Link: Register here

	Zoom Meeting ID: 838 2714 0894 This event will be conducted remotely, in accordance with public health and accessibility guidelines. The event will include captioning. A recording of the meeting and all presentation materials will be posted to the RFP 233 website following the event. For accommodation due to a disability, contact 628-652-8400 or TDD 800-735-2929 (CRS), or email oewd.procurement@sfgov.org at least 3 business days prior to the meeting to ensure availability.
Written Questions Due Date	**Wednesday, September 10, 2025 by 5:00 P.M. PST** Email Written Questions to: oewd.procurement@sfgov.org Answers to questions will be posted online to the RFP 233 website: https://www.sf.gov/information--bid-opportunities Initial Posting of Answers: Monday, September 8, 2025, by 11:59 P.M. PST Final Posting of Answers: Friday, September 12, 2025, by 11:59 P.M. PST
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Technical Assistance Conference Details

The optional virtual Technical Assistance Conference will begin at the specified time. Proposers' representatives are urged to arrive on time. Topics already covered will not be repeated for the benefit of late arrivals. **Failure to attend the Technical Assistance Conference shall not excuse the awarded Proposer from any obligations of a contract awarded pursuant to this Solicitation**. Any change or addition to the requirements contained in this Solicitation as a result of the Technical Assistance Conference will be executed by a written Addendum to this Solicitation posted on the RFP website. It is the responsibility of the Proposer to check for any Addendum to this Solicitation or other published pertinent information.

Each date is subject to change. For the latest schedule, check the RFP 233 website at https://www.sf.gov/information--bid-opportunities.

*Note: Substantive questions regarding the program area under this RFP – such as clarifying questions regarding the eligibility of proposed projects – must be submitted by the above deadline. Purely technical questions regarding how to complete or submit the online RFP application will be answered until the proposal submission deadline. Send an email to oewd.procurement@sfgov.org with substantive questions regarding the program area, or technical assistance needs. Applicants are responsible for reviewing all portions of this RFP, including the attached Addenda and seeking clarification of any ambiguity, discrepancy, omission, or error in the RFP, prior to submitting their proposal.

G. Contract Terms and Negotiations

The successful Proposer will be required to enter into a contract substantially in the form attached hereto. For Proposers applying to grants, see Attachment C, City's Grant Agreement Terms; for Proposers applying to Professional Services Contracts, see Attachment D, City's Contract Terms. If a satisfactory contract(s) cannot be negotiated within a reasonable time, the City, in its sole discretion, may terminate negotiations. Upon termination of negotiations, City may begin negotiation with the Proposer that meets the Submission Requirements of this Solicitation whose Proposal receives the next highest-ranking score.

II. SERVICES REQUESTED

A. Services Requested

This Solicitation is being issued by OEWD. OEWD is seeking qualified Proposers to provide Proposals for four distinct programs under three OEWD Divisions.

Business Development Programs

#	Program Area Name	Total Funding Available	Anticipated Number of Awards	Maximum Funding Per Applicant	Target Neighborhoods	Eligible Applicants
A	Accelerate Manufacturing	$75,000.00	1	$75,000	Citywide	Nonprofit
B	Downtown Economic Development	$400,000.00	1	$400,000	Financial District	Nonprofit

IPC Division – Data & Performance Team

#	Program Area Name	Total Funding Available	Anticipated Number of Awards	Maximum Funding Per Applicant	Target Neighborhoods	Eligible Applicants
C.	General Marketing Services	$300,000.00	1	$300,000	Citywide	For-profit

Workforce Development Division

#	Program Area Name	Total Funding Available	Anticipated Number of Awards	Maximum Funding Per Applicant	Target Neighborhoods	Eligible Applicants
D.	Employment Training Panel (ETP) Technical Assistance and Management	$300,000.00	1	$300,000	None specified	Both nonprofit and for-profit

Program Area A: Accelerate Manufacturing (Grant)
Division: Business Development

Total Funding Available: $75,000

Anticipated Number of Grant Awards: 1

Maximum Funding per Applicant: $75,000 to cover 12 months of service.

Funding Source: General Fund
Term of Service: One (1) year with options to extend, not to exceed a total of six (6) years

Expected Start Date: **October 1, 2025**

Eligible Applicants: Nonprofit

Eligible Neighborhoods: Citywide

Physical Location: Must have an office in San Francisco.

Target Population(s): Manufacturing businesses of all types.

Program Summary: Business sector support targeting the manufacturing industry.

Scope of Work:

The goal of OEWD's sector strategies is to attract, retain, and support the start and growth of businesses in targeted industries, driving job creation and retention, in addition to promoting tourism, local exports and investment. We are seeking an organization to provide assistance to help strengthen San Francisco's production sector and encourage businesses to start, stay, and grow in San Francisco.

Manufacturing has a great history in San Francisco and is in the midst of a resurgence. The City wants to do whatever it can to support manufacturers of all types and sees this body of work as a key component of that support.

The selected organization will work closely with OEWD on the following activities:

- Outreach: Conduct direct, proactive, iterative business outreach to businesses in target sector. Identify businesses at risk of leaving San Francisco, business expansion opportunities, businesses that would benefit succession planning resources and businesses looking to move to San Francisco. Assist small businesses in developing and maintaining a coordinated communication system across small businesses and with government.
- Real Estate Assistance: Provide real estate assistance by helping businesses understand the local real estate market; support businesses searching for space in the City and connect businesses to real estate professionals. Provide OEWD with real estate data such as development pipeline information, tenants in the market, and aggregate demand.
- Information Clearinghouse: Serve as an information clearinghouse on resources for businesses. Coordinate efforts to connect businesses to identified local service providers

(i.e. legal, finance, marketing, potential partners, etc.). Serve as an information clearinghouse regarding local policy development that may impact businesses.

- Workforce: Connect businesses that are in need of additional staff or sub-contractors with appropriate candidates or organizations. Create opportunities for workforce skills development.
- Connect to Assistance Programs: Educate and connect organizations to relevant City, State, Federal and other assistance programs including tax incentives, financing programs, and workforce development services.
- Local Purchasing Campaigns: Develop, support and execute outreach campaigns and events to encourage and facilitate local shopping by customers as well as business to business (B2B) purchasing relationships.
- Information Resources: Provide information through print, web and social content which supports business outreach, assistance, attraction and retention. This could include case studies, fact sheets, presentations, and multi-media.
- Sector-wide Efforts: Support sector-wide efforts that benefit manufacturers of all types. Activities could include supporting networking activities (i.e. focus groups, etc.); addressing sector-wide challenges (i.e. need for early stage incubator space, etc.); and pursuing other catalytic opportunities (i.e. grants, etc.).
- Marketing: Identify opportunities for made in San Francisco production businesses to be highlighted in different media outlets, social, print, television, etc.
- Refer to the City: Refer business issues to OEWD or relevant City departments.
- Reporting: Conduct a comprehensive annual survey of companies including data on revenue, new sales, hires and feedback on programming provided. Track, measure and regularly report on outcomes.

Eligible Activities: Business sector support targeting the manufacturing industry, including but not limited to technical support, outreach and event planning, and serving as a primary source of information for manufacturing businesses.

Performance Measures:

- Number of businesses provided with real estate assistance
- Number of signed leases
- Number of businesses supported with permitting assistance
- Number of job referrals and placements made
- Number of businesses provided with intensive business counseling
- Number of business connections to new customers facilitated
- Data collection on the status of the industry and local businesses

Minimum Qualifications:

Applicant must be a fully established **nonprofit** entity, duly formed, validly existing and in good standing with the IRS, California Secretary of State, California Office of the Attorney General, and eligible to do business with the City and County of San Francisco.

Preferred Qualifications:

- Organization has existed for at least two years and has a minimum of two years of experience in the type of program/project proposed.

- Experience managing the type of program/projects proposed in a city of similar or greater size than San Francisco. Key personnel with experience working with a broad array of manufacturing businesses.

Supplementary Questions: None.

Supplementary Materials: 3 letters of support

Supplementary Materials Criteria: Please provide three letters of support from manufacturing businesses of different disciplines (e.g. apparel, food & beverage, CNC machining, etc.) located in San Francisco.

Program Area B: Downtown Economic Development (Grant)

Division: Business Development

Total Funding Available: $400,000

Anticipated Number of Grant Awards: 1

Maximum Funding per Applicant: $400,000 to cover 12 months of service

Funding Source: General Fund

Term of Service: One (1) year with options to extend, not to exceed a total of six (6) years

Expected Start Date: October 1, 2025

Eligible Applicants: Nonprofit organizations

Eligible Neighborhoods: Applicants must demonstrate experience providing services to the City's downtown, specifically the Financial District.

Physical Location: Organization must have a physical office space located in the Financial District.

Target Population(s): Businesses, residents and property owners in San Francisco's Financial District experiencing disproportionate and sustained economic impact.

Program Area Summary: Lead and implement activations that enhance the economic well-being and quality of life in San Francisco's Financial District.

Scope of Work:
The Office of Economic and Workforce Development (OEWD) is seeking proposals from nonprofit organizations to lead activation efforts to stimulate economic activity and support business recovery in San Francisco's Financial District. Solutions should involve creative and scalable activations and interventions to attract new business, workers, residents, employers, and visitors, while also fostering collaboration among community stakeholders, brick and mortar businesses, and the City. Grantees should improve the neighborhoods economic well-being and quality of life through their scope of work.

Grantees will provide services that contribute to the economic stimulation of the neighborhood. Services may include, but are not limited to, the following:

- Organize activations to help increase foot traffic to storefronts, restaurants, and retail corridors.
- Work collaboratively with the City and stakeholders to develop new approaches to support both new and existing businesses and community organizations.
- Develop and execute attraction strategies and campaigns to market the neighborhood to existing and potential businesses, workers, visitors.
- Create and execute a plan for ongoing, re-occurring, or seasonal activations with a daily, weekly or monthly cadence, rather than a single event.

- Improve the perception and desirability of Downtown as a dynamic, engaging, and safe place for commerce, culture, and entertainment.
- Develop and execute strategies to encourage office workers, residents, and visitors to patronize brick-and-mortar businesses.
- Secure funding from private businesses to support the longevity and impact of the work.
- Awardee will be required to participate in a strategic planning process with OEWD to ensure specific plan are coordinated and build upon similar or complementary initiatives that are planned or underway as well as to facilitate collective permitting and marketing among neighborhood.

Eligible Activities: Eligible activities include, but are not limited to, organizing free activations to boost foot traffic, developing marketing campaigns, and partnering with local brick-and-mortar businesses for activations.

Performance Measures:
Performance measures will be specific to the services proposed and could include measures such as the following:

- Number of activations
- Number of days activated for each of the activations proposed
- Estimated number of attendees for each of the activation proposed
- Estimated economic impact of outdoor activations and other data metrics
- Number of local and/or underrepresented arts, entertainment, culture and small business entities participating in activations
- Dollars fundraised from private partners
- Participant Survey Data

Minimum Qualifications:

- Applicant must be a fully established nonprofit organizations , duly formed, validly existing and in good standing with the IRS, California Secretary of State, California Office of the Attorney General, and eligible to do business with the City and County of San Francisco.
- Applicant must have at least two years previous experience in facilitating in type of program/project proposed in the financial district.
- Existing relationships and/or past projects with property owners, real estate brokers, and small businesses operating in San Francisco's downtown.
- Proven experience fundraising in public-private partnerships.
- Applicant must have a track record managing project budgets of the amount proposed in this application, at minimum.
- The proposed budget for this Program Area includes some leveraged, private resources (e.g. financial commitments, in-kind donations, staff time, etc.).

Preferred Qualifications: Existing relationships and/or past projects with San Francisco based entrepreneurs and small business incubators, funders, TA providers, and brand and public relations firms and/or arts and culture organizations, collectives, coalitions, funders and/or other representative groups.

Supplementary Questions:

1. Please explain how the planned activations outlined in your scope will have a direct positive impact on businesses in the neighborhood.

2. Please describe past projects that involved partnerships with local small businesses, artists, cultural organizations, large employers or area residents and the plan for engaging local and neighborhood-based partners for the proposed project(s).
3. Please identify additional strategic partners in this effort and how they have been/will be engaged.
4. Please describe how non-City funding will be leveraged and/or raised as match funding and detail previous experiences fundraising from private businesses.
5. Please describe a project with a budget the size of the one proposed in this application that your organization has completed previously.

Supplementary Materials: Four (4) letters of support

Supplementary Materials Criteria:
All *applicants must include the following with the application submission:*

- Please submit 1 letter of support from community stakeholders that can speak to your organization's ability to deliver activation projects.
- Please submit 2 letters from business owners, brokers, or property owners your organization has previously collaborated with in San Francisco's Financial District. The letters should highlight your organization's capability to support business and economic development.
- Please submit 1 letter of support that can attest to your ability to fundraise from the private sector.

Program Area C: General Marketing Services (Professional Services Contract)

Division: Impact, Policy, & Communications

Total Funding Available: $300,000

Anticipated Number of Professional Services Contract Awards: 1

Maximum Funding per Applicant: $300,000 to cover 24 months of service.

Funding Source: General Fund

Term of Service: Two (2) years with options to extend, not to exceed a total of six (6) years

Expected Start Date: October 1, 2025

Eligible Applicants: For-profit

Eligible Neighborhoods: Citywide

Physical Location: None specified

Target Population(s): Residents, workers and tourists

Program Area Summary: Comprehensive marketing, publicity, social media content development, and advertising services include brand strategy, campaign management, content creation, digital and traditional media promotion, audience engagement, and performance analytics to maximize visibility and impact.

Scope of Work: Comprehensive marketing services include developing and executing campaigns to attract and retain users, crafting strategic messaging for diverse audiences, optimizing media placement across digital and traditional channels, managing advertising budgets, providing copywriting and graphic design, securing co-marketing partnerships, conducting market research, analyzing performance metrics, and executing data-driven campaign optimizations through polling, surveys, and effectiveness studies.

Media planning and execution services include strategic media negotiation for maximum impact, coordinating and purchasing offline and online media across diverse platforms, integrating in-house and external creative assets, optimizing campaigns based on real-time analytics, and providing detailed reporting on performance, segmentation, and ROI. Additionally, services encompass full creative and graphic design support, including print, digital, video production, photography, and stock media procurement.

Performance Measures:
Advertising & Media Performance

- Return on Ad Spend (ROAS) – Revenue generated per dollar spent on advertising.
- Cost Per Acquisition (CPA) – Cost to acquire a new customer or user through advertising.
- Click-Through Rate (CTR) – Percentage of users who click on an ad after seeing it.

- Impressions & Reach – Number of times an ad is displayed and unique users who see it.
- Engagement Rate – Interaction level with ads (likes, shares, comments).
- Cost Per Mille (CPM) – Cost per 1,000 ad impressions.
- Conversion Rate – Percentage of users who complete a desired action after clicking an ad.

Social Media & Digital Engagement

- Follower Growth Rate – Percentage increase in followers over time.
- Social Media Engagement Rate – Likes, comments, shares, and saves per post.
- Video Completion Rate – Percentage of viewers who watch a video ad fully.
- Organic vs. Paid Reach – Comparison of unpaid vs. paid social media audience growth.
- Share of Voice (SOV) – Brand presence in digital conversations compared to competitors.
- Influencer Campaign ROI – Engagement and conversions generated from influencer partnerships.

Market Research & Audience Insights

- Brand Awareness Lift – Change in brand recognition before and after a campaign.
- Customer Sentiment Analysis – Evaluation of audience feedback and sentiment.
- Audience Demographics & Segmentation – Data on key target groups reached.
- Campaign Effectiveness Studies – Pre-, post-, and ongoing analysis of campaign impact.
- Focus Group & Survey Results – Insights from direct audience feedback.

Creative & Content Performance

- Ad Engagement Rate – Interactions with promotional content.
- Content Share Rate – Frequency of shared marketing materials.
- Creative A/B Testing Results – Performance comparison of different ad creatives.
- Website Traffic & Bounce Rate – Visitors driven by marketing efforts and time spent on-site.

Partnership & Outreach Metrics

- Number of Partnerships Secured – Co-marketing deals established.
- Partner Campaign Performance – Engagement and conversions from joint promotions.
- Earned Media Value (EMV) – Value of free media coverage generated.

Overall Performance & Optimization

- Marketing ROI – Overall return on investment for all campaigns.
- Customer Retention Rate – Percentage of users retained post-campaign.
- Lead Generation Rate – Number of new potential customers captured.
- Cross-Channel Performance – Effectiveness of marketing across various platforms.
- Data-Driven Adjustments – Improvements made based on campaign analytics.

Minimum Qualifications: To successfully execute the outlined marketing, publicity, social media, and advertising services, a firm should meet the following minimum qualifications:

1. Industry Experience & ExpertiseMinimum of 5+ years of experience in marketing, advertising, media planning, and campaign execution.

- Proven track record of managing multi-platform marketing campaigns across digital, social, print, radio, and TV.
- Demonstrated expertise in diverse and multilingual marketing strategies.

2. Digital & Social Media Marketing Proficiency
   - Ability to develop and execute cross-platform campaigns, including mobile, OTT, CTV, and streaming services.
   - Experience with social media engagement strategies, content creation, and influencer collaborations.
   - Strong understanding of SEO, SEM, PPC, social media advertising, and programmatic buying.
3. Creative & Content Development Expertise
   - Ability to provide high-quality graphic design, video production, copywriting, and photography.
   - Experience in developing compelling advertising copy, scripts, taglines, and promotional materials.
   - Proficiency in creative tools such as Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro).
   - Experience in branding, storytelling, and audience engagement strategies.
4. Project Management & Reporting
   - Ability to develop, execute, and track comprehensive marketing plans with clear timelines and deliverables.
   - Strong organizational and communication skills to coordinate with internal and external stakeholders.
   - Ability to provide detailed campaign reports, including performance metrics, ROI, and optimization recommendations.
   - Experience working in fast-paced environments with tight deadlines.
5. Public Relations
   - Strong relationships with local and national media outlets.
   - Expertise in developing and executing PR strategies that align with brand goals.
   - Ability to craft compelling press releases, media pitches, op-eds, and speeches.
   - Strong knowledge of earned media strategies, influencer outreach, and thought leadership development.

Preferred Qualifications:

1. Media Planning & Buying Capabilities
   - Experience in media planning, negotiation, and placement for both traditional and digital platforms.
   - Ability to secure added value and negotiate discounts to maximize media impact.
   - Expertise in managing and optimizing media budgets for the highest ROI.
   - Proficiency in data-driven decision-making using analytics and performance metrics.
2. Market Research & Analytics
   - Proven ability to conduct market research, audience segmentation, and trend forecasting.
   - Ability to analyze key marketing metrics and provide actionable insights.
   - Experience in conducting surveys, focus groups, and campaign effectiveness studies.
   - Proficiency in using Google Analytics, social media insights, and third-party data platforms.
3. Partnership & Outreach Capabilities

- Experience securing and managing co-marketing and outreach partnerships with businesses and nonprofits.
- Ability to build strategic alliances to enhance campaign reach and effectiveness.
- Proven success in community engagement and outreach initiatives.

Supplementary Questions:

1. Provide two examples of successful social media campaigns, along with key performance metrics demonstrating their impact and effectiveness.
2. Provide two examples of successful advertising campaigns in a variety of media (social media, radio, TV, streaming services), include key performance metrics demonstrating their impact and return on investment.
3. Provide detailed case studies showcasing past PR campaigns, including challenges, strategies, execution, and results, highlighting before-and-after comparisons to show measurable impact, earned media placements and other high-profile coverage.

Supplementary Materials: Two letters of support

Supplementary Materials Criteria:
All *applicants must include the following with the application submission:*

Two letters of support from a previous business and/or City-agency client that should include specific examples of projects, the strategies the firm employed and the tangible results achieved. Demonstration of Expertise: Highlight the marketing firm's specific skills and expertise. Describe their ability to understand a business's unique needs and deliver tailored solutions. Professionalism and Communication: Comment on the firm's work ethic, professionalism, and communication skills.

Program Area D: Employment Training Panel (ETP) Technical Assistance and Management (Professional Services Contract)

Division: Workforce Development

Total Funding Available: $300,000

Anticipated Number of Professional Service Contract Awards: 1

Maximum Funding per Applicant: $300,000 to cover 48 months of service.

Funding Source: General Fund

Term of Service: 4 Years

Expected Start Date: October 1, 2025

Eligible Applicants: Both nonprofit and for-profit

Eligible Neighborhoods: None specified

Physical Location: None specified

Target Population(s): None specified

Program Area Summary: OEWD is seeking consultants to assist the department with the administration of existing and future California State Employment Training Panel (ETP) grants.

Scope of Work: Activities under this section may include:
•Collecting and submitting training data to ETP via its online system, on a monthly basis.
•Establishing a system and procedures for ensuring the documentation of training. This may be done by way of electronic or paper training records.
•Establishing a system and procedures for the collection of enrollment information, including required trainee demographic data.
•Acting as a liaison between OEWD and participating employers when necessary.
•Establishing and maintaining the management of an information database to report on the status of ETP training
•Creating monthly summary reports on the overall progress of the contract.
•Preparing a cash flow plan.
•Enrolling trainees through the ETP on-line system.
•Uploading documentation of training hours to the ETP online system.
•Conducting quality control review of records to ensure they meet ETP standards for completeness and consistency with ETP contract and regulatory requirements.
•Assisting and advising OEWD in documenting employment retention.
•Attending ETP monitoring meetings and to the extent permitted by ETP and agreed to by OEWD, represent OEWD at said meetings.
•Preparing requests for contract amendments and modification when necessary.
•Preparing invoices for review and approval by OEWD.
•Assisting OEWD with assessing training programs fit for ETP funding, writing applications, and speaking to the panel on the merits of the programs and applications.

•Providing technical assistance workshops and ETP information sessions as needed by OEWD
•Assisting OEWD with outreach and providing technical assistance to local businesses interested in obtaining ETP funding for skill advancement opportunities within their business.

Performance Measures:

- Completed ETP Applications
- Successful ETP Applications

Minimum Qualifications:

- 5 years verifiable experience in providing similar services as those noted in the scope of work above.

Preferred Qualifications:

- Specific workforce development-related experience is highly desired.

Supplementary Questions: No supplemental information or questions are required.

Supplementary Materials: at least 1 letter of support

Supplementary Materials Criteria:
All *applicants must include the following with the application submission:*

Please include at least one letter of support from a previous or current client(s) outlining the types of ETP support that were provided and any success measures.

B. Regulatory and Compliance Requirements Specific to the Services Solicited

Prior to submitting a Proposal in response to this Solicitation, Proposers must ensure they have fully read and understood the terms of the agreement. If you are applying for a Grant, please review Attachment C, City's Grant Agreement Terms, and if you are applying for a Professional Service Contract, please review Attachment D, City's Contract Terms.

C. Reserved.

D. Reserved.

E. Reserved.

III. LOCAL BUSINESS ENTERPRISE (LBE) PROGRAM REQUIREMENTS (PROFESSIONAL SERVICES CONTRACTS ONLY)

A. CMD Compliance Officer

The CMD Compliance Officer (CCO) for this Solicitation and any Contract awarded pursuant to this Solicitation is:

Seth Benkle
Contract Monitoring Division
City and County of San Francisco
Tel: 650.821.1457
Email: michelle.kassatly@sfgov.org
Website: www.sfgov.org/cmd.

B. Application of LBE Rating Bonuses

LBE Rating Bonuses shall be applicable at each phase of the Solicitation evaluation and selection process, in accordance with the values shown below.

1. **Reserved.**

2. **General and Professional Services**

Estimated Contract Value	Small/Micro LBEs Rating Bonus	SBA LBEs Rating Bonus
Greater than $10,000 but less than or equal to $400,000.	10%	0%
Greater than $400,000 but less than or equal to $10,000,000.	10%	5% *So long as it does not adversely affect a Small or Micro-LBE Proposer's participation or, for Professional Services, a JV Proposer's participation.*

3. **Professional Services by Joint Ventures**

Estimated Contract Value	Small/Micro LBE Subcontracting Level	Rating Bonus
Greater than $10,000 but less than or equal to $10,000,000.	Equals or exceeds 35%, but less than 40%	5%

	Equals or exceeds 40%, but less than 100%	7.5%
	100%	10%
If applying for an LBE rating discount as a Joint Venture (JV), the Micro and /or Small-LBE must be an active partner in the JV and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the Proposal, and must be responsible for a clearly defined portion of the work to be performed and share in the ownership, control, management responsibilities, risks, and profits of the JV. The portion of the Micro and/or Small-LBE JV's work shall be set forth in detail separately from the work to be performed by the non-LBE JV. The Micro and/or Small-LBE JV's portion of the contract must be assigned a commercially useful function.		

C. LBE Subcontracting Participation Requirements

There shall be no LBE Subcontracting Requirement in this Solicitation because the LBE Subcontracting Requirements were waived by the Contract Monitoring Division.

D. Reserved.

E. Reserved.

IV. PROPOSAL EVALUATION CRITERIA

Evaluation Phase	Maximum Points
Written Proposal	100 Points
TOTAL	**100 Points**

V. SUBMISSION REQUIREMENTS DOCUMENTATION REQUIRED WITH PROPOSAL (PASS/FAIL)

Proposers must submit documentation for each Submission Requirement (SR) listed below. Each Proposal will be reviewed for initial determination on whether Proposer meets the SRs referenced in this section. **A Proposal that fails to meet the Submission Requirements will not be eligible for further consideration in the evaluation process**. The City reserves the right to request clarifications from Proposers prior to rejecting a Proposal for failure to meet the Submission Requirements.

SR #	Description
SR 1	Completed proposal submitted via online system by the deadline.
SR 2	Completed Attachment B, Proposed Budget template in Excel file format.
SR 3	Organizational Budget for the current or last completed fiscal year for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).
SR 4	Organizational Chart for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).

SR 5	Supplementary Questions and Attachments – Supplementary Questions and Minimum Qualification requirements stated under certain Program Areas are completed in the online narrative application, while attachments must be uploaded using the upload buttons in the online application.

VI. WRITTEN PROPOSAL (100 POINTS)

In addition to submitting documents supporting each Submission Requirement as required by this Solicitation, Proposers shall also submit a complete Proposal consisting of each item set forth **below or in Attachment A, Proposal Questions (for reference only)**.

First, OEWD will review all proposals to determine if they are complete and eligible. Incomplete, late or otherwise ineligible proposals will not be considered, and applicants will be notified if their proposals have been disqualified. Disqualified proposals may not be resubmitted for further consideration.

Next, a Review Committee will read and score all complete and eligible proposals. The Review Committee may consist of City and non-City staff and other individuals who have experience in the Program Area in this RFP.

The City will not reimburse applicants for any costs incurred in traveling to or from the interview location or site visit, or other costs associated with preparing for and submitting the proposal.

Selection Criteria
Applications will be reviewed and evaluated using the criteria described in this section. Point values indicate the relative importance placed on each section and points will be awarded based on the extent to which the application addresses the criteria listed. Applicants should prepare their proposals with these criteria in mind.

Review of proposals will be evaluated on a **100-point scale**, broken down as follows:

Applicant Qualifications and Staff Assignments (30 points)

- The applicant's professional qualifications and the experience of proposed partners, subcontractors/subgrantees, and staff
- Experience and track record implementing similar projects or proposed activities.
- Clarity and feasibility of proposed staffing assignments, taking into consideration accessibility, availability and workload.
- The application demonstrates a thorough understanding of the economic, social, financial, institutional or other issues that require a solution.

Approach, Activities, and Outcomes (50 points)

- The proposed project will contribute to achieving the goals and objectives stated in the RFP.
- The application presents a clear description of the proposed project, including a clear statement of goals and objectives.
- The application presents a plan of action with details on the specific scope of services applicant(s) propose and how the proposed work will be accomplished.

- The application presents a reasonable timeline for implementing the proposed project including major milestones and target dates. It addresses factors that might speed or hinder implementation and explains how these factors would be managed.
- The design of the project reflects current knowledge on effective practices supported by applicants' experience and/or research and literature.
- The proposed project would involve the collaboration of partner organizations, entities, consultants or key individuals who would maximize the effectiveness and efficiency of service delivery. If a collaborative application is proposed, specific activities and the role, capacity, and contributions each partner will make to the proposed project is detailed.
- The proposed project reflects performance targets appropriate for the program.
- The proposal demonstrates the organization's capacity to carry out the proposed project by connecting current or previous experience with the proposed programming.
- The application demonstrates community support for the proposed project or program.

Performance Measurement and Reporting (10 Points)

- Applicant addresses how data on project activities, outputs and outcomes will be collected and reported.
- Applicant demonstrates they have or will develop the capacity to collect and manage data.
- The application provides an appropriate and feasible plan describing how data will be used to determine whether the needs identified are being met and whether project results are being achieved.

Financial Management and Budget (10 Points)

- Applicant provides a detailed budget narrative presenting reasonable costs that relate to activities proposed.
- The proposed budget is submitted on the required template and applicant's overall budget is of a size to reasonably expect successful delivery of the program.
- Applicant maintains strong fiscal controls and would ensure the prudent use, proper and timely disbursement and accurate accounting of funds awarded under this RFP.
- Additional resources are available to ensure implementation and sustainability of programming (preferred)

Additional Considerations

Depending on the number and quality of proposals, applicants may be invited to be interviewed by the review committee to make a final selection in case of a tie.

Clarifications

The City may contact applicants to clarify any portion of the proposal. All questions to the applicants will be submitted in writing and the answers, in writing, will be submitted, along with the proposals, to the Review Committee for scoring. Any attempt by an applicant to contact a City official, representative, or employee, including a member of the Review Committee, from the time the RFP is issued until the date the RFP is completed (either by cancelation or final award), other than submitting clarification questions to the OEWD team in charge of this RFP or responding to any City-initiated contact regarding the RFP) may result in the elimination of that proposal from consideration.

Selection

After the Review Committees have concluded the evaluation and scoring of the proposals, the results will be submitted to the Executive Director of OEWD. The tentative awardee(s) whose proposal(s) are determined to meet the needs of the City will be authorized to negotiate an agreement, and an intent to award notice will be sent to the top-ranked applicant(s).

Applicants acknowledge that OEWD reserves the right to reject all proposals or cancel this RFP in whole or in part at any time prior to entering into any agreement and may republish the RFP.

The tentative award may be conditioned on inclusion of changes/additional terms. If the City is unable to negotiate a satisfactory agreement with the winning applicant(s), the City may terminate negotiations with that applicant and proceed to negotiate with other qualified applicants in the descending order of their ranking in the evaluation process. This process may be repeated until a satisfactory contract agreement has been reached. Final award of the contract may be subject to approval by the Board of Supervisors, Mayor, or other governing body. Applicants who do not receive an award may appeal the decision by filing a protest (described below).

Negotiation Process

Following the conclusion of the protest process (described below), OEWD will contact all awardees to begin scope and budget negotiations. During the negotiation period, OEWD will provide additional details to include an offer of funding, the expected start date of the contract, a proposed scope of work and budget, and disclose any fund source-specific criteria that the Contractor will need to adhere to. OEWD will also request the necessary compliance documentation that is required for City contracts.

VII. PRICE PROPOSAL

A. Price Proposal Format and Allocation of Points

In addition to submitting documents supporting each Submission Requirement as required by this Solicitation, Proposers shall also submit a complete Price Proposal within the online submission consisting of each item set forth **in Attachment B, the Proposed Budget Template**. Price proposals will be evaluated as explained above in Section VI, under Financial Management and Budget (10 points).

B. Price Proposal Evaluation Period

The City will attempt to evaluate Price Proposals within one-hundred eighty (180) days after receipt of Proposals. If City requires additional evaluation time, all Proposers will be notified in writing of the new expected award date.

C. Reserved.

D. Reserved.

E. Reserved.

VIII. RESERVED

IX. SUPPORTING DOCUMENTATION REQUIRED PRIOR TO CONTRACT EXECUTION

Proposers must provide each Required Supporting Documentation ("RSD") identified below prior to contract execution. Failure to do so may result in the City, at its option, determining that the Proposer has abandoned its Proposal, and will not enter into contract negotiations with such Proposer.

RSD 1	Approved City Supplier status.
RSD 2	Current City Business Tax Registration.
RSD 3	Evidence that Proposer is compliant with San Francisco Labor and Employment Code Articles 131 (Nondiscrimination in Contracts, formerly known as Chapter 12B).
RSD 4	Attachment F: HCAO and MCO Declaration Forms, as applicable
RSD 5	Attachment G: First Source Hiring Form
RSD 6	Proof of Insurance in accordance with Attachment C, City's Grant Agreement Terms, or Attachment D, City's Contract Terms, as applicable.
RSD 7	Active registration with the California Secretary of State, as applicable.
RSD 8	Current status with California Office of the Attorney General's Registry of Charities and Fundraisers, as applicable**.**

X. FAILURE TO PROVIDE INSURANCE

Unless otherwise stated, within ten business days of the receipt of a notice of award of a Contract, the Proposer to whom the contract is awarded shall deliver the specified insurance certificates and policy endorsements to City. If the Proposer fails or refuses to furnish the required insurance within ten days after receiving notice to award a Contract, City may, at its option, determine that the Proposer has abandoned its Proposal.

XI. CITY'S SOCIAL AND ECONOMIC POLICY REQUIREMENTS

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City ("Social and Economic Policy Requirements"). These Social and Economic Policy Requirements can be found in Attachment C, City's Grant Agreement Terms, and in Attachment D, City's Contract Terms, as applicable, which Proposers are encouraged to carefully review. The Social and Economic Policy Requirements set forth below are not intended to be a complete list of all Social Policy Requirements applicable to this Solicitation and any contracts awarded from it.

A. Nondiscrimination Requirements

A Proposer selected pursuant to this Solicitation may not, during the term of the Contract, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits, as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with

spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in San Francisco Labor and Employment Code Articles 131 and 132. *Refer to Attachment C, City's Grant Agreement Terms, and Attachment D, City's Contract Terms, as applicable, for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.*

B. Reserved

C. Health Care Accountability Ordinance (HCAO)

A Proposer selected pursuant to this Solicitation shall comply with Labor and Employment Code Article 121. For each Covered Employee, the awarded Contractor shall provide the appropriate health benefit set forth in Article 121.3. If the awarded Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission. Information about and the text of Article 121, as well as the Health Commission's minimum standards, is available on the web at http://sfgov.org/olse/hcao. An awarded Contractor is subject to the enforcement and penalty provisions in Article 121. Any Subcontract entered into by the awarded Contractor shall require any Subcontractor with 20 or more employees to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section. *Refer to Attachment C, City's Grant Agreement Terms, and Attachment D, City's Contract Terms, as applicable for additional details related to the application of this Policy to a contract awarded pursuant to this Solicitation.*

D. Minimum Compensation Ordinance (MCO)

A Proposer selected pursuant to this Solicitation shall comply with Labor and Employment Code Article 111. For each Covered Employee, the awarded Contractor shall pay no less than the minimum compensation required by San Francisco Labor and Employment Code Article 111, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. An awarded Contractor is subject to the enforcement and penalty provisions in Article 111. Information about and the text of Article 111 is available on the web at http://sfgov.org/olse/mco. An awarded Contractor is required to comply with all of the applicable provisions of Article 111, irrespective of the listing of obligations in this Section. *Refer to Attachment C, City's Grant Agreement Terms, and Attachment D, City's Contract Terms, for additional details related to the application of this Policy to a contract awarded pursuant to this Solicitation.*

E. First Source Hiring Program

A Proposer selected pursuant to this Solicitation shall comply with all of the applicable provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code. *Refer to Attachment C, City's Grant Agreement Terms, and Attachment D, City's Contract Terms, for additional details related to the application of this Policy to a contract awarded pursuant to this Solicitation.*

F. Reserved.

G. Non-Profit Entities

To receive a contract under this Solicitation, any nonprofit Proposer must be in good standing with the California Attorney General's Registry of Charitable Trusts by the time of contract execution and must remain in good standing during the term of the agreement. Upon request, Proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If Proposer will use any nonprofit subcontractors to perform the

agreement, Proposer will be responsible for ensuring they are also in compliance with all requirements of the Attorney General's Registry of Charitable Trusts at the time of Contract execution and for the duration of the agreement.

H. Other Social Policy Provisions

Attachment C, City's Grant Agreement Terms, and Attachment D, City's Contract Terms, identify the City's applicable social policy provisions related to a contract awarded pursuant to this Solicitation. Proposers are encouraged to carefully review these terms and ensure they are able to comply with them.

XII. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS

A. How to Register as a City Supplier

The following requirements pertain only to Proposers not currently registered with the City as a Supplier.

Step 1: Register as a BIDDER at City's Supplier Portal:

https://sfcitypartner.sfgov.org/pages/index.aspx

Step 2: Follow instructions for converting your BIDDER ID to a SUPPLIER ID. This will require you to register with the City Tax Collector's Office and submit the online 12B Declaration for Article 131 (Equal Benefits Program) compliance through the Supplier portal. Once these forms have been completed, submitted, and processed, you will be notified via email with your organization's new Supplier ID. That email will also provide instructions for completing your Supplier registration.

- **City Business Tax Registration Inquiries:** For questions regarding business tax registration procedures and requirements, contact the Tax Collector's Office at (415) 554-4400 or, if calling from within the City and County of San Francisco, 311.
- **Equal Benefits Program Inquiries:** For questions concerning the San Francisco Labor and Employment Code Articles 131 and 132, go to: www.sfgov.org/cmd.

B. Proposal Questions and Submissions

1. Proposer Questions and Requests for Clarification

Proposers shall address any questions regarding this Solicitation to oewd.procurement@sfgov.org. Proposers who fail to submit questions concerning this Solicitation and its requirements will waive all further rights to protest based on the specifications and conditions herein. Questions must be submitted by email to oewd.procurement@sfgov.org no later than Written Questions Due Date. A written Addendum will be issued, addressing each question and answer and posted publicly. It is the responsibility of the Proposer to check for any Addenda and other updates that will be posted on the RFP website at https://www.sf.gov/information--bid-opportunities.

2. Proposal Format

Proposals must be submitted online. Information must be provided at a level of detail that enables effective evaluation and comparison between Proposals. Failure to follow submission or content requirements may negatively impact the evaluation of your Proposal.

Best Practice Tips

- Use the Submission Requirement Checklist to ensure a complete proposal.
- Carefully review the minimum qualifications.

- Write as clearly and succinctly as possible and respond directly to the questions as asked. Do not submit extra materials not requested.
- If submitting multiple proposals, do not cross-reference content between proposals. For example, do not respond to questions with statements such as "Please see this answer in my other proposal".
- No links to outside materials should be included in proposals, as the Review Committee will not review any websites, articles, videos, or documents during the review process.
- Include all requested files uploaded within the online proposal prior to submission; these attachments will not be accepted after the deadline.

3. Time and Place for Submission of Proposals

Prior to the Proposal submission deadline, Proposers must submit their complete Proposals through the online system. Late submissions will not be considered. Partial or complete omission of any required content may disqualify Proposals from further consideration. Late Proposal submissions will not be considered and failure to adhere to the above requirements may result in the complete rejection of your Proposal.

Proposers are encouraged to upload their Proposals to the online system as early as possible to address any technical issues that may arise during the submission process. Assistance with technical application issues is available until the submission deadline by contacting oewd.procurement@sfgov.org.

C. RFP Addenda

The City may modify this Solicitation, prior to the Proposal Due Date, by issuing an Addendum to the Solicitation, which will be posted on the RFP website. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the City prior to the Proposal Due Date regardless of when the Proposal is submitted**. Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Proposal Due Date, to determine if the Proposer has downloaded all Solicitation Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION SHALL EXPLICITLY STIPULATE ACCEPTANCE BY PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED AGREEMENT TERMS IN ATTACHMENT C OR D, AS APPLICABLE.

D. Public Disclosure

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code Section §6250 et. Seq) and the San Francisco Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Contracts, Proposals, responses, and all other records of communications ("RFP Materials") between the City and Proposers shall be open to inspection immediately after a contract has been awarded. Nothing in the Administrative Code requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefit until and unless that person or organization is awarded the contract or benefit.

E. Limitation on Communications During Solicitation

From the date this Solicitation is issued until the date the competitive process of this Solicitation is completed (either by cancelation or final Award), Proposers and their

subcontractors, vendors, representatives and/or other parties under Proposer's control, shall communicate solely via email to **oewd.procurement@sfgov.org**. Any attempt to communicate with any party other than the designated email address, oewd.procurement@sfgov.org – including any City official, representative or employee – is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of City, result in the disqualification of the Proposer or potential Proposer from the competitive process. This protocol does not apply to communications with the City regarding business not related to this Solicitation.

F. Proposal Selection Shall not Imply Acceptance

The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further approvals before the City may be legally bound thereby.

G. Cybersecurity Risk Assessment

As part of City's evaluation process, City may engage in Cybersecurity Risk Assessment (CRA). CRA may be performed for each entity manufacturing the product, performing technical functions related to the product's performance, and/or accessing City's networks and systems. Where a prime contractor or reseller plays an active role in each of these activities, CRA may also be required for the prime contractor or reseller.

To conduct a CRA, City may collect as part of this Solicitation process one of the following two reports:

- **SOC-2 Type 2 Report:** Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy; or
- **City's Cyber Risk Assessment Questionnaire:** Proposer's responses to a City's Cyber Risk Assessment Questionnaire.

The above reports may be requested at such time City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City's Department of Technology to identify existing or potential cyber risks to City. Should such risks be identified, City may afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City's on-going review and audit through industry-standard methodologies, including but not limited to: on-site visits, review of the entities' cybersecurity program, penetration testing, and/or code reviews.

H. Solicitation Errors and Omissions

Proposers are responsible for reviewing all portions of this Solicitation. Proposers are to promptly notify the City, in writing and to the Solicitation contact person via email to oewd.procurement@sfgov.org if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the Solicitation. Any such notification should be directed to the City promptly after discovery, but in no event later than the deadline for questions. Modifications and clarifications will be made by Addenda as provided below.

I. Objections to Solicitation Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this Solicitation, the Proposer must, no later than the deadline for questions, provide written notice to the City setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

J. Protest Procedures

1. Protest of Non-Responsiveness Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsiveness, a Proposer may submit a written Notice of Protest of Non-Responsiveness. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

2. Protest of Non-Responsible Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsibility, a Proposer may submit a written Notice of Protest of Non-Responsibility. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

3. Protest of Contract Award

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract Award. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

4. Delivery of Protests

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest must be delivered by email to oewd.procurement@sfgov.org and received by the due dates stated above. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. Scanned and signed protest letters transmitted electronically must be sent in PDF format and be signed by an individual authorized to negotiate or sign agreements on behalf of the protesting organization.

K. Proposal Term

Submission of a Proposal signifies that the proposed products, services and prices are valid for 180 calendar days from the Proposal Due Date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity. At Proposer’s election, the Proposal may remain valid beyond the 180-day period in the circumstance of extended negotiations.

L. Revision to Proposal

A Proposer may revise a Proposal on the Proposer’s own initiative at any time before the deadline for submission of Proposals. The Proposer must submit the revised Proposal in the same manner as the original. A revised Proposal must be received on or before, but no later than the Proposal Due Date and time. Notify oewd.procurement@sfgov.org that the prior version is being replaced in order to prevent review of the wrong version. In no case will a statement of intent to submit a revised Proposal, or commencement of a revision process, extend the Proposal Due Date

for any Proposer. At any time during the Proposal evaluation process, the City may require a Proposer to provide oral or written clarification of its Proposal. The City reserves the right to make an award without further clarifications of Proposals received.

M. Proposal Errors and Omissions

Failure by the City to object to an error, omission, or deviation in the Proposal will in no way modify the Solicitation or excuse the Proposer from full compliance with the specifications of this Solicitation or any contract awarded pursuant to this Solicitation.

N. Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a Proposer in responding to this Solicitation. Proposers acknowledge and agree that their submissions in response to this Solicitation will become the property of the City and may be used by the City in any way deemed appropriate.

O. Proposer's Obligations under the Campaign Reform Ordinance

If a contract awarded pursuant to this Solicitation has (A) a value of $100,000 or more in a fiscal year and (B) requires the approval of an elected City official, Proposers are hereby advised:

1. Submission of a Proposal in response to this Solicitation may subject the Proposers to restrictions under Campaign and Governmental Conduct Code Section 1.126, which prohibits City contractors, Proposers, and their affiliates from making political contributions to certain City elective officers and candidates; and

2. Before submitting a Proposal in response to this Solicitation, Proposers are required to notify their affiliates and subcontractors listed in the awarded contract or Proposal of the political contribution restrictions set forth in Campaign and Governmental Conduct Code section 1.126.

This restriction applies to the party seeking the contract, the party's board of directors, chairperson, chief executive officer, chief financial officer, chief operating officer, any person with an ownership interest greater than ten percent, and any political committees controlled or sponsored by the party, as well as any subcontractors listed in the awarded contract or Proposal. The law both prohibits the donor from giving contributions and prohibits the elected official from soliciting or accepting them.

The people and entities listed in the preceding paragraph may not make a campaign contribution to the elected official at any time from the submission of a Proposal for a contract until either: (1) negotiations are terminated and no contract is awarded; or (2) twelve months have elapsed since the award of the contract.

A violation of Section 1.126 may result in criminal, civil, or administrative penalties. For further information, Proposers should contact the San Francisco Ethics Commission at (415) 252-3100 or go to https://sfethics.org/compliance/city-officers/city-contracts/city-departments/notifying-bidders-and-potential-bidders.

P. Reservations of Rights by the City

The issuance of this Solicitation does not constitute a guarantee by the City that a contract will be awarded or executed by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, Proposal, or Proposal procedure;

2. Reject any or all Proposals;

3. Reissue the Solicitation;

4. Prior to submission deadline for Proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this Solicitation, or the requirements for contents or format of the Proposals;

5. Procure any materials, equipment or services specified in this Solicitation by any other means; or

6. Determine that the subject goods or services are no longer necessary.

Q. No Waiver

No waiver by the City of any provision of this Solicitation shall be implied from the City's failure to recognize or take action on account of a Proposer's failure to comply with this Solicitation.

R. Other

1. The City may make such investigation, as it deems necessary, prior to the award of any contract to determine the conditions under which the work is to be performed. Factors considered by the City shall include, but not be limited to:

a. Any condition set forth in this Solicitation;

b. Adequacy of Proposer's plant facilities and/or equipment, location and personnel location to properly perform all services called for under the Purchase Order; and

c. Delivery time(s).

2. City reserves the right to inspect an awarded Proposer's place of business prior to award of and/or at any time during the contract term (or any extension thereof) to aid City in determining an awarded Proposer's capabilities and qualifications.

3. Failure to timely execute a contract, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another Proposer and may proceed against the original selectee for damages.

4. City reserves the right to reject any Proposal on which the information submitted by Proposer fails to satisfy City and/or if Proposer is unable to supply the information and documentation required by this Solicitation within the period of time requested.

5. Any false statements made by a Proposer or any related communication/clarification may result in the disqualification of its Proposal from receiving further evaluation and a contract award.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN
Submitted By: Jeevan Rijal
Department Coordinator: Jenny Collins, Jenny.Collins@sfgov.org
Project Manager: Jeevan Rijal

ServiceNow Number: DHRPSC0006339
Version: 0.01
Version Type: New

Brief description of proposed work: Museum Sustainability Consulting (RFQ 100)

Review Type and Reason

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

Amount

PSC Amount: $400,000
Does contract include items other than services?: No

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: Like peers around the world, San Francisco museums face increasing operational costs, grant funding uncertainty, and evolving audience expectations. Museum leaders have identified a need for increased collaboration to help individual institutions identify shared challenges and leverage collective resources to innovate and ensure long-term viability.

The Office of Economic and Workforce Development seeks an experienced consultant with subject matter expertise to facilitate collaboration among a coalition of museum leaders to identify shared challenges and opportunities. The consultant should work with participating museums to identify new approaches to earned and contributed income streams (such as joint

memberships, shared marketing, new revenue-generating programs) and develop one or more pilot projects to pursue innovative income-generating strategies.

While the Office of Economic and Workforce Development does not expect the initial funding to support the implementation of the museum-developed pilot projects, further city funding or philanthropic support could support the implementation of these projects, with the consultant expected to continue to support the coalition of participants in evaluating the efficacy of the pilots and supporting further adaption over subsequent years.

Scope of Work: The selected consultant will be expected to collaborate with the Office of Economic and Workforce Development on the formation of a coalition of museums and leaders.

Once the coalition is identified, the consultant will spend up to one year facilitating a collaborative process to: 1) identify common challenges across institutions; 2) develop potential pilot strategies to enhance the resilience of coalition participants; and 3) advise the coalition around fundraising strategies to support implementation of one or more pilot projects.

Why are these services required and what are the consequences of denial?: San Francico museums have identified a need for a consultant with expertise in supporting arts organizations to facilitate a collaborative process to develop sector-specific solutions to support their economic recovery. Given the increasing operational costs, grant funding uncertainty, and evolving audience expectations for San Francisco Museums, increased collaboration is needed to help individual institutions identify shared challenges and leverage collective resources. The consequences of denial are that San Francisco museums would lose out on this opportunity to boost their innovation and long-term viability, which would have a serious negative impact on the San Francisco economy.

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

Board and Commission Approvals

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

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

Justification

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:
Preferred qualifications are as follows:
• Experience consulting with museums in areas such as program planning, strategic planning, and/or revenue development
• Experience working with arts and culture institutions to develop new strategies to adapt to post-pandemic challenges
• Possession of a keen understanding of the pressing needs facing the museum sector
• Experience evaluating the effectiveness of arts and culture projects using clear metrics
• Experience consulting with San Francisco museums
• Experience consulting with museums around revenue development to adapt to post-pandemic challenges
• Experience supporting multiple arts and culture organizations through a collaborative project or initiative
• Familiarity with San Francisco's arts and culture ecosystem and its pressing needs
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 required skills set is too specific to warrant a new job classification.
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 will work closely with OEWD staff during the project and in determining next steps, however, they won't be training the staff.
Q5f) Is there a plan to transition this work back to the City?: Yes
Q5f1) Describe the transition plan, including the anticipated timeline: Yes. The consultant will work with museums to identify and develop collaborative projects through group convenings over the course of this year. If funding is available, the consultant would support museums in executing on pilot projects based on the first year's research. Ultimately, though, this project will the work to support SF museums will remain with the City, and this project will empower City staff with new insights and learnings to assist museums and the broader arts and culture sector more effectively in our ongoing work.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 5293 - Planner IV
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/22/2026
Union Review End Date: 6/1/2026

Post Union Notification

Union Review Duration Met On: 6/1/2026

Program Area H: Museum and Cultural Institution Sustainability Consulting

Total Funding Available: $300,000 **Term of Service:** two (2) Years **Anticipated Number of Awards**: one (1)

Anticipated Annual Funding Per Contract (min/max): $150,000-$200,000

Funding Source: General Fund

Additional Funding Source Info: General Fund

Expected Start Date: July 1, 2026

Eligible Applicants: Both nonprofit and for-profit

Eligible Neighborhoods: All

Physical Location: None specified

Target Population(s): San Francisco museum and cultural institution leaders

Program Area Summary: Like peers around the world, San Francisco museums and other cultural institutions face increasing operational costs, grant funding uncertainty, and evolving audience expectations. Museum leaders have identified a need for increased collaboration to help individual institutions identify shared challenges and leverage collective resources to innovate and ensure long-term viability.

The Office of Economic and Workforce Development seeks an experienced consultant with subject matter expertise to facilitate collaboration among a coalition of museum leaders to identify shared challenges and opportunities. The consultant should work with participating museums and cultural institutions to identify new approaches to earned and contributed income streams (such as joint memberships, shared marketing, new revenue-generating programs) and develop one or more pilot projects to pursue innovative income-generating strategies.

While the Office of Economic and Workforce Development does not expect the initial funding to support the implementation of the museum-developed pilot projects, further city funding or philanthropic support could support the implementation of these projects, with the consultant expected to continue to support the coalition of participants in evaluating the

efficacy of the pilots and supporting further adaption over subsequent years.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN
Submitted By: Tabitha Tapia
Department Coordinator: Jenny Collins, Jenny.Collins@sfgov.org
Project Manager: Tabitha Tapia

ServiceNow Number: DHRPSC0006356
Version: 0.01
Version Type: New

Brief description of proposed work: Consulting - Construction Mitigation Marketing (RFP 228)

Review Type and Reason

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

Amount

PSC Amount: $700,000
Does contract include items other than services?: No

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: The San Francisco Office of Economic and Workforce Development (OEWD) is seeking a firm to provide marketing and related activities to commercial/business districts during City-lead construction projects. Goals of this project include:

1) Increasing outreach and engagement with neighborhood business groups and small businesses before and during construction projects and
2) Helping to lessen the impacts of construction through the implementation of commercial corridor marketing campaigns and related construction mitigation efforts.

Post Union Notification

Why are these services required and what are the consequences of denial?: This service is necessary because it will revive a coordinated citywide program that will provide marketing support to neighborhood commercial districts impacted by City-led infrastructure improvements.

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?: 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 marketing and related services are responsive to specific city-led infrastructure and improvement projects.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: The particular skills and expertise are very specific and cross-sectional. The skills of the firm, or group of firms, needs to be interdisciplinary ranging from construction project management to marketing and promotions. The firm will need to possess: 1) A deep understanding of public construction project management processes to engagement and outreach for construction; 2) A strong track record of engagement and marketing for small businesses and commercial districts; 3) The skills to develop and implement communication, wayfinding, and promotional campaigns; 4) Advanced design skills and an understanding of various marketing/outreach tools; and 5) Cultural and language capacity to sensitively engage diverse small business owners. This means, that the firm must not only understand impacts of construction, but also understand the small business impacts these projects may cause, know how to engage the small business owners impacted by the construction, and then know how to create and implement messaging campaigns, reach diverse communities, and have knowledge of San Francisco neighborhoods.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 5508 - Project Manager 4, 1312 - Public Information Officer, 9393 - Maritime Marketing Repr
Q5c2) Does the Department have employees in these classifications?: No

Post Union Notification

Q5c3) Will you be hiring employees in these classifications?: No
Q5c4) Explain why you are not hiring in these classifications: Because the work is intermittent and project-based, it is not practical to hire these classifications.
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 work is too specialized, intermittent, and project-based to train 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: Since the scope of service required is very comprehensive and encompasses broader skills sets, and is intermittent; it is impractical to transition to the City.

Additional information to support your request (Optional): OEWD would like to bring this project back after a hiatus and reprocured it because the services were extremely beneficial.

Union Notifications

Job Class(es): 5508 - Project Manager 4, 1312 - Public Information Officer, 9393 - Maritime Marketing Repr
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/13/2026
Union Review End Date: 5/23/2026
Union Review Duration Met On: 5/23/2026

Post Union Notification

OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT
FINANCE AND ADMINISTRATION DIVISION
MEMORANDUM

TO: CIVIL SERVICE COMMISSION

FROM: JENNY COLLINS, DIRECTOR, CONTRACTS AND GRANTS CONTRACTS TEAM

SUBJECT: **DHRPSC0006356 – PSC AUTHORIZATION FOR CONSTRUCTION MITIGATION MARKETING (RFP 228)**

DATE: 6/17/2026

After submitting this PSC authorization request for Union review, Local 21 expressed an objection on 5/22/26 and requested to meet. The Union objected that these marketing services were being contracted out instead of being performed in-house. We met to review and discuss the request on 5/29/26, and we clarified that this particular Construction Mitigation program is only triggered under certain instances, which require collaboration between OEWD and MTA to support businesses impacted by City construction projects, and as such these ad hoc services would not be practical to maintain regular staffing for. At the end of the conversation, we agreed to pause on moving forward in the approval process until the Union could engage in further dialogue with us.

5/22/26: We provided the Union contact potential meeting times.
5/28/26: We provided additional detail requested by the Union.
5/29/26: We requested next steps.
6/10/26: We requested further conversation.
6/12/26: We invited further conversation, but said we would move forward with the approval process if the Union did not respond by 6/15/26.
6/16/26: Informed Union we would move forward with the approval process, since we received no response from them since our 5/22/26 meeting.

ONE SOUTH VAN NESS AVENUE, 5TH FLOOR
SAN FRANCISCO, CA 94103
PHONE: (628) 652-8400 (Main)
oewd.procurement@sfgov.org

Outlook

Re: ECN [DHRPSC0006356] submitted for Union Review

From Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Date Wed 6/17/2026 8:20 AM
To Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>; Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>; Corgas, Christopher (ECN) <christopher.corgas@sfgov.org>
Cc Ponce De Leon, Diana (ECN) <diana.poncedeleon@sfgov.org>

Hi again, Alicia,

Since we have not heard back from Local 21 regarding further conversation about this PSC authorization, we are moving it forward through the approval process. Please contact me with any further questions.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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Please be mindful that all correspondence and documents submitted to the Office of Economic & Workforce Development are public records and, as such, may be subject to the Sunshine Ordinance and can be requested by the public.

From: Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Sent: Friday, June 12, 2026 3:47 PM
To: Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>; Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>; Corgas, Christopher (ECN) <christopher.corgas@sfgov.org>
Cc: Ponce De Leon, Diana (ECN) <diana.poncedeleon@sfgov.org>
Subject: Re: ECN [DHRPSC0006356] submitted for Union Review

Hi Alicia,

Although we are open to further conversation, we will move this forward respectfully through the approval process on Monday 6/15 if we have not heard back about scheduling time to discuss further, thank you!

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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From: Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Sent: Wednesday, June 10, 2026 3:19 PM
To: Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>; Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>; Corgas, Christopher (ECN) <christopher.corgas@sfgov.org>
Cc: Ponce De Leon, Diana (ECN) <diana.poncedeleon@sfgov.org>
Subject: Re: ECN [DHRPSC0006356] submitted for Union Review

Hi Alicia,

I hope all is well. Would you still like to have further conversation about this PSC authorization? Can we set some time this week to discuss? Otherwise we would like to keep it moving forward through the approval process, thanks.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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From: Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Sent: Friday, May 29, 2026 2:24 PM
To: Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>; Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>; Corgas, Christopher (ECN) <christopher.corgas@sfgov.org>
Cc: Ponce De Leon, Diana (ECN) <diana.poncedeleon@sfgov.org>
Subject: Re: ECN [DHRPSC0006356] submitted for Union Review

Hello Alicia,

Thank you for our meeting yesterday. We agree to withdraw this request, pausing on the approval process for now so that we can discuss further with Local 21. Please let us know the next steps, because ultimately we do hope to move forward with this project.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
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From: Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>
Sent: Thursday, May 28, 2026 12:23 PM
To: Collins, Jenny (ECN) <jenny.collins@sfgov.org>; Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>; Corgas, Christopher (ECN) <christopher.corgas@sfgov.org>
Cc: Ponce De Leon, Diana (ECN) <diana.poncedeleon@sfgov.org>
Subject: RE: ECN [DHRPSC0006356] submitted for Union Review

Hi Alicia,

We are providing the latest information for this PSC authorization request. Please see below and we look forward to meeting with you this afternoon.

1. A list of department decision makers who determined the need to contract out this service.
    a. **Jada Jackson (OEWD Project Manager of Community Economic Development), Diana Ponce de Leon (OEWD Director of Community**

Economic Development), Chris Corgas (OEWD Deputy Director of Community Economic Development)

i. **Jada is the primary decision maker who also manages the entire Construction Mitigation program, but it had to be approved by the Director and me to go forward with this method.**

2. Provide any documentation that a decision maker may have put together to justify the PSC.
   a. **Our team is working with the Program Team to secure this information.**
3. Please provide documentation of the first right of refusal within the department and citywide departments.
   a. For example, please provide what teams within OEWD that were reached out to and was DPW reached out to, and please provide documentation of their response.
      i. **The work itself is micro-project specific and falls within OEWD. The Project Manager position that oversees construction mitigation was not impacted by layoffs. This PSC is to provide the needed external support for skills we do not have as a city such as marketing events, advertising, promotions, and other highly specialized corridor marketing efforts.**
4. Vacancy report for all Local 21 classifications in your department that may perform this work or may perform this work along with the contractor selected with the following information:
   a. Date the position was vacant
      i. This is not a vacant position. OEWD seeks external support for the Project Manager as related to skill-specific marketing events, advertising, promotions, and other highly specialized corridor marketing efforts related to managing construction mitigation.
   b. Current hiring plan to fill the position
5. Evaluation of metrics and impact analysis conducted to assess the contractor's performance and service deliverables. Ideally, a workplan and breakdown of how this contract will provide in-house employees support on the project.
   a. **Please see the attached Scope of Work. This is not general marketing since it is specific to construction in targeted corridors which requires specialized marketing strategies to mitigate negative impacts on businesses.**
6. Please provide a cost breakdown of City resources in going forward on the contract including what tasks, specifically a staffing plan.

   The Construction Mitigation Project Manager will be managing this contract and associated projects as part of her key roles. She will be working closely with the consultant on a near day-to-day basis to ensure program is operating. Specifics are hard to state as specific projects(s) are not determined by OEWD, but by partner agencies who would like construction mitigation efforts as part of their services for related construction.
7. Please provide the methodology that was used to arrive at the amount of $700,000 and any documents that support this.
   a. **It is roughly based on upcoming construction projects from partner agencies and from anticipated work. Please note that $700k is the maximum. We are only trying to encumber $350k.**

Best,

SAN FRANCISCO
Office of Economic and Workforce Development

Tabitha Tapia
Gender Pronoun: she/her
Finance and Administration Division
1 South Van Ness, 5th Floor; San Francisco, CA 94103-5416
628-652-8447 (direct)
628-652-8400 (main)
Email: tabitha.tapia@sfgov.org

From: Collins, Jenny (ECN) <jenny.collins@sfgov.org>
Sent: Friday, May 22, 2026 4:55 PM
To: Alicia Flores <aflores@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21pscreview@ifpte21.org>; Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>; Corgas, Christopher (ECN) <christopher.corgas@sfgov.org>
Cc: Ponce De Leon, Diana (ECN) <diana.poncedeleon@sfgov.org>
Subject: Re: ECN [DHRPSC0006356] submitted for Union Review

Hello Alicia,

Thank you for your email expressing concerns about this PSC authorization request for Consulting - Construction Mitigation Marketing (RFP 228). We would appreciate meeting next week to discuss further. We can be available:

- Tuesday 5/26: Noon-5pm
- Wednesday 5/27: 11:30am-1pm
- Thursday 5/28: 11:30am-3pm
- Friday 5/29: 9am-5pm

Please let me know the best time for you, and I will send a Teams calendar invite. With assistance from @Corgas, Christopher (ECN), we will follow up to provide you with the information you requested.

Regards,

Jenny Collins, MSW, Professional Certified Coach (she/her)
Contracts and Grants Director
628-652-8442 (direct)
628-652-8400 (main)
oewd.org

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From: Alicia Flores <aflores@ifpte21.org>
Sent: Friday, May 22, 2026 2:52 PM
To: Collins, Jenny (ECN) <jenny.collins@sfgov.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Tapia, Tabitha (ECN) <Tabitha.Tapia@sfgov.org>
Subject: Re: ECN [DHRPSC0006356] submitted for Union Review

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

Hello,

IFPTE Local 21 objects to this PSC and requests to meet within 10 days. Please let me know you and your team's availability for this week and I'll share the availability with our team.

Prior to this meeting, please provide the following information for our meeting:

1. A list of department decision makers who determined the need to contract out this service.
2. Provide any documentation that a decision maker may have put together to justify the PSC.
3. Please provide documentation of the first right of refusal within the department and citywide departments.
    a. For example, please provide what teams within OEWD that were reached out to and was DPW reached out to, and please provide documentation of their response.
4. Vacancy report for all Local 21 classifications in your department that may perform this work or may perform this work along with the contractor selected with the following information:
    a. Date the position was vacant
    b. Current hiring plan to fill the position
5. Evaluation of metrics and impact analysis conducted to assess the contractor's performance and service deliverables. Ideally, a workplan and breakdown of how this contract will provide in-house employees support on the project.
6. Please provide a cost breakdown of City resources in going forward on the contract including what tasks, specifically a staffing plan.
7. Please provide the methodology that was used to arrive at the amount of $700,000 and any documents that support this.

Please provide the information prior to our meeting with ample time for our review. If you need more time to provide the information, we must be in mutual agreement to extend the deadline of the meeting within 10 days of this objection. We do not waive our right to object without being provided with our requested information. We look forward to meeting.

Best,

Alicia Flores *(She/her)*
Representative/Organizer
IFPTE Local 21
Direct: 415-914-7342

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Wednesday, May 13, 2026 2:41 PM
To: Jenny.Collins@sfgov.org <Jenny.Collins@sfgov.org>; DHR-PersonalServicesContracts@sfgov.org <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; Tabitha.Tapia@sfgov.org <Tabitha.Tapia@sfgov.org>
Subject: ECN [DHRPSC0006356] submitted for Union Review

Hello union representatives,
ECN is requesting your review of PSC [DHRPSC0006356]. 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 2026-05-23. 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: DHRPSC0006356 v 0.01
Description of Proposed Work: Consulting - Construction Mitigation Marketing (RFP 228)

Request Type: New

Approval Type: CSC Approval
CSC Review Reason(s):
✔ CSC Approval by Amount

Submitting Department: ECN
Dept PSC Coordinator: Jenny Collins
Dept PSC Coordinator Email: Jenny.Collins@sfgov.org
PSC Amount: $700,000.00
PSC Duration (months): 24
Funding Source(s): City Funds
Scope of Work: The San Francisco Office of Economic and Workforce Development (OEWD) is seeking a firm to provide marketing and related activities to commercial/business districts during City-lead construction projects. Goals of this project include: 1) Increasing outreach and engagement with neighborhood business groups and small businesses before and during construction projects and 2) Helping to lessen the impacts of construction through the implementation of commercial corridor marketing campaigns and related construction mitigation efforts.
Job Class(es): 1312 - Public Information Officer, 5508 - Project Manager 4, 9393 - Maritime Marketing Repr
Labor Unions: 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:TIS6659729_DHdqXkoF38x8pebeO1rO

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN
Submitted By: Alexander Ankrom
Department Coordinator: Jenny Collins, Jenny.Collins@sfgov.org
Project Manager: Alexander Ankrom

ServiceNow Number: DHRPSC0006358
Version: 0.01
Version Type: New

Brief description of proposed work: Consulting - Small Business Grant Payment Support (RFP 236)

Review Type and Reason

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

Amount

PSC Amount: $400,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 48

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 San Francisco Office of Economic and Workforce Development (OEWD) is seeking a qualified contractor(s) to provide fiscal administrative support services and payment processing services for the disbursement of the OEWD-funded small business technical assistance fund. OEWD staff will be responsible for managing the fund, vetting and reviewing applicants, and determining awards. However, due to the high volume of grant distributions during limited periods throughout the year, OEWD seeks a contractor(s) that will serve as a centralized payment processing partner responsible for the secure, timely, and accurate distribution of funds to OEWD-approved recipients via check, ACH, or other approved payment methods. This includes maintaining complete financial records, ensuring tax and regulatory compliance, and providing transparent reporting to OEWD.

Post Union Notification

Additional circumstances in which payment processing services would be required include, but are not limited to, instances in which grantees are unable to become established as official Suppliers (vendors) with the City and County of San Francisco within required timeframes, or when streamlined disbursement is necessary to ensure timely distribution of OEWD-approved funds.

The contractor(s) will also provide services in, but not limited to, the following areas which also include an additional level of outreach to fund recipients and require a team of specialized staff:
1) Financial management and administrative support, including processing and disbursing payments via check, or other approved methods
2) Ensuring timely and accurate disbursement of funds in accordance with OEWD-approved schedules and payment instructions.
3) Maintaining detailed and accurate records of all disbursements, including payment status (issued, cleared, returned, or reissued). Monthly reconciliation of all disbursements and maintaining audit ready financial documentation
4) Providing the appropriate tax documentation to the business owners and ensuring compliance with all applicable federal, state, and local financial and tax regulations
5) Providing regular reports to OEWD, including disbursement status updates, payment timelines, and exception reports (e.g., failed or returned payments)
6) Responding to OEWD inquiries and coordinating with OEWD staff to resolve payment-related issues
7) Conducting follow-up with small businesses recipients to ensure successful distribution of funds and providing basic payment-related customer support.
8) Staffing limited to roles directly supporting payment processing, financial administration, and related compliance functions.

Why are these services required and what are the consequences of denial?: These services are needed because of the immense volume of payments that need to be made after OEWD staff has gone through the multi-layered process of vetting and deciding on awardees. The large fluctuation in fund distribution happens periodically throughout the year depending on when OEWD staff launch a new round of grant programming. In order to distribute the funds in a timely manner while also providing the fiscal support to awardees needed to ensure they are equiped to receive the funds, requires a whole specialized team. The contractor's team will be working hand-in-hand and in support of OEWD's team, and will also help OEWD provide direct payments to entities that are not city suppliers.

OEWD's grant team intends to deploy small business interventions across the city through various small business grant programs each year. OEWD needs a mechanism to provide small business grants that is nimble enought to meet the often urgen needs of San Francisco's small businesses. If this were denied, one of OEWD's most powerful tools to support small businesses and commercial corridors throughout the city would be severely limited since the distribution of funds would be delayed. Also, it would limit OEWD's ability to launch a round of grants to

mitigate the impact of emergencies facing small business because it would not be able to disburse the funds quickly enough and the volume of awards would have to be reduced significantly.

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

Board and Commission Approvals

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

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

Justification

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?: OEWD does not have the infrustructure set up to cut the volume of checks directly to SF businesses and other entities that are not City Suppliers.
Does the dept plan to acquire the facilities/equipment to perform the services?: No
Explain why: OEWD already has a small business grants team that administers and runs its grant programs but the department would need to set up another entirely new team to handle the volume of fund disbursment and support this contract requires, whereas the contractor could perform the needed services with a fraction of the cost.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1824 - Pr Administrative Analyst
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 6/1/2026
Union Review End Date: 6/11/2026
Union Review Duration Met On: 6/11/2026

Post Union Notification

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: MTA
Submitted By: Letty Kwok
Department Coordinator: Amy Nuque, Amy.Nuque@sfmta.com
Project Manager: Ed McMillan

ServiceNow Number: DHRPSC0005524
Version: 0.01
Version Type: New

Brief description of proposed work: Perform inspection, troubleshoot, and repair vehicle maintenance equipment including bus vehicle hydraulic lifts at SFMTA owned facilities. The scope of work includes diagnosing and repairing equipment and replacing parts as necessary.

Review Type and Reason

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

Amount

PSC Amount: $550,000
Does contract include items other than services?: Yes
- Commodities & Equipment: $400,000

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 60

Funding

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

Scope of Work

Clearly describe scope and detail the services to be performed: Hire a vendor to inspect, troubleshoot, and repair vehicle maintenance equipment including bus vehicle hydraulic lifts at SFMTA owned facilities. The scope of work includes diagnosing and repairing equipment and replacing parts as necessary.

Why are these services required and what are the consequences of denial?: Functioning vehicle maintenance equipment is vital for the daily bus and vehicles maintenance activities of the San Francisco Municipal Transportation Agency (SFMTA). We need to have the capability to

obtain maintenance service from qualified providers to diagnose and repair malfunctioned equipment as soon as possible to minimize any impact to SFMTA fleet operations.

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

Board and Commission Approvals

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

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

Justification

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: The service provider must have the knowledge, expertise and experience in repairing vehicle lifts. Technicians must be manufacturer trained and manufacturer authorized service technicians.
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: Technicians must be manufacturer trained and manufacturer authorized service technicians.
Q5d) Will contractor directly supervise City employees?: No
Q5e) Will contractor train City employees?: Yes
Q5e1) Clearly describe and detail the training activities: Contractor can train the proper bus vehicle lifts operation.
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: It requires technicians who are manufacturer authorized to perform bus lifts inspection, diagnostic and repair.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 7330 - Sr General Utility Mechanic, 7325 - General Utility Mechanic, 7249 - Automotive Mechanic Sprv 1, 7126 - Mech Shop & Equip Supt
Labor Unions: 130 - Auto Machinist, Lodge 1414
Labor Union Email Addresses: pmendeziamaw@comcast.net, dvickers@iam1414.org

Post Union Notification

Union Review Sent On: 5/18/2026
Union Review End Date: 6/17/2026
Union Review Duration Met On: 6/17/2026

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: PRT
Submitted By: Patricia San Agustin
Department Coordinator: Alysabeth Alexander-Tut,
alysabeth.alexander-tut@sfport.com
Project Manager: Eric Young

ServiceNow Number: DHRPSC0006265
Version: 0.01
Version Type: New

Brief description of proposed work: As-Needed Public Relations, Communications, Media Services, and Related Services

Review Type and Reason

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

Amount

PSC Amount: $230,000
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
Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: As-Needed Public Relations, Communications, Media Services, and Related Services that include, but not limited to: Strategic Communication, Crisis Communication, Public Relations, Public Events, Outreach, Engagement, Photography, Video/Audio Recording, Graphic Design, Translation/Interpretation, Media Relations, Social Media, Web Design, Web Development, Ad Placement, Advertising and Marketing.

Why are these services required and what are the consequences of denial?: To support the Port's mission of managing the waterfront as the gateway to a world class city and advancing

environmentally and financially sustainable maritime recreational and economic opportunities to serve the city Bay Area region and California.

The nature of this work is intermittent, as-needed, and often time-sensitive, requiring flexibility and access to specialized expertise that cannot be efficiently maintained through full-time civil service staffing. The Port must be able to scale resources quickly to respond to emerging issues, public inquiries, stakeholder engagement needs, and critical communications efforts without overextending existing staff or creating inefficiencies in staffing levels.

If these services are denied, the consequences would include: Reduced ability to respond to urgent or crisis situations, potentially impacting public trust and the Port's reputation, delays in delivering key communications initiatives, including public outreach, media coordination, strain on existing staff, who may not have the capacity or specialized expertise to perform this work within required timelines, decreased quality and consistency of communications, particularly in specialized areas such as digital media, design, and multilingual outreach

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

Board and Commission Approvals

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

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

Justification

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 nature of this work is intermittent, as-needed, and often time-sensitive, requiring flexibility and access to specialized expertise that cannot be efficiently maintained through full-time civil service staffing. The Port must be able to scale resources quickly to respond to emerging issues, public inquiries, stakeholder engagement needs, and critical communications efforts without overextending existing staff or creating inefficiencies in staffing levels.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: These include, but are not limited to, strategic communications planning, crisis communications, public relations, media relations, community outreach and engagement, and marketing and advertising.

In addition, the work requires technical and creative expertise in areas such as graphic design, photography, video/audio production, social media management, web design and development, and multilingual translation/interpretation services.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 9251 - Public Relations Mgr, 1312 - Public Information Officer, 1314 - Public Relations Officer
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: City employees are not able to perform these services due to the intermittent, as-needed nature of the work and the wide range of specialized expertise required across multiple communications disciplines.

Additionally, the Port requires the ability to scale resources and access specialized skill sets on demand, which cannot be effectively met through current staffing levels. As a result, City employees are not able to perform these services in a timely, efficient, or comprehensive manner.
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: Training of City employees is not required because the services requested are intermittent, as-needed, and require specialized expertise that goes beyond the scope of the Port's existing staff and their regular work programs.
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 will not be transitioned back to City staff because the services are intermittent, as-needed, and require a broad range of specialized expertise that cannot be efficiently or sustainably maintained in-house.

Because the need for these services will vary and project-specific, and due to the ongoing requirement for specialized expertise and rapid response capability, it is not practical to transition this work back to City staff. The services are most effectively delivered through qualified consultants on an as-needed basis.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1312 - Public Information Officer, 1314 - Public Relations Officer
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/29/2026
Union Review End Date: 6/8/2026
Union Review Duration Met On: 6/8/2026

Post Union Notification

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: TIS
Submitted By: Ken Edhammer
Department Coordinator: Jolie Gines, jolie.gines@sfgov.org
Project Manager: Chinna Subramaniam

ServiceNow Number: DHRPSC0006329
Version: 0.01
Version Type: New

Brief description of proposed work: Identity Access Management, Priviledge Access Management, and Cyber Security professional services to supplement staff during peak needs or specific projects beyond DT's scope.

Review Type and Reason

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

Amount

PSC Amount: $4,000,000
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
Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The City seeks professional services to support modernization and expansion of its enterprise Identity and Access Management platform.

The selected vendor will assist with planning, implementation, integration, migration, security hardening, and operational support for IAM services used by City departments and agencies.

Key services include:

Post Union Notification

1. Migration to the sf.gov domain as required by CA law
2. Deployment of Privileged Access Management
3. Identity verification and identity proofing
4. Active Directory consolidation
5. Integration of departmental applications
6. Modernization of identity systems and cloud migration
7. Security hardening of Microsoft Entra ID and Active Directory
8. Implementation of Device Multi-Factor Authentication
9. Integration with physical identity and door badging systems

The goal is to provide a secure, resilient, scalable, and stable IAM platform that improves identity governance, authentication, access control, and operational efficiency across the City.

Why are these services required and what are the consequences of denial?: These IAM services are required to protect the City's identities, applications, systems, facilities, and critical public services from cyberattacks, ransomware, and unauthorized access.

Without approval, the City remains exposed to attackers who could compromise the sf.gov domain, misuse privileged accounts, disrupt finance, retirement, benefits, public safety, and other key systems, and demand ransomware payments.

Denial would also delay compliance with the Governor's mandate to complete the sf.gov migration by January 2029 and leave departments without equal, consistent security protections.

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?: 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 needed on an as-needed, intermittent, and periodic basis because IAM work depends on department priorities, security risks, project readiness, and available ISA funding.

Some work is Citywide and centralized, while other projects are driven by individual department needs, application schedules, and budget availability. This approach gives the City flexibility to address urgent security needs and support departments when they are ready.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: The project requires highly specialized IAM security experts with deep experience in Entra ID, Active Directory, PAM, MFA, identity proofing, application integration, cloud identity, and security hardening.

These skills are niche and difficult to recruit and retain. The City has experienced multiple staff departures and long hiring timelines. This service model allows the City to access qualified IAM experts as needed to deliver critical security projects.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 1044 - IS Engineer-Principal
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: Full-time employees cannot perform this work with current staffing because the existing IAM team is already responsible for operating and protecting the City's enterprise identity platform 24/7.

This platform supports more than 250,000 identities, 10,000 non-human identities, 1,000 applications, and 52 departments and agencies. Current staff must focus on keeping critical IAM services stable, secure, and continuously available, including production support, maintenance, incident response, access issues, and smaller department integrations.

The proposed work is not routine maintenance. It includes major Citywide modernization, migration, consolidation, security hardening, PAM, MFA, and application integration efforts that require dedicated specialized resources. Assigning this work to existing staff would create unacceptable operational risk, delay critical security projects, and could impact the availability of core City services.

To complete this work fully in-house, the City would need approximately 5–6 additional full-time 1044 employees with advanced IAM expertise, which has proven difficult to recruit and retain. Therefore, external specialized IAM services are required to deliver these projects while allowing City staff to maintain secure daily operations.
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 employee training by the contractor is not required because the City IAM team already owns the IAM architecture, roadmap, standards, and operational direction.

The contractor's role is to provide specialized technical implementation support, such as configuration, migration, integration, testing, and deployment. These services are project-based and do not require formal training of City employees.

City staff will continue to manage and operate the IAM platform. Only normal knowledge transfer, technical documentation, and handoff of implemented work are needed.
Q5f) Is there a plan to transition this work back to the City?: Yes
Q5f1) Describe the transition plan, including the anticipated timeline: Yes. The City plans to transition the work back into City operations after implementation and rollout.

Once IAM services are deployed to departments, they will become part of the City's enterprise IAM core services. City staff will be responsible for daily operations, patching, monitoring, high availability, resiliency, and ongoing support.

This includes AD consolidation, major department application integrations such as Computer Aided Dispatch/911, and department badging system integrations.

However, additional full-time City employees must be added to support the increased workload, expanded services, and long-term operational responsibilities.

Additional information to support your request (Optional): City full-time employees remain essential to support 24/7 IAM operations, patching, resiliency, high availability, smaller enhancements, and routine application integrations.

The requested contractor services are for specialized, project-based IAM implementation work and do not replace City employees or ongoing City operational responsibilities.

After implementation, additional full-time City resources must be added to support the expanded enterprise identity services for all San Francisco departments and agencies, including daily operations, maintenance, monitoring, and long-term service continuity.

Union Notifications

Job Class(es): 9976 - Technology Expert I, 1044 - IS Engineer-Principal
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/28/2026
Union Review End Date: 6/7/2026
Union Review Duration Met On: 6/7/2026

Post Union Notification

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: WAR
Submitted By: Kate Gagnier
Department Coordinator: Kate Sofis, kate.sofis@sfgov.org
Project Manager: Kate Gagnier

ServiceNow Number: DHRPSC0006320
Version: 0.01
Version Type: New

Brief description of proposed work: Department requires part-time, as-needed, intermittent contact security staff to operate the "Evolv Patron Screening System" Equipment (Weapons Detection system, not a vendor) utilized to support safe ingress for events held on the War Memorial Campus. Contract staff monitor and adjust the Evolv System before and after events, operate the Evolv system, perform secondary patron screening as required, including wanding, visual inspection and bag checks, and deploy to the surrounding neighborhood during event egress for the comfort and safety of exiting patrons.

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): 24

Funding

Funding Source: Private Grant
Special circumstances related to funding: Yes
Explain the special circumstances: Licensees pay for the cost of contract staff that run the patron screening equipment through reimbursement. The Licensees determine the staffing needs for each event, based on ticket sales and how many doors to the venue they choose to use for ingress.

Scope of Work

Clearly describe scope and detail the services to be performed: Scope of Work and Services

to Be Provided
o The Contractor shall provide labor, supervision, and expertise to perform patron screening and exterior patron ambassador services at the War Memorial & Performing Arts Center (WMPAC).

Services include, but are not limited to, the following:

Contractor will perform the following Ingress and Egress Patron Screening Operations:
o Operate, monitor, and adjust Evolv screening stations before and after events.
o Conduct secondary screening as required, including wanding, visual inspections, and bag checks.
o Follow established protocols for handling prohibited items and escalating security concerns.

Staffing and Scheduling
o Provide trained personnel for patron screening based on licensee needs.
o Scale staffing rapidly to meet operational needs identified for each event.
o Maintain a roster of qualified personnel.

Operational Expertise
o Ensure personnel are trained and qualified to operate Evolv System.
o Maintain familiarity with screening equipment functionality, safety features, and alert response procedures.

Exterior Patron Ambassador Assistance
o After patron ingress and post-intermission rescreening are completed, contract personnel deploy to designated corners and surrounding sidewalks near the War Memorial and Performing Arts Center to provide an added measure of patron comfort due to ongoing safety concerns in the surrounding neighborhood.

Why are these services required and what are the consequences of denial?: If the Department is not permitted to utilize outside staffing for patron screening, WMPAC will be unable to meet event-driven staffing requirements due to the highly variable and unpredictable nature of individual licensee needs and shifting schedules. The Department does not have the ability to scale staffing rapidly across seven venues with each event's changing needs. Without contracted support, the Department would face event cancellations and/or delays, reduced entry screening capacity, uneven customer and patron experiences, and an inability to provide exterior ambassador services for patrons exiting events. The Department would lose event revenue, strain relationships with resident companies and licensees, experiece reputational damage, and fall below industry standards for event safety and patron experience.

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

Post Union Notification

Why have you not hired City employees to perform the services?: The Evolv Patron Screening (Weapons Detection) equipment was implemented for use on the War Memorial Campus in September 2025. During the first 8 months, the Department utilized outside contract staff through a short-term PSC owned by the Office of Contract Administration. Staffing requirements are event-driven, at the discretion of the licensee, and are unpredictable and variable in nature. Utilizing a "gig" or as-needed workforce during the initial implementation afforded the Department the opportunity to ascertain what staffing methods would be most operationally effective. Event schedules and associated funding to cover the costs to staff the weapons detection system are unpredictable and cannot be anticipated with consistency. Licensees often change the requirements based on ticket sales and budget factors. City staff are committed to existing fixed campus requirements for internal and external campus security. The Department has concluded that due to the unpredictable, fluctuating, inconsistent nature of the event schedule, and the fact that the licensee determines the staffing needs, utilizing an external workforce through a PSC is the only viable operational model.

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?: 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?: Staffing requirements for patron screening shift significantly throughout the year and are directly determined by event schedules. Facilities may have no activity for several consecutive days, followed by periods when all seven venues need coverage at once during peak programming. On any given day, staffing needs can range from zero to as many as twenty screeners. Each licensee determines their individual requirements and the staffing needs vary widely from event to event. Because these fluctuations are so substantial, it is not feasible to create full-time or steady part-time City positions, which rely on predictable and ongoing work hours to sustain employment.

Funding for this work is similarly unpredictable. The costs associated with patron screening are

reimbursed by licensees such as the San Francisco Opera, Ballet, and Symphony. These charges are invoiced based on actual events, including how many performances occurred, their duration, and how many screening stations were required. Since event volume—and therefore reimbursement—varies widely, there is no consistent revenue stream to support permanent City payroll expenses. A flexible, activity-based reimbursement structure provided through a PSC remains the only financially viable model.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: Minimum (non-residential) experience as a Security professional, access control, wanding, weapons detection, deescalation experience, customer service.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 8207 - Bldg & Grounds Patrol Officer, 8211 - Supv Bldg Grounds Patrol Ofcr
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: City staff are committed to existing fixed campus requirements for internal and on-campus external security.

Event-driven staffing requirements are irregular and variable in nature. The licensee determines the staffing level needed for each event based on budget, ticket sales, and what entrances are needed for ingress. Event schedules and associated funding to cover the costs of contract personnel therefore cannot be anticipated with any consistency.

The contractor also performs an "exterior patron ambassador" role, which takes place off city property; a role which cannot be performed by city personnel.
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 Employees are committed to existing fixed campus requirements and are not scheduled to staff the Evolv Patron Screening (Weapons Detection) System.
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: Staffing needs for patron screening vary widely over the course of the year and are driven entirely by the performance calendar. There are stretches when certain venues have no events at all, followed by periods of heavy activity when all seven sites must be staffed simultaneously. On any given day, the number of personnel required can range from none to as many as twenty. Because the workload changes so dramatically, establishing full-time or reliable part-time City positions is not practical; such classifications require steady, predictable hours to sustain viable employment.

The funding that supports this work shows the same level of variability. Patron screening expenses are reimbursed by licensees—including but not limited to the San Francisco Opera, Ballet, and Symphony. Licensees are billed based on actual usage. Billing reflects the real volume of events, their duration, and the number of screening posts the licensee selects for their event based on budget and ticket sales.

Since event activity, and therefore reimbursement, can shift substantially from event to event, there is no consistent revenue base that could reliably support fixed City payroll costs. A flexible, activity-driven reimbursement structure administered through a PSC continues to be the only operationally and financially workable solution.

Additional information to support your request (Optional): During the initial eight months of the Evolv Patron Screening System implementation, the Department evaluated whether any of the work could be assigned to TEX16 part-time/as-needed 8207 Building and Grounds Patrol Officers. The staffing demands for Evolv proved highly unpredictable, intermittent, and subject to rapid fluctuations in timing and volume. This level of variability did not align with any stable, predictable assignments. Due to the fact that the Evolv workload could not be matched to any consistent deployment model, the pilot demonstrated that TEX16 personnel cannot be used for this function. The only viable option is to use an external provider capable of delivering flexible, reliable, on-demand coverage for these unpredictable operational needs.

Union Notifications

Job Class(es): 8207 - Bldg & Grounds Patrol Officer, 8211 - Supv Bldg Grounds Patrol Ofcr
Labor Unions: 790 - SEIU, Local 1021, Misc
Labor Union Email Addresses: PSCreview@seiu1021.org
Union Review Sent On: 5/23/2026
Union Review End Date: 6/2/2026
Union Review Duration Met On: 6/2/2026

Post Union Notification

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:	WAR
Dept Name:	War Memorial & Performing Arts Center
PSC Coordinator Name:	Kate Sofis
PSC Coordinator Email:	Kate.Sofis@sfgov.org
PSC ServiceNow Record No.:	DHRPSC0006320 V.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
PSC# 48582 – 22/23	9/1/2025	8/31/2026	$ 1,200,000	This is a short-term PSC owned by OCA (Office of Contract Administration)	To implement the Evolv Patron Screening System (a weapons detection system, not a vendor), due to the fact that the system was new and staffing needs were uncertain, the Department utilized a Short Term PSC through the Office of Contract Administration to permit the use of part time, intermittent, as-needed contract security staff to operate the equipment. The Evolv system supports safe ingress for events on the War Memorial Campus. Contract staff operated the equipment, performed secondary screening (wanding, visual checks, and bag inspections), and after intermission or before egress, deployed into the surrounding neighborhood as Exterior Patron Ambassadors to support the safety and comfort of exiting patrons.

City and County of San Francisco
Carol Isen
Human Resources Director

Department of Human Resources
Connecting People with Purpose
www.sfdhr.org

Via Email

DATE: June 3, 2026

TO: Jegy Sering, Field Representative, SEIU

FROM: Greg Stalfa, Employee Relations Representative

CC: Kate Sofis, Managing Director, WAR
Kate Gagnier, Senior Human Resources Consultant
Ardis Graham, Employee Relations Director
Jonathan Wright, Assistant Employee Relations Director

RE: **War Memorial & Performing Arts Center – Service Employees International Union, Local 1021 – DHRPSC0006320**

Dear Jegy Sering,

On May 29, 2026 representatives of the City and County of San Francisco (City) Department of Human Resources (DHR) and War Memorial & Performing Arts Center (WAR or Department) met with you as a representative of the Service Employees International Union, Local 1021 (SEIU) to discuss Personal Services Contract DHRPSC0006320 (PSC 6320).

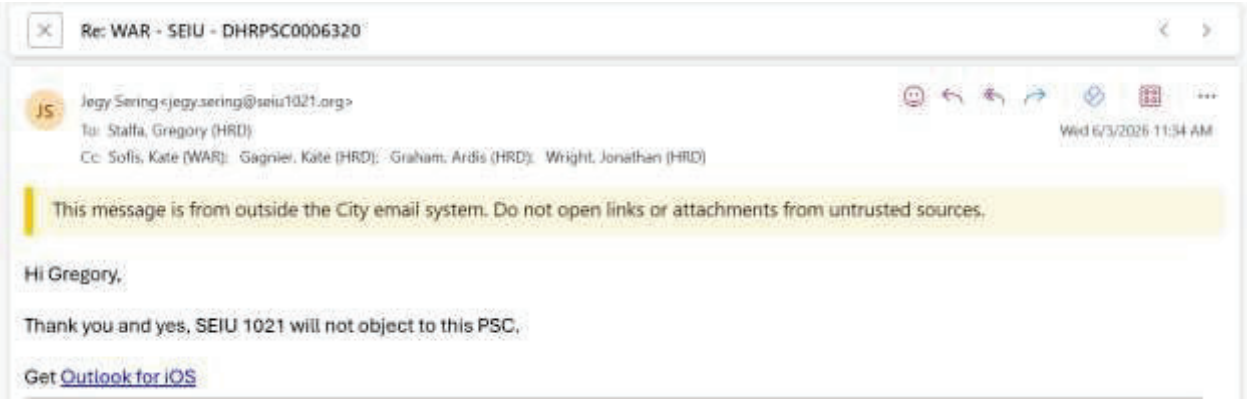
Following this discussion, WAR affirms the following for SEIU Local 1021 in reference to the proposed two-year PSC 6320 to assist with the event-based staffing for the Evolv Patron Screening (Weapons Detection) system and Exterior Patron Ambassador roles. The parties agree that the Exterior Patron Ambassador work is not within the scope of work of either the classification 8207 Building and Grounds Patrol Officer or the 8211 Supervising Building and Grounds Patrol Officer:

- The Department will continue to prioritize the use of our City TEX 16 8207 employees and will utilize PSC 6320 to fill coverage gaps. This aligns with the intermittent, unpredictable, unfunded, and event-driven nature of the work.
- The Department currently has ten (10) TEX 16 8207 employees and is requesting approval for one (1) additional TEX 16 8207 position. The Department will continue to backfill vacancies and add TEX 16 8207 staff when possible.
- PSC 6320 will be used solely to staff the Evolv Patron Screening System. The Department will not use PSC 6320 to provide coverage for Permanent PCS staff under any circumstances.
- The Department will provide the Union with TEX 16 staffing updates every six months during the course of the two-year contract.

With these understandings in place, we confirm our agreement and appreciate the Union's willingness to waive any objections to PSC 6320 and support its approval by the Civil Service Commission at its July 20, 2026 meeting. The City now considers this matter closed. If you have any questions or concerns you may contact Employee Relations Representative Greg Stalfa at gregory.stalfa@sfgov.org.

Attachment: Personal Service Contract Summary (PSC Form 1) DHRPSC0006320

eMail from SEIU – No Objection



Re: WAR - SEIU - DHRPSC0006320

JS

Jegy Sering <jegy.sering@seiu1021.org>

To: Staffa, Gregory (HRD)

Cc: Sofis, Kate (WAR); Gagnier, Kate (HRD); Graham, Ardis (HRD); Wright, Jonathan (HRD)

Wed 6/3/2026 11:34 AM

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

Hi Gregory,

Thank you and yes, SEIU 1021 will not object to this PSC.

Get Outlook for iOS

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: Jeff Suess

ServiceNow Number: DHRPSC0002204
Version: 2.01
Version Type: Amendment

Legacy PSC #: 43054-18/19

Brief description of proposed work: Relocation Advice and Assistance
Reason for the Request for Amendment: Exercising an option to renew the agreement, per the terms of the RFP.

Review Type and Reason

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

Amount

Previously Approved Amount: $750,000
Increase Amount: $0
Why are you requesting the PSC amount to be increased?:
Total Amended Amount: $750,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
Previously Approved Duration (months): 84
Duration Increase (months): 24
Why are you requesting the PSC duration to be increased: Exercising an option to renew the agreement, per the terms of the RFP.
Total Amended Duration (months): 108
First Contract Start Date: 9/30/2019
PSC Duration End Date: 9/29/2028

Funding

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

Scope of Work

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

Post Union Notification

Clearly describe scope and detail the services to be performed: The vendor will provide as needed advice and services to the Real Estate Department on relocation issues when the City purchases, condemns or receives as a gift to the City a building for City use and therefore must relocate existing tenants. Vendor will provide strategic planning for relocation assistance including preparation of relocation plans, study, and implementation of same; preparation of mandated notices, information brochures and other documents as required by state and/or federal relocation laws and regulations; perform claims administration and recommendations; determine eligibility for relocation benefits under applicable laws and guidelines; provide advisory assistance to those who are displaced; perform timely preparation and distribution of notices to vacate and other notices as required; and provide both business and residential relocation services as necessary.

Has your response to any of the following questions changed?: Yes

Why are these services required and what are the consequences of denial?: Upon acquisition or condemnation of property, the City must provide relocation assistance under state and/or federal law. Depending on the project's monetary sources (e.g., Federal funds come with specific requirements for relocation), failure to provide relocation assistance and advice could result in a business and/or resident not relocating, delay a project, and/or potentially result in legal action again the City.

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

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: Department does not have a Commission

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?: 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 City has a continuous need for as-needed relocation assistance services when the City purchases, condemns or receives as a gift to the City a building for City use, and must provide relocation assistance to existing tenants under state and/or federal law. Relocation assistance services are required whenever the City purchases a building or property that has an existing tenant. The decision to purchase a property is controlled by the client departments, the Mayor's Office, funding availability, etc.. Cost and disruption of existing tenants and how the property will serve City's purposes are two of many considerations when making a decision. RED has used this agreement less than 5 times since October 2019.

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

Q5b1) Describe the specialized skills and expertise required to perform the services: At least five (5) years residential and commercial relocation services for governmental entities; licensed and certified to conduct business in State of California; successful completion of course on the Uniform Relocation Assistance and Real Property Acquisition Policies Act; successful completion of course on relocation assistance; experience testifying as expert witness in Relocation Assistance Appeals Board proceeding or Superior Court actions regarding relocation claims; experience in office, commercial and residential relocations in Bay Area during the last two (2) years.

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

Q5c1) Identify the classifications: 4142 - Senior Real Property Officer

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

Q5c3) Why are they not able to perform the services?: RED has employees in the 4142 (Senior Real Property Officer) classification. However, experience and/or education in relocation assistance as described in this PSC is not part of 4142's job description.

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: Relocation assistance service does not include training.

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: Relocation assistance service is as needed when the City purchases, condemns or receives as a gift to the City a building for City use, and must provide relocation assistance to existing tenants under state and/or federal law. RED has used this agreement less than 5 times since October 2019. Because the need for relocation assistance services is on demand and infrequent, it is impractical to employ full time staff to provide such services.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?: No

Post Union Notification

Job Class(es): 4142 - Senior Real Property Officer
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/28/2026
Union Review End Date: 6/7/2026
Union Review Duration Met On: 6/7/2026

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ADM
Submitted By: Ella Lee
Department Coordinator: Amanda Wentworth, Amanda.Wentworth@sfgov.org
Project Manager: Jeff Suess

ServiceNow Number: DHRPSC0002204
Version: 2.01
Version Type: Amendment

Legacy PSC #: 43054-18/19

Brief description of proposed work: Relocation Advice and Assistance
Reason for the Request for Amendment: Exercising an option to renew the agreement, per the terms of the RFP.

Review Type and Reason

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

Amount

Previously Approved Amount: $750,000
Increase Amount: $0
Why are you requesting the PSC amount to be increased?:
Total Amended Amount: $750,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
Previously Approved Duration (months): 84
Duration Increase (months): 24
Why are you requesting the PSC duration to be increased: Exercising an option to renew the agreement, per the terms of the RFP.
Total Amended Duration (months): 108
First Contract Start Date: 9/30/2019
PSC Duration End Date: 9/29/2028

Funding

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

Scope of Work

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

Post Union Notification

Clearly describe scope and detail the services to be performed: The vendor will provide as needed advice and services to the Real Estate Department on relocation issues when the City purchases, condemns or receives as a gift to the City a building for City use and therefore must relocate existing tenants. Vendor will provide strategic planning for relocation assistance including preparation of relocation plans, study, and implementation of same; preparation of mandated notices, information brochures and other documents as required by state and/or federal relocation laws and regulations; perform claims administration and recommendations; determine eligibility for relocation benefits under applicable laws and guidelines; provide advisory assistance to those who are displaced; perform timely preparation and distribution of notices to vacate and other notices as required; and provide both business and residential relocation services as necessary.

Has your response to any of the following questions changed?: No

Why are these services required and what are the consequences of denial?: Upon acquisition or condemnation of property, the City must provide relocation assistance under state and/or federal law. Depending on the project's monetary sources (e.g., Federal funds come with specific requirements for relocation), failure to provide relocation assistance and advice could result in a business and/or resident not relocating, delay a project, and/or potentially result in legal action again the City.

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 only Civil Service classification that provides a small portion of these services is Senior Real Property Officer Class 4142. That classification does not have the specialized knowledge and training required. Work is specialized and as needed. No one classification would have the range and depth of knowledge required. RED has used this agreement less than 5 times since October 2019. Because the need for relocation assistance services is on demand and infrequent, it is impractical to employ full time staff to provide such services.

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: Department does not have a Commission

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?: 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 City has a continuous need for as-needed relocation assistance services when the City purchases, condemns or receives as a gift to the City a building for City use, and must provide relocation assistance to existing tenants under state and/or federal law. Relocation assistance services are required whenever the City purchases a building or property that has an existing tenant. The decision to purchase a property is controlled by the client departments, the Mayor's Office, funding availability, etc.. Cost and disruption of existing tenants and how the property will serve City's purposes are two of many considerations when making a decision. RED has used this agreement less than 5 times since October 2019.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: At least five (5) years residential and commercial relocation services for governmental entities; licensed and certified to conduct business in State of California; successful completion of course on the Uniform Relocation Assistance and Real Property Acquisition Policies Act; successful completion of course on relocation assistance; experience testifying as expert witness in Relocation Assistance Appeals Board proceeding or Superior Court actions regarding relocation claims; experience in office, commercial and residential relocations in Bay Area during the last two (2) years.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 4142 - Senior Real Property Officer
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: RED has employees in the 4142 (Senior Real Property Officer) classification. However, experience and/or education in relocation assistance as described in this PSC is not part of 4142's job description.
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: Relocation assistance service does not include training.
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: Relocation assistance

service is as needed when the City purchases, condemns or receives as a gift to the City a building for City use, and must provide relocation assistance to existing tenants under state and/or federal law. RED has used this agreement less than 5 times since October 2019. Because the need for relocation assistance services is on demand and infrequent, it is impractical to employ full time staff to provide such services.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?: No
Job Class(es): 4142 - Senior Real Property Officer
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/7/2026
Union Review End Date: 5/17/2026
Union Review Duration Met On: 5/17/2026

Post Union Notification

From:	CCSF IT Service Desk
To:	Wentworth, Amanda (ADM); Suess, Jeff (ADM)
Subject:	ADM [DHRPSC0002204] submitted for DHR Admin approval has been APPROVED
Date:	Tuesday, August 13, 2024 8:13:16 AM
Attachments:	image

Hello Amanda Wentworth,

ADM PSC [DHRPSC0002204] was APPROVED by DHR on 2024-08-13. You may now proceed to use this PSC.

PSC Summary
==========
Record Number: DHRPSC0002204 v 2.0
Description of Proposed Work: Relocation Advice and Assistance

Request Type: Amendment
Reason for the Request for Amendment: City has a continuous need for as-needed relocation assistance services when the City purchases, condemns or receives as a gift to the City a building for City use, and must provide relocation assistance to existing tenants under state and/or federal law.

Approval Type: DHR Approval

Submitting Department: ADM
Dept PSC Coordinator: Amanda Wentworth
Dept PSC Coordinator Email: amanda.wentworth@sfgov.org
DHR Admin/Reviewer: Suzanne Choi
First Contract Start Date: 2019-09-30
Previously Approved Amount: $750,000.00
Increase Amount: $0.00
Total Amended Amount: $750,000.00
Previously Approved Duration (Months): 60
Duration Increase (Months): 24
Total Amended Duration (Months): 84
Funding Source(s): City Funds
Scope of Work: The vendor will provide as needed advice and services to the Real Estate Department on relocation issues when the City purchases, condemns or receives as a gift to the City a building for City use and therefore must relocate existing tenants. Vendor will provide strategic planning for relocation assistance including preparation of relocation plans, study, and implementation of same; preparation of mandated notices, information brochures and other documents as required by state and/or federal relocation laws and regulations; perform claims administration and recommendations; determine eligibility for relocation benefits under applicable laws and guidelines; provide advisory assistance to those who are displaced; perform timely preparation and distribution of notices to vacate and other notices as required; and provide both business and residential relocation services as necessary.

PSC Justification(s)
==========
- Services required on an as-needed, intermittent, or periodic basis
- Services requiring specialized expertise, knowledge experience

Take me to the PSC Record

Ref:TIS5227370_JP7fMo68Fqsrs1ozINZQ

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM Dept. Code: ADM

Type of Request: ☑Initial ☐Modification of an existing PSC (PSC # _____)

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

Type of Service: Relocation Advice and Assistance

Funding Source: General Fund PSC Duration: 5 years

PSC Amount: $750,000

1. Description of Work

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

The vendor will provide as needed advice and services to the Real Estate Department on relocation issues when the City purchases, condemns or receives as a gift to the City a building for City use and therefore must relocate existing tenants. Vendor will provide strategic planning for relocation assistance including preparation of relocation plans, study, and implementation of same; preparation of mandated notices, information brochures and other documents as required by state and/or federal relocation laws and regulations; perform claims administration and recommendations; determine eligibility for relocation benefits under applicable laws and guidelines; provide advisory assistance to those who are displaced; perform timely preparation and distribution of notices to vacate and other notices as required; and provide both business and residential relocation services as necessary.

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

Upon acquisition or condemnation of property, the City must provide relocation assistance under state and/or federal law. Depending on the project's monetary sources (e.g., Federal funds come with specific requirements for relocation), failure to provide relocation assistance and advice could result in a business and/or resident not relocating, delay a project, and/or potentially result in legal action again the City.

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.

These services were provided under contract.

D. Will the contract(s) be renewed?

New contracts under new RFP.

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):

☑Other (be specific and attach any relevant supporting documents):

REASON FOR CHECKING OTHER:

Very specialized knowledge and expertise are required.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: At least five (5) years residential and commercial relocation services for governmental entities; licensed and certified to conduct business in State of California; successful completion of course on the Uniform Relocation Assistance and Real Property Acquisition Policies Act; successful completion of course on relocation assistance; experience testifying as expert witness in Relocation Assistance Appeals Board proceeding or Superior Court actions regarding relocation claims; experience in office, commercial and residential relocations in Bay Area during the last two (2) years.

B. Which, if any, civil service class(es) normally perform(s) this work? 4142, Senior Real Property Officer;

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?

These services are not available from resources within the City.

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

A. Explain why civil service classes are not applicable.
The only Civil Service classification that provides a small portion of these services is Senior Real Property Officer Class 4142. That classification does not have the specialized knowledge and training required.

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. Work is specialized and as needed. No one classification would have the range and depth of knowledge required.

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 training will be provided.

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 03/07/2019, the Department notified the following employee organizations of this PSC/RFP request:
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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: One Carlton B. Goodlett Place, Room 362 San Francisco, CA 94102

****

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43054 - 18/19
DHR Analysis/Recommendation: action date: 06/03/2019
Commission Approval Required Approved by Civil Service Commission
06/03/2019 DHR Approved for 06/03/2019

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:	ADM-RED
Dept Name:	Real Estate Division
PSC Coordinator Name:	Amanda Wentworth
PSC Coordinator Email:	Amanda.wentworth@sfgov.org
PSC ServiceNow Record Number:	DHRPSC0002204

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
N/A	N/A	N/A	N/A	N/A	N/A

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ADM
Submitted By: Krystal Rogers
Department Coordinator: Amanda Wentworth, Amanda.Wentworth@sfgov.org
Project Manager: Stanley Lam

ServiceNow Number: DHRPSC0005793
Version: 2.01
Version Type: Amendment

Legacy PSC #: 44335-18/19

Brief description of proposed work: Routine maintenance, diagnosis and repair of scientific and medical equipment at the Office of the Chief Medical Examiner.
Reason for the Request for Amendment: Exercise contract option to extend the agreement as services are needed on-going for essential equipment maintenance.

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: $0
Why are you requesting the PSC amount to be increased?:
Total Amended Amount: $5,000,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
Previously Approved Duration (months): 120
Duration Increase (months): 7
Why are you requesting the PSC duration to be increased: Exercising an option on the contract to extend.
Total Amended Duration (months): 127
First Contract Start Date: 3/1/2019
PSC Duration End Date: 9/29/2029

Funding

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

Scope of Work

Post Union Notification

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

Clearly describe scope and detail the services to be performed: Provide routine maintenance, diagnosis and repair of scientific and medical equipment at the Office of the Chief Medical Examiner. This equipment consists of 1. Medical Imaging equipment including one x-ray full body unit, and one Siemens CT scanner. 2 Forensic Toxicology analytic equipment of less than 10 custom configured mass spectrophotometer (mass spec) units each manufactured by Agilent and Sciex (also with Qtof and Qtrap), and a single BioChip analyzer from Randox, in addition to biochemistry and other analyzers and histology microtome sectioning and staining. 3. Base equipment consisting of temperature controlled and monitored coolers, gas generating and dispensing equipment (e.g. hydrogen, and nitrogen) to perform testing.

Has your response to any of the following questions changed?: No

Why are these services required and what are the consequences of denial?: The Office of the Chief Medical Examiner (OCME) is mandated by California State law to investigate and certify all sudden, unexpected and/or violent deaths in the City and County of San Francisco. The medical and scientific equipment in the facility is essential to conducting required investigations. Without proper and timely maintenance of the equipment, any failure of medical imaging equipment could lead to less than thorough examinations, or delays determining a cause of death and in releasing a body to their family. If the toxicology test equipment fails, then the tests would have to be sent out to a third-party laboratory, resulting in increased costs and delays in processing. Additionally, prior to the OCME having their own testing equipment, third party reviews typically performed a less sensitive form of testing and therefore would potentially detect a smaller range of compounds than the new OCME lab equipment is able to provide.

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

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: Department does not have a Commission

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?: 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?: Maintenance and repairs for laboratory equipment are only needed occasionally, either for preventative maintenance or repair of broken items.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: Maintenance and repairs for laboratory equipment must be completed by professionals that are trained and certified by the manufactures. Equipment is highly specialized and service technicians have specific software and diagnostic equipment and tools not possessed by the City.
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: Maintenance and repair services are only required on a periodic basis. Additionally, the OCME has a variety of laboratory equipment that requires different types of maintenance, failure diagnosis, and repair. Creating a classification to complete the various maintenance needs would add continuing training, licensing, staffing and investment in a repair depot that would greatly exceed the actual demand.
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: Maintenance and repairs for laboratory equipment must be completed by professionals that are trained and certified by the manufactures. Equipment is highly specialized and service technicians have specific software and diagnostic equipment and tools not possessed by the City.
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: Maintenance and repairs for laboratory equipment must be completed by professionals that are trained and certified by the manufactures. Equipment is highly specialized and service technicians have specific software and diagnostic equipment and tools not possessed by the City.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?: No
Job Class(es): 2458 - Chief Forensic Toxicologist, 2424 - Diagnostic Imaging Assistant, 2457 - Forensic Toxicologist Supervis, 2598 - Asst Med Examiner, 2456 - Forensic Toxicologist
Labor Unions: 021 - Prof & Tech Eng, Local 21, 250 - SEIU 1021, 164 - Physician/Dentists 8-CC, UAPD
Labor Union Email Addresses: L21pscreview@ifpte21.org, PSCreview@seiu1021.org,

Post Union Notification

pking@uapd.com
Union Review Sent On: 6/2/2026
Union Review End Date: 6/12/2026
Union Review Duration Met On: 6/12/2026

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: Stanley Lam

ServiceNow Number: DHRPSC0005793
Version: 1.01
Version Type: Amendment

Legacy PSC #: 44335-18/19

Brief description of proposed work: Routine maintenance, diagnosis and repair of scientific and medical equipment at the Office of the Chief Medical Examiner.
Reason for the Request for Amendment: Exercise contract option to extend the agreement as services are needed on-going for essential equipment maintenance.

Amount

Previously Approved Amount: $5,000,000
Increase Amount: $0
Why are you requesting the PSC amount to be increased?:
Total Amended Amount: $5,000,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
Previously Approved Duration (months): 90
Duration Increase (months): 30
Why are you requesting the PSC duration to be increased: Exercise contract option to extend the agreement as services are needed on-going for essential equipment maintenance.
Total Amended Duration (months): 120
First Contract Start Date: 3/1/2019
PSC Duration End Date: 2/28/2029

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: Provide routine maintenance, diagnosis and repair of scientific and medical equipment at the Office of the Chief Medical

Examiner. This equipment consists of 1. Medical Imaging equipment including one x-ray full body unit, and one Siemens CT scanner. 2 Forensic Toxicology analytic equipment of less than 10 custom configured mass spectrophotometer (mass spec) units each manufactured by Agilent and Sciex (also with Qtof and Qtrap), and a single BioChip analyzer from Randox, in addition to biochemistry and other analyzers and histology microtome sectioning and staining. 3. Base equipment consisting of temperature controlled and monitored coolers, gas generating and dispensing equipment (e.g. hydrogen, and nitrogen) to perform testing.

Why are these services required and what are the consequences of denial?: The Office of the Chief Medical Examiner (OCME) is mandated by California State law to investigate and certify all sudden, unexpected and/or violent deaths in the City and County of San Francisco. The medical and scientific equipment in the facility is essential to conducting required investigations. Without proper and timely maintenance of the equipment, any failure of medical imaging equipment could lead to less than thorough examinations, or delays determining a cause of death and in releasing a body to their family. If the toxicology test equipment fails, then the tests would have to be sent out to a third-party laboratory, resulting in increased costs and delays in processing. Additionally, prior to the OCME having their own testing equipment, third party reviews typically performed a less sensitive form of testing and therefore would potentially detect a smaller range of compounds than the new OCME lab equipment is able to provide.

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

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?: Maintenance and repairs for laboratory equipment are only needed occasionally, either for preventative maintenance or repair of broken items.
Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services: Maintenance and repairs for laboratory equipment must be completed by professionals that are trained and certified by the manufactures. Equipment is highly specialized and service technicians have specific software and diagnostic equipment and tools not possessed by the City.
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: Maintenance and repair services are only required on a periodic basis. Additionally, the OCME has a variety of laboratory equipment that requires different types of maintenance, failure diagnosis, and repair. Creating a classification to complete the various maintenance needs would add continuing training, licensing, staffing and investment in a repair depot that would greatly exceed the actual demand.
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: Maintenance and repairs for laboratory equipment must be completed by professionals that are trained and certified by the manufactures. Equipment is highly specialized and service technicians have specific software and diagnostic equipment and tools not possessed by the City.
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: Maintenance and repairs for laboratory equipment must be completed by professionals that are trained and certified by the manufactures. Equipment is highly specialized and service technicians have specific software and diagnostic equipment and tools not possessed by the City.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:
Job Class(es): 2458 - Chief Forensic Toxicologist, 2424 - Diagnostic Imaging Assistant, 2457 - Forensic Toxicologist Supervis, 2598 - Asst Med Examiner, 2456 - Forensic Toxicologist
Labor Unions: 021 - Prof & Tech Eng, Local 21, 250 - SEIU 1021, 164 - Physician/Dentists 8-CC, UAPD
Labor Union Email Addresses: L21pscreview@ifpte21.org, PSCreview@seiu1021.org, pking@uapd.com
Union Review Sent On: 10/2/2025
Union Review End Date: 10/12/2025
Union Review Duration Met On: 10/12/2025

Post Union Notification

San Francisco Civil Service Commission

Approval History of PSC (PSC # 44335 - 18/19)

OCME Maintenance Contracts for Medical/ Scientific Equipment

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From:	dhr-psccoordinator@sfgov.org
To:	Frigault, Noah (HRC); Meyers, Julie (HSA); Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Miyashiro, Rand (ADM); Lubamersky, Joan (ADM)
Subject:	Notice of Civil Service Action – PSC # Civil Service: 44335 - 18/19 - MODIFICATIONS -- 01/13/2021
Date:	Tuesday, April 20, 2021 4:13:29 PM

The Commission adopted the following action at its meeting of April, 19, 2021:
Approved by Civil Service Commission of PSC# 44335 - 18/19, with no conditions
with notice to the Office of the Controller and the Office of Contract Administration.
http://apps.sfgov.org/dhrdrupal/node/15886

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN Dept. Code: ADM

Type of Request: ☐Initial ☑Modification of an existing PSC (PSC # 44335 - 18/19)

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

Type of Service: OCME Maintenance Contracts for Medical/ Scientific Equipment

Funding Source: General Fund

PSC Original Approved Amount: $2,000,000 PSC Original Approved Duration: 01/01/19 - 12/31/21 (3 years)

PSC Mod#1 Amount: $3,000,000 PSC Mod#1 Duration: 01/01/19-06/30/26 (4 years 25 weeks)

PSC Cumulative Amount Proposed: $5,000,000 PSC Cumulative Duration Proposed: 7 years 25 weeks

1. Description of Work

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

Successful Contractors will provide routine maintenance, diagnosis and repair of primarily new scientific and medical equipment at the Office of the Chief Medical Examiner. This equipment consists of I. Medical Imaging equipment including one x-ray full body unit, and one Siemens CT scanner. II Forensic Toxicology analytic equipment of less than 10 custom configured mass spectrophotometer (mass spec) units each manufactured by Agilent and Sciex (also with Qtof and Qtrap), and a single BioChip analyzer from Randox, in addition to biochemistry and other analyzers and histology microtome sectioning and staining. Finally III. Base equipment consisting of temperature controlled and monitored coolers, gas generating and dispensing equipment (e.g. hydrogen, and nitrogen) to perform testing.

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

The Office of the Chief Medical Examiner (OCME) is mandated by California State law to investigate and certify all sudden, unexpected and/or violent deaths in the City and County of San Francisco. Lacking warranty and service contracts failure of medical imaging equipment could lead to less than thorough examinations, or delays determining a cause of death and in releasing a body to the family if the OCME had to relay on external services through Zuckerberg San Francisco General Hospital. These types of delays occurred earlier in the century before OCME had an X-ray devices. If the toxicology test equipment failed, then the tests would be sent out to a third party laboratory which would perform a less sensitive form of testing and potentially detect a smaller range of compounds then the new OCME lab equipment. To match the current OCME capabilities would increase testing costs and likely increase turnaround time for Medical Examiner cases.

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 by this PSC 44335

D. Will the contract(s) be renewed?
Maintenance and repair contracts will need to be renewed for the life of the equipment.

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:
Suppliers typically offer their largest discounts for five year terms. Because this PSC covers several OCME contracts a longer window than 5 years is required to maintain a single tracking of OCME scientific and medical maintenance. The alternatives are multiple PSCs for similar scopes of work, or forgoing maintenance discounts by shorting terms as OCME is currently doing.

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).

☑ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

Explain the qualifying circumstances:
1. Maintenance and repair services required on an intermittent or as-needed basis. 2. Maintenance, and in particular repair require lab benches, software, tools, training, and manufacturer certification that City staff do not possess.

B. Reason for the request for modification:
The requested amount of the PSC is extended by 3 million to a total of 5 million, the term request is 4 years 26 weeks to a total term of 7 1/2 years. The Office of the Chief Medical Examiner (OCME) is seeking to extend maintenance contracts to 5 years which in some contracts reduces costs by 10% towards meeting City Department budget reduction FY22 goals of 7.5% without reducing regular staff FTE or hours.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Ability to repair and maintain various scientific instruments. Trained and certified by manufacturers.

B. Which, if any, civil service class(es) normally perform(s) this work? 2456, Asst Forensic Toxicologist 1; 2457, Forensic Toxicologist Supervisor; 2458, Chief Forensic Toxicologist; 2467, Diagnostic Imaging Tech I; 2468, Diagnostic Imaging Tech II; 2469, Diagnostic Imaging Tech III; 2598, Asst Med Examiner;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the contract will provide specialty software and diagnostic equipment and tools not possessed by the City.

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.

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: The work is done on a as-needed basis. Creating the capability of performing all types of equipment maintenance, failure diagnosis, and repair would add continuing training, licensing, staff and investment in a repair depot greatly excess of anticipated demand of OCME, and even OCME and DPH. Organizations as large as Kaiser Permanente use their CT (Computer Technologists) as the job classification responsible for requesting repair or maintenance but do not perform this work in-house.

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.
The contractor will provide service and support information to contact, initiate, and escalate service and repair requests.

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 01/13/21, the Department notified the following employee organizations of this PSC/RFP request:
SEIU 1021 Miscellaneous; 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: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: Room 362, 1 Dr. Carlton B Goodlett Place, San Francisco, CA 94102

****

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44335 - 18/19

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 04/19/2021

Civil Service Commission Action:

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccoordinator@sfgov.org on behalf of joan.lubamersky@sfgov.org
Sent: Wednesday, January 13, 2021 10:50 AM
To: Lubamersky, Joan (ADM); Meyers, Julie (HSA); Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; ecassidy@ifpte21.com; WendyWong26 @yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Miyashiro, Rand (ADM); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 44335 - 18/19 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a modification request for a Personal Services Contract (PSC) for $3,000,000 for services for the period January 1, 2022 – June 30, 2026. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over $100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

http://apps.sfgov.org/dhrdrupal/node/15886
Email sent to the following addresses: L21PSCReview@ifpte21.org pkim@ifpte21.org eerbach@ifpte21.org kpage@ifpte21.org kschumacher@ifpte21.org tmathews@ifpte21.org wendywong26@yahoo.com WendyWong26@yahoo.com ecassidy@ifpte21.com jtanner940@aol.com david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org davidmkersten@gmail.com ted.zarzecki@seiu1021.net pscreview@seiu1021.org Wendy.Frigillana@seiu1021.org pcamarillo_seiu@sbcglobal.net Kbasconcillo@sfwater.org Ricardo.lopez@sfgov.org Julie.Meyers@sfgov.org

From:	Miyashiro, Rand (ADM)
To:	tjenkins@uapd.com
Subject:	San Francisco UAPD- OCME Maintenance Contracts for Medical/ Scientific Equipment Modification- PSR 44335 Mod 1
Date:	Monday, January 25, 2021 4:20:00 PM
Attachments:	PSR-44335_Mod1-2020-1223.pdf PSC-44335-Form1.pdf

25 January 2021

MEMORANDUM

TO: Tim Jenkins, Senior Representative, Union of American Physicians and Dentists (UAPD) Email: tjenkins@uapd.com

FROM: Rand Miyashiro, PMP Office of the City Administrator City and County of San Francisco

SUBJECT: Proposed Modification #1 to Office of the Chief Medical Examiner (OCME) Maintenance Contracts PSC 44335 18-19

The Office of the Chief Medical Examiner Division is requesting approval from the Department of Human Resource to contract with several vendors to perform maintenance on several Scientific and Medical instruments and system in use at the Medical Examiner. The work is described in the attached modification #1 to Personal Services Contract Summary PSC Form 1 and has been posted on the City of San Francisco PSC database. In brief, the request is to extend the term of the PSC by 4 years, 26 weeks and raise the maximum amount by 3 million to 5 million.

We are required by the Department of Human Resources and the Civil Service Commission to notify employee organizations when contracting out is requested to do work that City employees might be able to perform. In this case the relevant the maintenance vendors will be servicing X-ray and Computed Tomography (CT) imaging systems to meet original equipment manufacturer and reseller standards. Other maintenance services include toxicology instruments and underlying systems (e.g. Hydrogen/ Nitrogen gas systems). City employees do not have this expertise.

Please see the Modification #1 to PSC Form 1 attached that is posted on the City website. All unions except yours
representing Assistant Medical Examiners (Classification 2598) were notified. Because your union was initially left off of the original PSC (again listed on Form 1), I am reaching out to you directly to advise you of this modification #1 to the original PSC request. Please excuse this memo if it is a duplicate of a notice that you have already received.

If you should have any questions, please let me know at rand.miyashiro@sfgov.org or contact the Department of Human Resources, DHR-PSC Coordinator, DHR (HRD), dhr-psccoordinator@sfgov.org
Thank you for your consideration,

Mr. Rand Miyashiro, MA, PMP, IT Project Manager

Medical Examiner Liaison and Mass Fatalities Coordinator
City and County of San Francisco
City Administrator's Office
City Hall, Room 356
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

(415) 641-2295
Rand.miyashiro@sfgov.org

Attachments: PSC Form 1 for PSC 44335 FY18-19, Modification #1 to PSC 44335 FY18-19
www.sfgov.org/cao

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM Dept. Code: ADM

Type of Request: ☑Initial ☐Modification of an existing PSC (PSC # _____)

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

Type of Service: OCME Maintenance Contracts for Medical/ Scientific Equipment

Funding Source: General Fund PSC Duration: 3 years
PSC Amount: $2,000,000

1. Description of Work

A. Scope of Work/Services to be Contracted Out:
Successful Contractors will provide routine maintenance, diagnosis and repair of primarily new scientific and medical equipment at the Office of the Chief Medical Examiner. This equipment consists of I. Medical Imaging equipment including one x-ray full body unit, and one Siemens CT scanner. II Forensic Toxicology analytic equipment of less than 10 custom configured mass spectrophotometer (mass spec) units each manufactured by Agilent and Sciex (also with Qtof and Qtrap), and a single BioChip analyzer from Randox, in addition to biochemistry and other analyzers and histology microtome sectioning and staining. Finally III. Base equipment consisting of temperature controlled and monitored coolers, gas generating and dispensing equipment (e.g. hydrogen, and nitrogen) to perform testing.

B. Explain why this service is necessary and the consequence of denial:
The Office of the Chief Medical Examiner (OCME) is mandated by California State law to investigate and certify all sudden, unexpected and/or violent deaths in the City and County of San Francisco. Lacking warranty and service contracts failure of medical imaging equipment could lead to less than thorough examinations, or delays determining a cause of death and in releasing a body to the family if the OCME had to relay on external services through Zuckerberg San Francisco General Hospital. These types of delays occurred earlier in the century before OCME had an X-ray devices. If the toxicology test equipment failed, then the tests would be sent out to a third party laboratory which would perform a less sensitive form of testing and potentially detect a smaller range of compounds then the new OCME lab equipment. To match the current OCME capabilities would increase testing costs and likely increase turnaround time for Medical Examiner cases.

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.
Under contract. See attached.

D. Will the contract(s) be renewed?
Maintenance and repair contracts will need to be renewed for the life of the equipment.

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).

☑ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:
1. Maintenance and repair services required on an intermittent or as-needed basis. 2. Maintenance, and in particular repair require lab benches, software, tools, training, and manufacturer certification that City staff do not possess.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Ability to repair and maintain various scientific instruments. Trained and

certified by manufacturers.

B. Which, if any, civil service class(es) normally perform(s) this work? 2456, Asst Forensic Toxicologist 1; 2457, Forensic Toxicologist Supervisor; 2458, Chief Forensic Toxicologist; 2467, Diagnostic Imaging Tech I; 2468, Diagnostic Imaging Tech II; 2469, Diagnostic Imaging Tech III; 2598, Asst Med Examiner;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the contract will provide specialty software and diagnostic equipment and tools not possessed by the City.

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

ADM, the new Office of Contract Administration (OCA) Director, and Senior Purchasers from the Department of Public Health (DPH) met and determined there were no staff trained to provide these types of maintenance and repair services.

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

A. Explain why civil service classes are not applicable.

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. The work is done on a as-needed basis. Creating the capability of performing all types of equipment maintenance, failure diagnosis, and repair would add continuing training, licensing, staff and investment in a repair depot greatly excess of anticipated demand of OCME, and even OCME and DPH. Organizations as large as Kaiser Permanente use their CT (Computer Technologists) as the job classification responsible for requesting repair or maintenance but do not perform this work in-house.

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. The contractor will provide service and support information to contact, initiate, and escalate service and repair requests.

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 10/22/2018, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21; SEIU 1021 Miscellaneous

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

Name: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: Room 362, 1 Dr. Carlton B Goodlett Place San Francisco, CA 94102
****

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44335 - 18/19
DHR Analysis/Recommendation: action date: 02/04/2019
Commission Approval Required Approved by Civil Service Commission
02/04/2019 DHR Approved for 02/04/2019

Published on *Personal Services Request Database* (http://apps.sfgov.org/dhrdrupal)

Civil Service: 44335 - 18/19 -- 10/22/2018

Posted January 16, 2019 - 15:31 by suzanne.choi

PSC Number (initial or modification): 44335 - 18/19

Modification Request Date and Number: not neccesary to enter

Postponed: no

Continued: no

Commission Hearing Date: February 4, 2019

Action Taken: Approved by Civil Service Commission

Commission Action Date: February 4, 2019

Conditions of CSC Approval:

Date for report back to the commission:

Service Type: OCME Maintenance Contracts for Medical/ Scientific Equipment
Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM
Date Stamp Union Notification: 10/22/2018
Date Stamp Ready for DHR: 11/23/2018

City and County of San Francisco **Department of Human Resources**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM Dept. Code: ADM

Type of Request: ☑ Initial ☐ Modification of an existing PSC (PSC # _____)

Type of Approval: ☐ Expedited ☑ Regular (☐ Omit Posting)

Type of Service: OCME Maintenance Contracts for Medical/ Scientific Equipment

Funding Source: General Fund PSC Duration: 3 years

PSC Amount: $2,000,000 PSC Est. Start Date: 01/01/2019 PSC Est. End Date: 12/31/2021

1. Description of Work

A. Scope of Work:

Successful Contractors will provide routine maintenance, diagnosis and repair of primarily new scientific and medical equipment at the Office of the Chief Medical Examiner. This equipment consists of I. Medical Imaging equipment including one x-ray full body unit, and one Siemens CT scanner. II Forensic Toxicology analytic equipment of less than 10 custom configured mass spectrophotometer (mass spec) units each manufactured by Agilent and Sciex (also with Qtof and Qtrap), and a single BioChip analyzer from Randox, in addition to biochemistry and other analyzers and histology microtome sectioning and staining. Finally III. Base equipment consisting of temperature controlled and monitored coolers, gas generating and dispensing equipment (e.g. hydrogen, and nitrogen) to perform testing.

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

The Office of the Chief Medical Examiner (OCME) is mandated by California State law to investigate and certify all sudden, unexpected and/or violent deaths in the City and County of San Francisco. Lacking warranty and service contracts failure of medical imaging equipment could lead to less than thorough examinations, or delays determining a cause of death and in releasing a body to the family if the OCME had to relay on external services through Zuckerberg San Francisco General Hospital. These types of delays occurred earlier in the century before OCME had an X-ray devices. If the toxicology test equipment failed, then the tests would be sent out to a third party laboratory which would perform a less sensitive form of testing and potentially detect a smaller range of compounds then the new OCME lab equipment. To match the current OCME capabilities would increase testing

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.

Under contract. See attached.

D. Will the contract(s) be renewed? Maintenance and repair contracts will need to be renewed for the life of th

2. Union Notification: On 10/22/2018, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21; SEIU 1021 Miscellaneous

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44335 - 18/19

DHR Analysis/Recommendation: 02/04/2019

Commission Approval Required

DHR Approved for 02/04/2019 Approved by Civil Service Commission

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
Ability to repair and maintain various scientific instruments. Trained and certified by manufacturers.

B. Which, if any, civil service class(es) normally perform(s) this work?
2456,2457,2458,2467,2468,2469,2598,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
Yes, the contract will provide specialty software and diagnostic equipment and tools not possessed by the City.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
The work is done on a as-needed basis. Creating the capability of performing all types of equipment maintenance, failure diagnosis, and repair would add continuing training, licensing, staff and investment in a repair depot greatly excess of anticipated demand of OCME, and even OCME and DPH. Organizations as large

5. Additional Information (if "yes", attach explanation)	**YES**	**NO**
A. Will the contractor directly supervise City and County employee?	☐	☑
B. Will the contractor train City and County employee? The contractor will provide service and support information to contact, initia	☐	☑
C. Are there legal mandates requiring the use of contractual services?	☐	☑
D. Are there federal or state grant requirements regarding the use of contractual services?	☐	☑
E. Has a board or commission determined that contracting is the most effective way to provide this service?	☐	☑
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	☐	☑

☐ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 11/23/2018 BY:

Name: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: Room 362, 1 Dr. Carlton B Goodlett Place San Francisco, CA 94102

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN
Submitted By: Alexander Ankrom
Department Coordinator: Jenny Collins, Jenny.Collins@sfgov.org
Project Manager: Alexander Ankrom

ServiceNow Number: DHRPSC0006375
Version: 1.01
Version Type: Amendment

Legacy PSC #: 30382-17/18

Brief description of proposed work: Consulting - Workforce Program Planning (One Stop Operator)
Reason for the Request for Amendment: Consulting - Workforce Program Planning (One Stop Operator)

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: $675,000
Increase Amount: $600,000
Why are you requesting the PSC amount to be increased?: This work is federally mandated and funded, and we are behind in extending the authorization and contract for FY26. For that reason, we are requesting retroactive justification for these services to July 1, 2025.
Total Amended Amount: $1,275,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
Previously Approved Duration (months): 90
Duration Increase (months): 60
Why are you requesting the PSC duration to be increased: To provide an additional 5 years of service for this work. This includes one retroactive year to cover the previous year and 4 years for a new procurement.
Total Amended Duration (months): 150
First Contract Start Date: 1/15/2018
PSC Duration End Date: 7/17/2030

Funding

Post Union Notification

Funding Source: Federal Funds, City Funds
Special circumstances related to funding: Yes
Explain the special circumstances: The One Stop Operator (OSO) role is mandated under the federal Workforce Opportunity and Innovation Act (WIOA) and the department is required to plan and implement OSO services using an external partner. We are requesting additional authorization retroactive to 7/1/2025.

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 Office of Economic and Workforce Development (OEWD) is seeking to contract with an individual or firm that can serve as the department's One-Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's workforce system. The workforce system is designed to establish services for a variety of San Francisco jobseekers that include unskilled, semi-skilled and high skilled individuals. The OSO will play a leadership role in coordinating the four (4) core mandated partners - the California Employment Development Department (EDD), California Department of Rehabilitation (DOR), City College of San Francisco (CCSF) Career Technical Education and Adult Education programs, and the San Francisco Human Services Agency (HSA)/Temporary Assistance for Needy Families (TANF) programs - and ensuring that appropriate services are delivered to customers through the workforce system. The role includes establishing Memorandums of Understanding (MOU) with the core partners, providing training and technical assistance and facilitating the successful implementation of services. Additional responsibilities may be determined by OEWD or suggested by the OSO or service providers to fulfill the OSO's role of system coordination and quality assurance.

Why are these services required and what are the consequences of denial?: The services are needed because it will continue to keep stakeholders coordinated to ensure training and technical assistance continue to be provided across San Francisco's workforce system in a efficient and equitable manner. The One Stop Operator (OSO) role was mandated under the federal Workforce Opportunity and Innovation Act (WIOA) and the department is required to plan and implement OSO services using an external partner. If this request is denied, the department will not be able to deploy these services on time and risks violating the federal requirement

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?: These services require an entity that is able to coordinated amongst the key stakeholders and undertstands the intricacies

of each stakeholder. It is federally mandated that we implement OSO services using an external partner.

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?: Yes
Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing: The One Stop Operator (OSO) role is mandated under the federal Workforce Opportunity and Innovation Act (WIOA) and the department is required to plan and implement OSO services using an external partner.
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: In addion to general experience in stakeholder engagement and facilitaon, the selected consultant should have verifiable experse in the following areas: - Infrastructure for collecon and analysis of real-me data from industry, educaonal partners, service providers, and the broader labor market. - Planning and design of system infrastructure that encourages stakeholder collaboraon, experimentaon, user feedback, and user/customer-centered design. - Idenfying and priorizing opportunies to improve the public workforce system. - Designing, developing, deploying, and evaluang workforce tools. - Developing workforce partnerships and collaboraons. - Workforce Innovation and Opportunity Act regulation technical assistance, and other general workforce policy analysis and technical assistance.
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 1824 - Pr Administrative Analyst
Q5c2) Does the Department have employees in these classifications?: Yes
Q5c3) Why are they not able to perform the services?: The OSO must be an entity external to the local workforce development board (OEWD) per federal mandate.
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 selected consultant provides technical assistance and consulting on federal and state WIOA mandates, and it will

work as a liaison between the four core partners (EDD, DOR, CCSF, HSA) and OEWD staff, providing recommendations and technical consultation to OEWD as needed. The OEWD staff primarily tasked with overseeing the OSO's scope of work will be within the 1824 classification.
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 OSO must be an entity external to the local workforce development board (OEWD) per federal mandate.

Additional information to support your request (Optional): OEWD is requesting modification retroactive to July 1, 2025.

Union Notifications

Have the Job Classes/Labor Unions changed?:
Job Class(es): 1824 - Pr Administrative Analyst
Labor Unions: 021 - Prof & Tech Eng, Local 21
Labor Union Email Addresses: L21pscreview@ifpte21.org
Union Review Sent On: 5/26/2026
Union Review End Date: 6/5/2026
Union Review Duration Met On: 6/5/2026

Post Union Notification

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT Dept. Code: ECN

Type of Request: ☐Initial ☑Modification of an existing PSC (PSC # 30382 - 17/18)

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

Type of Service: Consulting - Workforce Program Planning (One Stop Operator)

Funding Source: Fed Dept of Labor & Gen Fund

PSC Original Approved Amount: $100,000 PSC Original Approved Duration: 01/01/18 - 06/30/20 (2 years 25 weeks)

PSC Mod#1 Amount: $200,000 PSC Mod#1 Duration: 02/18/19-06/30/21 (1 year)

PSC Mod#2 Amount: $300,000 PSC Mod#2 Duration: 07/01/21-06/30/24 (3 years 1 day)

PSC Mod#3 Amount: $75,000 PSC Mod#3 Duration: 07/01/24-06/30/25 (1 year)

PSC Cumulative Amount Proposed: $675,000 PSC Cumulative Duration Proposed: 7 years 25 weeks

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) is seeking to contract with an individual or firm that can serve as the department's One-Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's workforce system. The workforce system is designed to establish services for a variety of San Francisco jobseekers that include unskilled, semi-skilled and high skilled individuals. The OSO will play a leadership role in coordinating the four (4) core mandated partners - the California Employment Development Department (EDD), California Department of Rehabilitation (DOR), City College of San Francisco (CCSF) Career Technical Education and Adult Education programs, and the San Francisco Human Services Agency (HSA)/Temporary Assistance for Needy Families (TANF) programs - and ensuring that appropriate services are delivered to customers through the workforce system. The role includes establishing Memorandums of Understanding (MOU) with the core partners, providing training and technical assistance and facilitating the successful implementation of services. Additional responsibilities may be determined by OEWD or suggested by the OSO or service providers to fulfill the OSO's role of system coordination and quality assurance.

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

The One Stop Operator (OSO) role was recently mandated under the federal Workforce Opportunity and Innovation Act (WIOA) and the department is required to begin planning and implementing OSO services within the 17-18 program year. If this request is denied, the department will not be able to deploy these services on time and risks violating the federal requirement.

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 is a request to extend the existing authorization

D. Will the contract(s) be renewed?

Unknown at this time.

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:

This role is mandated by the federal Workforce Opportunity and Innovation Act (WIOA) and must be an entity external to the local workforce development board (OEWD).

2. Reason(s) for the Request

A. Display all that apply

☑ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Explain the qualifying circumstances:

This project is anticipated to be short-term and requires a broad complement of skills and expertise not currently available within the department. The coordinating functions are also best suited to an outside entity, to ensure that core partners are held accountable to the terms of their service agreements (MOUs).

B. Reason for the request for modification:

This request adds $75,000 and 1 year to the authorization for the One Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's workforce system. This role is mandated by the federal Workforce Opportunity and Innovation Act (WIOA) and must be an entity external to the local workforce development board (OEWD).

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: In addition to general experience in stakeholder engagement and facilitation, the selected consultant should have verifiable expertise in the following areas: - Infrastructure for collection and analysis of real-time data from industry, educational partners, service providers, and the broader labor market. - Planning and design of system infrastructure that encourages stakeholder collaboration, experimentation, user feedback, and user/customer-centered design. - Identifying and prioritizing opportunities to improve the public workforce system. - Designing, developing, deploying, and evaluating workforce tools. - Developing workforce partnerships and collaborations. - Workforce Innovation and Opportunity Act regulation technical assistance, and other general workforce policy analysis and technical assistance.

B. Which, if any, civil service class(es) normally perform(s) this work? 1824, Pr Administrative 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?

Not Applicable

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

A. Explain why civil service classes are not applicable.

This work is short-term and requires specific skills.

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 work is anticipated to be short-term.

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.

The selected consultant will not train City employees, but will work as a liaison between the four core partners (EDD, DOR, CCSF, HSA) and OEWD staff, providing recommendations and technical consultation to OEWD as needed. The OEWD staff primarily tasked with overseeing the OSO's scope of work will be within the following classifications - 0931, 0923, 0922, 1824.

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.

External provider is federally mandated.

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.

Yes - current contractor is expected to continue services.

7. **Union Notification**: On 02/06/23, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21;

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

Name: Jenny Collins Phone: 415-701-4842 Email: Jenny.Collins@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor, San Francisco, CA 94103

****

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30382 - 17/18
DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 02/16/2023

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT Dept. Code: ECN

Type of Request: ☐Initial ☑Modification of an existing PSC (PSC # 30382 - 17/18)

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

Type of Service: Consulting - Workforce Program Planning (One Stop Operator)

Funding Source: Fed Dept of Labor & Gen Fund

PSC Original Approved Amount: $100,000

PSC Original Approved Duration: 01/01/18 - 06/30/20 (2 years 25 weeks)

PSC Mod#1 Amount: $200,000

PSC Mod#1 Duration: 02/18/19-06/30/21 (1 year)

PSC Mod#2 Amount: $300,000

PSC Mod#2 Duration: 07/01/21-06/30/24 (3 years 1 day)

PSC Cumulative Amount Proposed: $600,000

PSC Cumulative Duration Proposed: 6 years 25 weeks

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) is seeking to contract with an individual or firm that can serve as the department's One-Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's workforce system. The workforce system is designed to establish services for a variety of San Francisco jobseekers that include unskilled, semi-skilled and high skilled individuals. The OSO will play a leadership role in coordinating the four (4) core mandated partners - the California Employment Development Department (EDD), California Department of Rehabilitation (DOR), City College of San Francisco (CCSF) Career Technical Education and Adult Education programs, and the San Francisco Human Services Agency (HSA)/Temporary Assistance for Needy Families (TANF) programs - and ensuring that appropriate services are delivered to customers through the workforce system. The role includes establishing Memorandums of Understanding (MOU) with the core partners, providing training and technical assistance and facilitating the successful implementation of services. Additional responsibilities may be determined by OEWD or suggested by the OSO or service providers to fulfill the OSO's role of system coordination and quality assurance.

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

The One Stop Operator (OSO) role was recently mandated under the federal Workforce Opportunity and Innovation Act (WIOA) and the department is required to begin planning and implementing OSO services within the 17-18 program year. If this request is denied, the department will not be able to deploy these services on time and risks violating the federal requirement.

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 is a request to extend the existing authorization

D. Will the contract(s) be renewed?

Unknown at this time.

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:
This role is mandated by the federal Workforce Opportunity and Innovation Act (WIOA) and must be an entity external to the local workforce development board (OEWD).

2. Reason(s) for the Request

A. Display all that apply

☑ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Explain the qualifying circumstances:
This project is anticipated to be short-term and requires a broad complement of skills and expertise not currently available within the department. The coordinating functions are also best suited to an outside entity, to ensure that core partners are held accountable to the terms of their service agreements (MOUs).

B. Reason for the request for modification:
This request adds $300,000 and 3 years to the authorization for the One Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's workforce system. This role is mandated by the federal Workforce Opportunity and Innovation Act (WIOA) and must be an entity external to the local workforce development board (OEWD).

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: In addition to general experience in stakeholder engagement and facilitation, the selected consultant should have verifiable expertise in the following areas: - Infrastructure for collection and analysis of real-time data from industry, educational partners, service providers, and the broader labor market. - Planning and design of system infrastructure that encourages stakeholder collaboration, experimentation, user feedback, and user/customer-centered design. - Identifying and prioritizing opportunities to improve the public workforce system. - Designing, developing, deploying, and evaluating workforce tools. - Developing workforce partnerships and collaborations. - Workforce Innovation and Opportunity Act regulation technical assistance, and other general workforce policy analysis and technical assistance.

B. Which, if any, civil service class(es) normally perform(s) this work? 1824, Pr Administrative 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?

Not Applicable

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

A. Explain why civil service classes are not applicable.
This work is short-term and requires specific skills.

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 work is anticipated to be short-term.

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.
The selected consultant will not train City employees, but will work as a liaison between the four core partners (EDD, DOR, CCSF, HSA) and OEWD staff, providing recommendations and technical consultation to OEWD as needed. The OEWD staff primarily tasked with overseeing the OSO's scope of work will be within the following classifications - 0931, 0923, 0922, 1824.

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.
External provider is federally mandated.

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.
Yes - current contractor is expected to continue services.

7. Union Notification: On 08/23/21, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21;

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

Name: Jenny Collins Phone: 415-701-4842 Email: Jenny.Collins@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor, San Francisco, CA 94103

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30382 - 17/18
DHR Analysis/Recommendation: 10/04/2021
Commission Approval Required Approved by Civil Service Commission
10/04/2021 DHR Approved for 10/04/2021

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT Dept. Code: ECN

Type of Request: ☐Initial ☑Modification of an existing PSC (PSC # 30382 - 17/18)

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

Type of Service: Consulting - Workforce Program Planning (One Stop Operator)

Funding Source: Fed Dept of Labor & Gen Fund

PSC Original Approved Amount: $100,000

PSC Original Approved Duration: 01/01/18 - 06/30/20 (2 years 25 weeks)

PSC Mod#1 Amount: $200,000

PSC Mod#1 Duration: 02/18/19-06/30/21 (1 year)

PSC Cumulative Amount Proposed: $300,000

PSC Cumulative Duration Proposed: 3 years 25 weeks

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) is seeking to contract with an individual or firm that can serve as the department's One-Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's workforce system. The workforce system is designed to establish services for a variety of San Francisco jobseekers that include unskilled, semi-skilled and high skilled individuals. The OSO will play a leadership role in coordinating the four (4) core mandated partners - the California Employment Development Department (EDD), California Department of Rehabilitation (DOR), City College of San Francisco (CCSF) Career Technical Education and Adult Education programs, and the San Francisco Human Services Agency (HSA)/Temporary Assistance for Needy Families (TANF) programs - and ensuring that appropriate services are delivered to customers through the workforce system. The role includes establishing Memorandums of Understanding (MOU) with the core partners, providing training and technical assistance and facilitating the successful implementation of services. Additional responsibilities may be determined by OEWD or suggested by the OSO or service providers to fulfill the OSO's role of system coordination and quality assurance.

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

The One Stop Operator (OSO) role was recently mandated under the federal Workforce Opportunity and Innovation Act (WIOA) and the department is required to begin planning and implementing OSO services within the 17-18 program year. If this request is denied, the department will not be able to deploy these services on time and risks violating the federal requirement.

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

D. Will the contract(s) be renewed?

Unknown at this time.

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:

2. Reason(s) for the Request

A. Display all that apply

☑ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Explain the qualifying circumstances:
This project is anticipated to be short-term and requires a broad complement of skills and expertise not currently available within the department. The coordinating functions are also best suited to an outside entity, to ensure that core partners are held accountable to the terms of their service agreements (MOUs).

B. Reason for the request for modification:
Increasing budget amount by $200k and extending term by 1 year to cover additional service needs.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: In addition to general experience in stakeholder engagement and facilitation, the selected consultant should have verifiable expertise in the following areas: - Infrastructure for collection and analysis of real-time data from industry, educational partners, service providers, and the broader labor market. - Planning and design of system infrastructure that encourages stakeholder collaboration, experimentation, user feedback, and user/customer-centered design. - Identifying and prioritizing opportunities to improve the public workforce system. - Designing, developing, deploying, and evaluating workforce tools. - Developing workforce partnerships and collaborations. - Workforce Innovation and Opportunity Act regulation technical assistance, and other general workforce policy analysis and technical assistance.

B. Which, if any, civil service class(es) normally perform(s) this work? 1824, Pr Administrative 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?

Not Applicable

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

A. Explain why civil service classes are not applicable.
This work is short-term and requires specific skills.

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 work is anticipated to be short-term.

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.

The selected consultant will not train City employees, but will work as a liaison between the four core partners (EDD, DOR, CCSF, HSA) and OEWD staff, providing recommendations and technical consultation to OEWD as needed. The OEWD staff primarily tasked with overseeing the OSO's scope of work will be within the following classifications - 0931, 0923, 0922, 1824.

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.
Yes - current contractor is expected to continue services.

7. Union Notification: On 01/15/19, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21;

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

Name: Marissa Bloom Phone: 415-701-4887 Email: marissa.bloom@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor, San Francisco, CA 94103

****

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30382 - 17/18
DHR Analysis/Recommendation: 03/04/2019
Commission Approval Required Approved by Civil Service Commission
03/04/2019 DHR Approved for 03/04/2019

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ECONOMIC AND WORKFORCE DEVELOPMENT -- ECN Dept. Code: ECN

Type of Request: ☑Initial ☐Modification of an existing PSC (PSC # _____)

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

Type of Service: Consulting - Workforce Program Planning (One Stop Operator)

Funding Source: Fed Dept of Labor & Gen Fund PSC Duration: 2 years 25 weeks

PSC Amount: $100,000

1. Description of Work

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

The Office of Economic and Workforce Development (OEWD) is seeking to contract with an individual or firm that can serve as the department's One-Stop Operator (OSO), a lead coordinator of services delivered to San Francisco's workforce system. The workforce system is designed to establish services for a variety of San Francisco jobseekers that include unskilled, semi-skilled and high skilled individuals. The OSO will play a leadership role in coordinating the four (4) core mandated partners - the California Employment Development Department (EDD), California Department of Rehabilitation (DOR), City College of San Francisco (CCSF) Career Technical Education and Adult Education programs, and the San Francisco Human Services Agency (HSA)/Temporary Assistance for Needy Families (TANF) programs - and ensuring that appropriate services are delivered to customers through the workforce system. The role includes establishing Memorandums of Understanding (MOU) with the core partners, providing training and technical assistance and facilitating the successful implementation of services. Additional responsibilities may be determined by OEWD or suggested by the OSO or service providers to fulfill the OSO's role of system coordination and quality assurance.

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

The One Stop Operator (OSO) role was recently mandated under the federal Workforce Opportunity and Innovation Act (WIOA) and the department is required to begin planning and implementing OSO services within the 17-18 program year. If this request is denied, the department will not be able to deploy these services on time and risks violating the federal requirement.

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.

Not applicable - this is a new service.

D. Will the contract(s) be renewed?

Unknown at this time.

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):

☑ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

B. Explain the qualifying circumstances:
This project is anticipated to be short-term and requires a broad complement of skills and expertise not currently available within the department. The coordinating functions are also best suited to an outside entity, to ensure that core partners are held accountable to the terms of their service agreements (MOUs).

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: In addition to general experience in stakeholder engagement and facilitation, the selected consultant should have verifiable expertise in the following areas: - Infrastructure for collection and analysis of real-time data from industry, educational partners, service providers, and the broader labor market. - Planning and design of system infrastructure that encourages stakeholder collaboration, experimentation, user feedback, and user/customer-centered design. - Identifying and prioritizing opportunities to improve the public workforce system. - Designing, developing, deploying, and evaluating workforce tools. - Developing workforce partnerships and collaborations. - Workforce Innovation and Opportunity Act regulation technical assistance, and other general workforce policy analysis and technical assistance.

B. Which, if any, civil service class(es) normally perform(s) this work? 1824, Pr Administrative 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?

Not Applicable

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

A. Explain why civil service classes are not applicable.
This work is short-term and requires specific skills.

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 work is anticipated to be short-term.

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. The selected consultant will not train City employees, but will work as a liaison between the four core partners (EDD, DOR, CCSF, HSA) and OEWD staff, providing recommendations and technical consultation to OEWD as needed. The OEWD staff primarily tasked with overseeing the OSO's scope of work will be within the following classifications - 0931, 0923, 0922, 1824.

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 12/04/2017, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

Name: Marissa Bloom Phone: 415-701-4887 Email: marissa.bloom@sfgov.org

Address: 1 South Van Ness Ave, 5th Floor San Francisco, CA 94103

****

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30382 - 17/18
DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 01/12/2018

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:	OEWD (ECN)
Dept Name:	Office of Economic and Workforce Development
PSC Coordinator Name:	Alexander Ankrom
PSC Coordinator Email:	alexander.ankrom@sfgov.org
PSC ServiceNow Record No.:	DHRPSC0001277

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
1000009645	1/15/2028	6/30/2021	$ 300,000	30382-17/18 Mod 1	One stop Operator (OSO) lead coordinator of services delivered to SF's workforce system.
1000024110	7/1/2021	6/30/2025	$ 475,000	30382-17/18 Mod 3	One stop Operator (OSO) lead coordinator of services delivered to SF's workforce system.

OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT
FINANCE AND ADMINISTRATION DIVISION
MEMORANDUM

TO: CIVIL SERVICE COMMISSION

FROM: ALEXANDER ANKROM, CONTRACT AND GRANT DIRECTOR

SUBJECT: DHRPSC0006375
BACK-DATING REQUEST

DATE: 6/9/2026

Dependent on approval of DHRPSC0006375, Consulting - Workforce Program Planning (One Stop Operator), the Office of Economic and Workforce Development (OEWD) is respectfully requesting authorization to backdate the contract intended to draw from this authorization to a July 1, 2025, term start date.

Due to understaffing and a significant backlog of agreements to execute and encumber, we were not able to initiate this PSC authorization request in enough time to receive approval prior to July 1, 2025.

We are hoping to be scheduled for Civil Service Review on June 15, 2026, and we would appreciate authorization to backdate to July 1, 2025 if possible.

Please contact me for additional information at alexander.ankrom@sfgov.org or 628-652-8442. Thank you for your consideration.

ONE SOUTH VAN NESS AVENUE, FIFTH FLOOR
SAN FRANCISCO, CA 94103
PHONE: 628.652.8400 (Main)
http://www.oewd.org

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: Joseph Clark

ServiceNow Number: DHRPSC0003427
Version: 1.01
Version Type: Amendment

Legacy PSC #: 48317-21/22

Brief description of proposed work: Pre-Employment Psychological Screening
Reason for the Request for Amendment: Amending contract to extend services and increase contract amount

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: $800,000
Increase Amount: $660,000
Why are you requesting the PSC amount to be increased?: extending services additional 3 years
Total Amended Amount: $1,460,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
Previously Approved Duration (months): 48
Duration Increase (months): 36
Why are you requesting the PSC duration to be increased: extending requested services for 3 years
Total Amended Duration (months): 84
First Contract Start Date: 7/1/2022
PSC Duration End Date: 6/30/2029

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: Genie.Wong@sfgov.org.
The contractor will provide the San Francisco Police Department (SFPD) with pre-employment psychological screening services on Police Officer, Police Reserve Officer, Police Cadet, and Police Service Aide employment applicants as mandated by California Government Code section #1031(f). Other contractor services may include, but not be limited to, refinement of predictive validity assessment procedures, specialized research projects or activities requested by the SFPD, and expert testimony.

Why are these services required and what are the consequences of denial?: Pre-employment psychological evaluations of police officer candidates are required by section #1031(f) of the California Code of Regulations. Denial would prevent the SFPD from hiring police officers.

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?: These are as-needed services

Board and Commission Approvals

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

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

Justification

Has your response to Q1 changed?: No
Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?: No
Q2 - Does performing these services cause a conflict of interest?: No
Q3 - Are these proprietary services City is not authorized to do?: No
Q4 - Does City lacks necessary facilities/equipment?: No
Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis
Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: Yes
Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?: services only required to screen candidates for hire

Post Union Notification

Q5b) Do the services require specialized expertise, knowledge experience?: Yes
Q5b1) Describe the specialized skills and expertise required to perform the services: expertise in conducting psychological evaluations
Q5c) Does City have classifications with the required specialized skills or expertise?: Yes
Q5c1) Identify the classifications: 2574 - Clinical Psychologist
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: services are required on an as-needed basis
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: Services need to be conducted by clinicians
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 service are as-needed

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:
Job Class(es): 2574 - Clinical Psychologist
Labor Unions: 790 - SEIU, Local 1021, Misc
Labor Union Email Addresses: PSCreview@seiu1021.org
Union Review Sent On: 3/18/2026
Union Review End Date: 3/28/2026
Union Review Duration Met On: 3/28/2026

Post Union Notification

City and County of San Francisco **Department of Human Resources**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICE -- POL Dept. Code: POL

Type of Request: ☑ Initial ☐ Modification of an existing PSC (PSC # _____)

Type of Approval: ☐ Expedited ☑ Regular (☐ Omit Posting)

Type of Service: Pre-Employment Psychological Screening

Funding Source: General Fund PSC Duration: 4 years

PSC Amount: $800,000 PSC Est. Start Date: 07/01/2022 PSC Est. End Date: 06/30/2026

1. Description of Work

A. Scope of Work:

The contractor will provide the San Francisco Police Department (SFPD) with pre-employment psychological screening services on Police Officer, Police Reserve Officer, Police Cadet, and Police Service Aide employment applicants as mandated by California Government Code section #1031(f). Other contractor services may include, but not be limited to, refinement of predictive validity assessment procedures, specialized research projects or activities requested by the SFPD, and expert testimony.

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

Pre-employment psychological evaluations of police officer candidates are required by section #1031(f) of the California Code of Regulations. Denial would prevent the SFPD from hiring police officers.

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.

PSC 47260-14/15

D. Will the contract(s) be renewed? Unknown at this time.

2. Union Notification: On 08/19/2021, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21; SEIU 1021 Miscellaneous; SEIU Local 1021

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48317 - 21/22

DHR Analysis/Recommendation: 11/15/2021

Commission Approval Required

DHR Approved for 11/15/2021 Approved by Civil Service Commission

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
Section #1031(f) of the California Code of Regulations requires the clinician(s) have a Ph.D. in Psychology and at least five years of post-graduate experience in diagnosis and treatment of emotional and mental disorders and meet the California Commission on Peace Officer Standards and Training's (POST) Continuing Professional Education (CPE) requirements.

B. Which, if any, civil service class(es) normally perform(s) this work?
2574,2575,2576,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
Yes. The contractor will be required to have specialized software used for psychological evaluation and tracking of candidates.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:
The contractor must have sufficient staffing to schedule many candidates with minimal notice during peak hiring periods as-needed.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No. The service is as-needed.

5. Additional Information (if "yes", attach explanation)	**YES**	**NO**
A. Will the contractor directly supervise City and County employee?	☐	☑
B. Will the contractor train City and County employee? training is not needed	☐	☑
C. Are there legal mandates requiring the use of contractual services?	☐	☑
D. Are there federal or state grant requirements regarding the use of contractual services?	☐	☑
E. Has a board or commission determined that contracting is the most effective way to provide this service?	☐	☑
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	☐	☑

☑ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 10/19/2021 BY:

Name: Genie Wong Phone: (415) 837-7208 Email: Genie.Wong@sfgov.org

Address: 1245 - 3rd Street, 6th Floor San Francisco, CA 94158

DANIEL LURIE
MAYOR

CITY AND COUNTY OF SAN FRANCISCO
POLICE DEPARTMENT
HEADQUARTERS
1245 3RD Street
San Francisco, California 94158

DERRICK J. LEW
CHIEF OF POLICE

MEMORANDUM

TO: Suzanne Choi, Citywide PSC Coordinator
Department of Human Resources

FROM: Kimmie Wu, Chief Financial Officer
San Francisco Police Department, Fiscal Division

DATE: June 16, 2026

SUBJECT: DHRPSC0003427 v 1.01 for Amendment to Contract ID 1000024739

For the amendment to Contract ID 1000024739, the 2575 Research Psychologist and the 2576 Supervising Clinical Psychologist classifications have been removed as their responsibilities are fully covered by the 2574 Clinical Psychologist job classification.

The legacy PSC number 48317 – 21/22 approved on November 15, 2021 did include the 2575 Research Psychologist and the 2576 Supervising Clinical Psychologist classifications and this is no longer the case.

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:	POL - SFPD
Dept Name:	San Francisco Police Department
PSC Coordinator Name:	Vincent Lee
PSC Coordinator Email:	Vincent.Lee@sfgov.org
PSC ServiceNow Record No.:	DHRPSC0003427

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
1000024739	7/1/20222	6/30/26	$ 800,000	DHRPSC0003427 (legacy 48317-21/22)	law enforcement psychological evaluations