

CSC RECEIPT STAMP

Persons to be Notified

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MEMORANDUM

Date: September 4, 2026

To: Kate Favetti, President, Civil Service Commission
Sandra Eng, Executive Director, Civil Service Commission
Members of the Civil Service Commission

From: Rey Guillen, Executive Director
San Francisco Health Service System

Re: Annual Report for PSCs with Continuing Approval

Introduction

On January 6, 2014, the Civil Service Commission (CSC) approved PSC#4057-13/14 and subsequently approved a modification of the PSC on April 4, 2016 to grant the San Francisco Health Service System (HSS) continuing approval for benefit-related personal services contracts (file No. 0135-16-8). On August 15, 2022 (file No. 0101-22-8), August 7, 2023 (file No. 0156-23-8), August 5, 2024 (File No. 0151-24-8), and September 15, 2025 (File No. 0214-25-8) the Civil Service Commission reaffirmed this approval and granted HSS continuing approval for benefit-related personal service contracts.¹

Original PSC Approval & Continuing Authority

1. October 16, 2013: PSC#4057-13/14 submitted by HSS.
2. January 6, 2014: PSC#4057-13/14 agendized for CSC Meeting (CSC File No. 0342-13-8).
3. January 15, 2014: CSC Notice of Action to approve PSC#4057-13/14.
4. January 11, 2016: HSS requested PSC modification to continuing approval.
5. April 4, 2016: HSS continuing approval request agendized for CSC Meeting (CSC File No. 0135-16-8).
6. April 8, 2016: CSC Notice of Action to approve modification to continuing approval.

¹ In December 2023, in accordance with the November 6, 2023 Civil Service Commission meeting, the Mayor issued a memorandum titled: "Policy of the Civil Service Commission on Personal Service Contracts". Pursuant to Section III.C. (Contracts That Do Not Require Commission Approval), "Health Service System contracts for employee and retiree health benefits" are now "exempt from Commission review" (available at <https://www.sf.gov/sites/default/files/2024-07/Policy-of-the-CSC-PSCs.pdf>).

Ongoing PSC Annual Reporting

1. August 17, 2020: CSC granted continuing approval for benefit related contracts (CSC File No. 0172-20-8).
2. July 19, 2021: CSC granted continuing approval for benefit related contracts.
3. August 15, 2022: CSC granted continuing approval for benefit related contracts (CSC File No. 0101-22-8).
4. August 7, 2023: CSC granted continuing approval for benefit related contracts (CSC File No. 0156-26-8).
5. November 6, 2023: Memo from Breed, London to Civil Service Commission, *Policy of the Civil Service Commission on PSCs*. Section III. C (Contracts That Do Not Require Commission Approval) "...11. Health Service System contracts for employee and retiree health benefits;[]".
6. August 5, 2024: CSC granted continuing approval for benefit related contracts (CSC File No. 0151-24-8).
7. September 15, 2025: CSC granted continuing approval for benefit related contracts (CSC File No. 0214-25-8).

HSS Personal Service Contracts

Pursuant to the San Francisco Health Service System's fiscal year reporting requirements to the Civil Service Commission, SFHSS respectfully submits this memorandum and list of personal services contracts, executed under continuing approval for benefit-related contracts, for review and approval. Pursuant to the December 2023 "Policy of the Civil Service Commission on Personal Service Contracts"² memorandum and guidance, HSS contracts for employee and retiree health, dental and vision benefits have been excluded from this year's report.

The following list includes all remaining personal services contracts executed, amended or terminated by the San Francisco Health Service System Fiscal Year 2025-2026 (July 1, 2025 – June 30, 2026). Each contract is a benefit-related contract, subject to Health Service Board oversight and San Francisco Health Service System management, and necessary to meet the responsibilities and requirements established through the City Charter and the San Francisco Administrative Code.

File Number	CSC Approval Date	Total Value (all contracts, multiple FYs)	Total Value of Agreements Executed in FY2025 ³
CSC No. 0214-25-8	September 15, 2025	\$30,503,432	\$7,275,000

[A detailed breakdown of suppliers, services, terms and contract values are on following pages.]

² *Ibid.*

³ Including total not-to-exceed amounts of contracts amended in FY2025-2026.

HSS Suppliers, Services, Terms, and Contract Values: FY2025-2026

Supplier Name	Services	Term	Contract Value (Actuarial Value for Benefits)	Remaining Balance	Change to affected class or union
1. Aon Service Corporation	Actuarial and health benefit plan consulting services	07/01/2023 to 06/30/2027	\$3,168,094 ²	\$425,431.65	No
2. ComPsych Employee Assistance Programs, Inc. (DBA ComPsych Corporation)	Employee Assistance Program support and services for Employees and First Responders	04/20/2020 to 12/31/2027	\$5,214,004 ^{2,3}	\$28,000.00	No
3. CredibleMind, Inc.	Integrated population-based mental health platform for employees, retirees and dependents	07/16/2020 – 12/31/2026	\$300,737 ²	\$23,153.00	No
4. EAPEXpert	EAP case management software	08/16/2023 – 6/30/2027	\$77,740 ²	\$0.00	No
5. Lighthouse Health and Wellness, PBC	First responder wellness mobile application	07/26/2023 to 06/30/2027	\$181,848 ²	\$36,712.00	No
6. Hartford Life and Accident Insurance Company (FKA Aetna) ¹	Employer Paid Life (Basic) and Supplemental Life/AD&D Insurance and Long-term Disability (LTD) Insurance	01/01/2020 to 12/31/2025	\$7,275,000 ³	N/A	No
7. Life Insurance Company of North America (New York Life) ¹	Employer Paid Life (Basic) and Supplemental Life/AD&D Insurance and Long-term Disability (LTD) Insurance	1/1/2026 – 12/31/2030	\$9,065,000	N/A	No
8. P&A Administrative Services Inc.	Flexible Spending Accounts (FSA), COBRA, and AB528 Plan Administration	03/01/2015 to 12/30/2026	\$4,667,457 ²	\$540,548.00	No
9. Employee Benefit Specialist (DBA WORKTERRA)	Management Executive Association Benefit Administration and Voluntary Benefit Administration	01/01/2019 to 12/31/2026	\$310,000 ²	\$14,852.00	No

Supplier Name	Services	Term	Contract Value (Actuarial Value for Benefits)	Remaining Balance	Change to affected class or union
10. YMCA of San Francisco	Diabetes Prevention Program	12/12/2023 to 06/30/2028	\$243,552	\$52,733.56	No

Footnotes on following page

¹ The designated contract amounts are based on and includes recent actuarial information and will change due to employee resignations, new hires, terminations and other attrition factors, as well as member elections/changes in benefit elections, made at the time of any qualifying events yet-to-occur (birth or adoption of a child, addition or removal of a dependent).

² Executed or Amended with a contract value increase in FY2025-2026.

³ Extended the term of the agreement with no increase in contract value in FY2025-2026.

HSS Benefit-Related Personal Services Contracts Categories

The Commissions continuing approvals govern San Francisco Health Services System personal services contracts subject to the Health Service Board oversight and authority within the following categories:

- (i) COBRA administration;
- (ii) Flexible Spending Account administration;
- (iii) Cafeteria Plan/Voluntary Benefits administration;
- (iv) Life insurance;
- (v) Long Term Disability (LTD) insurance;
- (vi) Wellness;
- (vii) Long Term Care (LTC) insurance;
- (viii) Actuarial consulting services; and
- (ix) Specialized health care software contracts.

In accordance with the December 2023 Memorandum, the following health benefit agreements have been removed: California Physician Services (DBA Blue Shield of California) [HMO Medical Health Care Insurance and Benefits; PPO Medical Health Care Insurance and Benefits (except for Non-Medicare Retiree Covered Lives in Medicare Split Families); Medicare Advantage Prescription Drug – MAPD – PPO]; Delta Dental Plan of California [PPO Dental Health Care Insurance and Benefits; DHMO Dental Health Care Insurance and Benefits (DeltaCare)]; Health Net LLC [HMO Medical Health Care Insurance and Benefits]; Kaiser Foundation Health Plan Inc. [HMO Medical Health Care Insurance and Benefits: Active/Early Retiree (California); Medicare Retiree (KPSA - California); Multiregional (WA/NW/HI Retirees)]; United Healthcare Insurance Company [ASO/Self-funded PPO Medical Health Care Insurance and Benefits for Non-Medicare Retiree Covered Lives in Medicare Split Families; Medicare PPO Medical Health Care Insurance and Benefits (MAPD)]; Dental Benefit Providers of California, Inc. (DBA United Healthcare Dental) [DHMO Dental Health Care Insurance and Benefits]; Vision Services Plan [Vision Health Care Insurance and Benefits]; be advised that each of these agreements rates, premiums and fees are provided annually to the Board of Supervisors through the Ethics Commission (Form SFEC-126) and approved by the San Francisco Health Service Board at regular meetings between January and June the year prior.

See attached *Continuing Approvals for Benefits Related Contracts for Personal Services Contracts*.

HSS Authorities, Rules, and Regulations

The Health Service Board’s authority to administer the aforementioned benefit-related contracts, and the San Francisco Health Service Systems’ responsibilities thereunder, are established through specific provisions of the City Charter and the San Francisco Administrative Code, and further defined within the SFHSS 125 Cafeteria Plan, SFHSS Member Rules and SFHSS Strategic Plan:

- Charter Section A8.422 states that the Health Service Board “shall have power and it shall be its duty by a majority vote of the entire membership of the health service board to adopt a plan

or plans for rendering medical care to members of the system, or for the indemnification of the cost of said care, or for obtaining and carrying insurance against such costs or for such care.”

- Charter Section 12.200 states that the Health Service Board shall:
 - “Put such plans as provided for in Section A8.422 into effect and conduct and administer the same and contract therefor and use the funds of the System” and
 - “Make rules and regulations for the administration of business of the Health Service System.”
- Charter Section A8.423 states that the Health Service Board “shall have the responsibility to obtain and disseminate information to its members with regard to plan benefits and costs thereof. All expenses in connection with obtaining and disseminating said information, the investment of such fund or funds as may be established, including travel and transportation costs, member wellness programs, actuarial expenses and expenses incurred to reduce health care costs, shall be borne by the system from reserves in the health service fund but only upon adoption of a resolution by the Health Service Board approving such expenses.”
- Administration Code Section 16.902 states that “[t]he cafeteria plan established pursuant to this Article may be administered by the San Francisco Health Service System which may prescribe such forms, and adopt such rules and regulations as are necessary to carry out the purposes of the plan.”

The Cafeteria Plan defines SFHSS as the “Plan Administrator” for “purposes of the administration of th[e] [Cafeteria] Plan and for Benefit Programs under th[e] Plan.” In addition, the Code Section 16.902 states: “The San Francisco Health Service System may contract with a financially responsible independent contractor to administer and coordinate the plan.”

- The SFHSS 125 Cafeteria Plan meets the specific requirements of and regulations of section 125 of the Internal Revenue Code and SFHSS responsibilities to our members thereunder. Available at <https://sfhss.org/cafeteria-plan-2025>.
- San Francisco Health Service System Strategic Plan 2023-2025 defines the SFHSS mission and responsibility to our Members to preserving and improving sustainable, quality health benefits and to enhancing the well-being of our members and their families. Available at <https://sfhss.org/resource/sfhss-strategic-plan-2023-2025>.

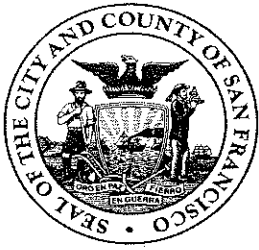
The Health Service Board and SFHSS’ responsibilities under the City Charter, Administrative Code, Cafeteria Plan, Member Rules, and Strategic Plan are ongoing, as is our need to contract out the aforementioned benefits-related services.

Should the Commission require additional information, please do not hesitate to contact Michael Visconti, HSS Contracts Administration Manager, michael.visconti@sfgov.org, cc: Teresa Tan, HSS

Chief Financial and Affordability Officer (CFAO) for the San Francisco Health Service System, at teresa.b.tan@sfgov.org.

Attachments

- A. Civil Service Commission, Meeting Agenda, January 6, 2014
- B. Civil Service Commission, Notice of Civil Service Commission Action, January 15, 2014
- C. Health Service System Memorandum to the Civil Service Commission, January 11, 2016
- D. Civil Service Commission, Meeting Agenda, April 4, 2016
- E. Civil Service Commission, Notice of Civil Service Commission Action, April 8, 2016



CIVIL SERVICE COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

AGENDA

Regular Meeting

January 6, 2014

2:00 p.m.
ROOM 400, CITY HALL
1 Dr. Carlton B. Goodlett Place

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

CALL TO ORDER & ROLL CALL

**REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF
THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S
AGENDA**

APPROVAL OF MINUTES

ANNOUNCEMENTS

HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT

RATIFICATION AGENDA

REGULAR AGENDA

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

ADJOURNMENT

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (415) 252-3247. The fax number is (415) 252-3260. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civil_service/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original and nine (9) copies on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

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

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

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

Civil Service Commission Meeting Agenda

Regular Meeting of January 6, 2014

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

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended.

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

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

Information on Disability Access

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

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

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (415) 252-3254 or (415) 252-3247 to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals.

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

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

San Francisco Lobbyist Ordinance

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

**City and County of San Francisco
Civil Service Commission**

**Agenda for Regular Meeting
January 6, 2014
2:00 p.m.**

ITEM NO.

(1) CALL TO ORDER AND ROLL CALL

President Scott R. Heldfond
Vice President E. Dennis Normandy
Commissioner Douglas S. Chan
Commissioner Kate Favetti
Commissioner Gina Roccanova

**(2) REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE
CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA**

(3) APPROVAL OF MINUTES - Action Item

Regular Meeting of December 16, 2013

Recommendation: Adopt the minutes.

(4) ANNOUNCEMENTS

Announcement of changes to the agenda.

Other announcements.

(5) HUMAN RESOURCES DIRECTOR'S REPORT

Updates on ongoing business.

Other reports.

EXECUTIVE OFFICER'S REPORT**(6) Update on the Fiscal Years 2014-15 and 2015-16 Civil Service Commission Budget Request. (File No. 0335-13-1) – Action Item**

December 16, 2013: Adopted the Report. Directed Commission staff to prepare the Department's Fiscal Years 2014-15 and 2015-16 Budget Request at anticipated (rather than at current) service and staff levels.
(Vote of 5 to 0)

Recommendation: Direct the Executive Officer to: continue to negotiate with the Office of the Mayor and the Controller to ensure that the Commission's budget sufficiently supports anticipated service and staff to continue its Charter mandated functions; finalize the Fiscal Years 2014-16 Budget Request; incorporate changes made by the Commission and submit the Fiscal Years 2014-16 Budget Request to the Controller and the Mayor by February 21, 2014.

RATIFICATION AGENDA

All matters on the Ratification Agenda are considered by the Civil Service Commission to be non-contested and will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Ratification Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Ratification Agenda.

(7) Review of Request for Approval of Proposed Personal Services Contracts. (File No. 0339-13-8) – Action Item

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
40973-13/14	Public Utilities Commission	\$320,000	Contractor will upgrade SFPUC's existing retail electric billing system from Utility Star Platinum (USP) to Utility Star Enterprise (USE) version and expand its functionality to include billing of water, wastewater, gas, steam services in addition to electric services.	Regular	6/30/2016
42392-13/14	Public Works	\$3,500,000.	The prime consultant firm (or JV partners) shall provide construction management support services for the Moscone Expansion Project, a large and complex project, estimated at \$500 million, with complex underground construction in occupied spaces. Services include construction administration, document control, construction scheduling, budgeting and cost estimating, building forensic investigation, and constructability review.	Regular	8/31/2018
42240-13/14	Fire Department	\$1,750,000	Contractor will provide clinical quality assurance services for the Fire Department's Emergency Medical Services (EMS) Division and DEM Dispatch Division.	Regular	12/31/2017

Civil Service Commission Meeting Agenda

Regular Meeting of January 6, 2014

40044-13/14	Treasurer/ Tax Collector	\$500,000	Payment Card Industry ("PCI") Council mandates that all merchant accepting debit and credit card payments are PCI compliant. PCI compliance means adherence to PCI Data Security Standard which covers secure handling, processing and/or storing of cardholder data. As City-wide banker, the Office of the Treasurer & Tax Collector (Treasurer) needs to engage a certified Payment Card Industry Professional (PCIP) as an expert in PCI compliance to assist the City in evaluating its compliance and re-mediating if individual departments are out of compliance. The PCIP will work with TTX and all city departments that accept credit card payments. They will educate personnel in each department about the necessity for PCI compliance, act as a technical resource and assist the departments in ensuring that their systems are PCI compliant each year.	Regular	6/30/2019
48592-13/14	Treasurer/ Tax collector	\$5,000,000	The Office of the Treasurer and Tax Collector is seeking to procure licensed armored car and secure safe services to serve all departments citywide. These services include: 1) secure and efficient transportation of Citywide cash and check collections and deposits to bank. 2) deposit pickup from various citywide cash collection points, change order service and delivery, and emergency cash services. 3) providing secured vaults or safes in various department locations which departments can use to deposit their collections and when it is most advantageous.	Regular	6/30/2023
4059-13/14	Public Health	\$250,000	Contractor will provide specialized sexual reassignment surgery (SRS) services (e.g., genital-related surgeries) which are not currently provided at San Francisco General Hospital for uninsured male-to-female and female-to-male transgender clients who are eligible for the Department's sliding scale and Healthy San Francisco programs.	Regular	12/31/2014
4060-13/14	City Planning	\$600,000	To provide preparation, documentation clean-up, indexing and scanning of historical department documents into electronic format. Department documents include closed case dockets (i.e., project files for entitlements, decision documents, applications, etc), historical property files, area maps, Planning Commission, Historic Preservation Commission, and Variance Hearing documents (i.e. agendas, minutes, etc), off-site storage location documents, and resource and reference materials located in on-site libraries. Approximately 2 million documents are located on-site, and 4,000 boxes of files are located off-site.	Regular	6/30/2016
4061-13/14	Municipal Transportation Agency	\$10,000,000	The consultant will implement a new Enterprise Asset Management System (EAMS) that will replace and consolidate the various disconnected legacy software systems currently used for asset and inventory management. The consultant team will supplement San Francisco Municipal Transportation Agency (SFMTA) staff performing tasks related to validating and migrating existing data into the EAMS; capturing and documenting asset management business practices; configuring the EAMS specifically for each work unit's practices; building software interfaces to systems sharing data with the EAMS; and training end users and information technology (IT) staff.	Regular	4/30/2017
4062-13/14	General Services Agency	\$80,000,000	As-needed, project specific services for a variety of highly specialized information technology (IT) projects. Services will include business analysis, system design, programming, design, configuration and training, and will vary depending on the requirements that are developed by the requesting department. Services are to be provided in conjunction with the acquisition of new information technology equipment.	Regular	12/31/2018
4024-12/13	City Planning	Current Approved Amount \$1,800,000 Increase Amount Requested \$700,000 New Total Amount Requested \$2,500,000	The San Francisco Planning Department is seeking a consultant to assist the Department in the preparation, production, management and successful completion of environmental analysis, including an environmental impact report ("EIR") and transportation impact study ("TIS") and possibly other technical documentation for the Central Corridor Plan.	Modi- fication	12/31/2015

Civil Service Commission Meeting Agenda

Regular Meeting of January 6, 2014

4046-10/11	Public Works	Current Approved Amount \$4,200,000 Increase Amount Requested \$3,000,000 New Total Amount Requested \$7,200,000	The Consultant will provide as-needed hazardous materials surveys and work plans, third-party oversight, and industrial hygiene services on City projects involving the abatement of asbestos, lead and other hazardous materials on property owned, operated and/or maintained by the City and County of San Francisco. Services may also involve air and noise monitoring. DPW intends to award five (5) Master Agreements, each not-to-exceed \$600,000 for these as-needed services.	Modification	10/2/2019
4098-10/11	Airport Commission	Current Approved Amount \$13,000,000 Increase Amount Requested \$9,500,000 New Total Amount Requested \$22,500,000	Early in the planning for the SFO RSA Program ("the Program"), staff underestimated the work and believed the work required by the Program could be accomplished with minimal outside assistance. Now that the environmental assessment process is completed and the project became better defined and Federal Aviation Administration's (FAA) has added additional tasks to the Program, staff recognizes that the demands have increased not only in the amount of work required, but also in its complexity. The Airport is seeking increased technical expertise and support from the consultants to complete the design and increase construction management support services of the Program to support the Airport staff. See attached document.	Modification	6/30/2016
4119-09/10	Public Health	Current Approved Amount \$9,500,000 Increase Amount Requested \$6,720,000 New Total Amount Requested \$16,220,000	The contractor will operate a highly specialized uncompensated care recovery program, enhancing Medi-Cal and other third party payer revenues. Under this program, the contractor assists the Department to help San Francisco General Hospital (SFGH) patients to become eligible for Medi-Cal, therefore substantially increasing Department revenues. The population addressed is patients who the Department is not able to assist with eligibility through its regular procedures due to substance abuse, mental illness, homelessness, or other difficult-to-resolve situations. The contractor becomes the patient's authorized representative to aid and facilitate Medi-Cal eligibility and approval and appears on behalf of the patient at fair hearings and appeals, as necessary.	Modification	12/31/2018

Recommendation: Adopt the report. Approve the request for proposed personal services contracts; notify the Office of the Controller and the Office of Contract Administration.

REGULAR AGENDA

(8) Review of Request for Approval of Proposed Personal Services Contract Number 4056-13/14 from the San Francisco Public Library. (File No. 0341-13-8) – Action Item

4056-13/14	Public Library	\$1,100,000	BiblioCommons is a "Software as a Service" solution to deliver a "social discovery" experience and a much improved search to public library Catalog users. "Social discovery" allows users to comment on materials in the collection. BiblioCommons employees will review comments flagged by users and implement next steps, which may include notification and removal.	Regular	6/1/2020
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December 16, 2013: Postponed PSC # 4056-13/14 to the meeting of January 6, 2014 so that the San Francisco Public Library can reevaluate its submission and work with the Executive Officer to address the questions and concerns raised by the Commission regarding training for City employees. (Vote of 5 to 0)

Recommendation: Adopt the report; Approve request for PSC # 4056-13/14. Notify the Office of the Controller and the Office of Contract Administration.

(9) Review of Request for Approval of Proposed Personal Services Contract Number 4057-13/14 from the Health Services System. (File No. 0342-13-8) – Action Item

4057-13/14	Health Service System	\$2,250,000	As recommended by the San Francisco Board of Supervisors Budget Analyst, the Health Service System needs to develop centrally coordinated health promotion programs for employees and retirees. Health insurance for nearly 110, 000 employees, retirees and their families costs over \$750 million annually. During 2013 rates and benefits negotiations, The Board of Supervisors and City labor leaders expressed a strong commitment to employee and retiree health and wellness programs as an integral part of a cost containment strategy. This includes building online tools to advance decision support and patient education, expanding in person outreach at events across departments, and promoting high levels of participation in preventive and condition management programs.	Regular	6/30/2018
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December 16, 2013: Postponed PSC # 4057-13/14 to the meeting of January 6, 2014 so that the Health Service System can obtain clarification as to the legal advice the department received from the Deputy City Attorney.
(Vote of 5 to 0)

Recommendation: Adopt the report; Approve request for PSC # 4057-13/14. Notify the Office of the Controller and the Office of Contract Administration.

(10) Review of Request for Approval of Proposed Personal Services Contract Number 4103-09/10 from the San Francisco Police Department. (File No. 0343-13-8) – Action Item

4103-09/10	Police	Current Approved Amount \$210,000 Increase Amount Requested \$34,000 New Total Amount Requested \$244,000	To provide Court Reporting Services and Transcription as needed for Disciplinary Hearings and Police Commission Meetings, along with the transcription of tapes from interviews done with the Police Departments Management Control Division and other investigative units within the Police Department.	Modification	6/30/2016
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December 16, 2013: Postponed PSC # 4103-09/10 to the meeting of January 6, 2014 so that the San Francisco Police Department can notify SEIU, Local 1021.
(Vote of 5 to 0)

Recommendation: Approve the San Francisco Police Department's request to postpone consideration of PSC # 4103-09/10 to a future meeting date.

(11) Review of Request for Approval of Proposed Personal Services Contract Number 4135-12/13 from the San Francisco Municipal Transportation Agency – Omit Posting. (File No. 0340-13-8) – Action Item

4135-12/13	Municipal Transportation Agency	Current Approved Amount \$350,000 Increase Amount Requested \$750,000 New Total Amount Requested \$1,100,000	The San Francisco Municipal Transportation Agency (SFMTA) recently adopted a six-year Strategic Plan (2012-2018). The SFMTA seeks a consultant to analyze, and help identify and implement systems and processes, and an organizational culture and framework that directly results in improved performance in achieving the Agency's Strategic Plan goals.	Modification	3/31/17
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Recommendation: Adopt the report; Approve request for PSC # 4135-12/13. Notify the Office of the Controller and the Office of Contract Administration.

- (12) **Appeal by Paul Haynes of the Human Resources Director's Determination of Insufficient Evidence to Sustain his Complaint of Discrimination, EEO File #1691.
(File No. 0236-13-6) – Action Item**

October 21, 2013: No action taken (postponed to the meeting of January 6, 2014 at the request of the appellant).

Recommendation: Adopt the report. Sustain the decision of the Human Resources Director; deny the appeal by Paul Haynes.

- (13) **COMMISSIONERS' ANNOUNCEMENTS/REQUESTS**

- (14) **ADJOURNMENT**



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent via Electronic Mail

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

January 15, 2014

NOTICE OF CIVIL SERVICE COMMISSION ACTION

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED
PERSONAL SERVICES CONTRACT NUMBER 4057-13/14.**

At its meeting of **January 6, 2014** the Civil Service Commission had for its consideration the above matter.

The Commission approved the request for PSC #4057-13/14, with the proviso that the Civil Service Commission action will not interfere with the jurisdiction or fiduciary duties of the Health Service Board, and that the two Commissions work together to define each other's role at in the future. Notified the Office of the Controller and the Office of Contract Administration.

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

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Cc: Micki Callahan, Human Resources Director
Pamela Levin, San Francisco Health Service System
Rosemary Passantino, San Francisco Health Service System
Fan-Wa Wong, San Francisco Health Service System
Ben Rosenfield, Controller's Office
Jaci Fong, Office of Contract Administration
Commission File
Chron

HEALTH SERVICE SYSTEM

CITY & COUNTY OF SAN FRANCISCO

Memorandum

DATE: January 11, 2016

TO: Douglas S. Chan, President, Civil Service Commission
Michael Brown, Executive Director, Civil Service Commission
Members of the Civil Service Commission

FROM: Catherine Dodd, Director 
Health Service System

RE: **Request to Grant Health Service System Continuing Approval for
Benefit Related Contracts for Personal Services Contracts**

On January 6, 2014, the Civil Service Commission ("CSC") approved the Health Service System's ("HSS") request for PSC #4057-13/14, with the understanding that CSC action would not interfere with the jurisdiction or fiduciary duties of the Health Service Board, and that the Health Service Board and the Commission would work together to coordinate HSS' contracting process in the future. At this time, HSS would like to formalize the Personal Service Contracts ("PSC") contracting process and request continuing CSC approval for certain categories of HSS benefit-related contracts.

I. Request for Continuing PSC Approval

HSS respectfully requests that the Commission grant continuing approval for the categories of HSS benefit-related contracts listed in Section II below including, but not limited to, actuarial, COBRA administration, Flexible Spending Account (FSA) administration, Cafeteria Plan administration, and wellness contracts. If this request is granted, consistent with the requirements set forth in the November 5, 2014 Memorandum CSC No. 2014-20 concerning Policy and Procedures on Personal Services Contracts ("2014 PSC Memo"), HSS would submit an annual report to the CSC listing all HSS contracts. Of course, in its discretion, the CSC could require more frequent reporting obligations, and could reconsider its decision to grant continuing PSC approval if a report raised concerns.

II. Rationale for Request:

A. Reasons for CSC approval of PSCs

In the 2014 PSC Memo, and in earlier iterations, CSC offered potentially compelling reasons for services to be contracted out with approval by CSC. The HSS contracts noted



in section B, below, consistently involve situations where some or all of the following reasons for contracting out services are present:

- 1) Short-term or capital projects requiring diverse skills, expertise, and/or knowledge;
- 2) Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload);
- 3) Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees;
- 4) Services that require resources that the City lacks (e.g. office space, facilities or equipment with an operator); and
- 5) Cases where future funding is so uncertain that the establishment of new civil service positions, classes, or programs is not feasible (including situations where there is grant funding).

B. Nature of HSS and HSS PSCs

Historically, services related to employee benefits, including health plans, insurance products, third-party administration services and flexible accounts, provided by HSS have been contracted through outside vendors. These services fluctuate from year to year due to the consistent need for health care services (such as open enrollment services) provided in a complex regulatory environment. In addition, funding shifts every year such that most HSS contracts are entered into on an annual basis and submitted to the Board of Supervisors as part of the annual rates and benefits approval process.

The employee benefit contracts subject to the Health Service Board oversight authority, and that would receive continuing PSC approval if this request is granted, include the following:

- 1) Medical plans;
- 2) Vision plans;
- 3) Dental plans;
- 4) COBRA administration;
- 5) Flexible Spending Account administration;
- 6) Cafeteria Plan/Voluntary Benefits administration;
- 7) Life insurance;
- 8) Long Term Disability (LTD) insurance;
- 9) Wellness;
- 10) Long Term Care (LTC) insurance;

- 11) Actuarial consulting services; and
- 12) Specialized health care software contracts.

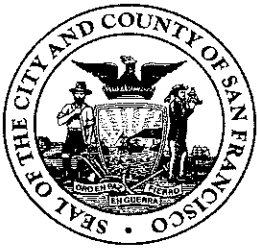
The City Charter and Administrative Code contain specific provisions supporting the Health Services Board's authority to administer health benefits related contracts:

Charter Section A8.422 states that the Health Service Board "shall: have power and it shall be its duty by a majority vote of the entire membership of the health service board to adopt a plan or plans for rendering medical care to members of the system, or for the indemnification of the cost of said care, or for obtaining and carrying insurance against such costs or for such care."

- Charter Section 12.000 states that the Board shall "Put such plans as provided for in Section A8.422 into effect and conduct and administer the same and contract therefor and use the funds of the System" and "Make rules and regulations for the administration of business of the Health Service System."
- Charter Section A8.423 states that the Board "shall have the responsibility to obtain and disseminate information to its members with regard to plan benefits and costs thereof. All expenses in connection with obtaining and disseminating said information, the investment of such fund or funds as may be established, including travel and transportation costs, member wellness programs, actuarial expenses and expenses incurred to reduce health care costs, shall be borne by the system from reserves in the health service fund but only upon adoption of a resolution by the Health Service Board approving such expenses."
- Administration Code Section 16.902 states that "[t]he cafeteria plan established pursuant to this Article may be administered by the San Francisco Health Service System which may prescribe such forms, and adopt such rules and regulations as are necessary to carry out the purposes of the plan." In addition, the Section states: "The San Francisco Health Service System may contract with a financially responsible independent contractor to administer and coordinate the plan."

Conclusion

The 2014 PSC Memo states that "[c]ontinuing approval is granted by the Commission to comply with policy, funding, or legal mandates." Here, HSS' responsibilities and requirements are ongoing, as is the need to contract out health benefits related services. HSS is therefore requesting that the CSC authorize continuing approval of the categories of HSS benefits-related contracts listed above subject to making annual reports to the CSC. Please contact Pamela Levin at 554-0649 if additional information is required.



CIVIL SERVICE COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

DOUGLAS S. CHAN
PRESIDENT

GINA M. ROCCANOVA
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

MICHAEL L. BROWN
EXECUTIVE OFFICER

AGENDA

Regular Meeting

April 4, 2016

2:00 p.m.

ROOM 400, CITY HALL
1 Dr. Carlton B. Goodlett Place

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

CALL TO ORDER & ROLL CALL

REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF
THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S
AGENDA

APPROVAL OF MINUTES

ANNOUNCEMENTS

HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT

RATIFICATION AGENDA

CONSENT AGENDA

REGULAR AGENDA

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

ADJOURNMENT

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES**A. Commission Office**

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (415) 252-3247. The fax number is (415) 252-3260. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civil_service/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original and nine (9) copies on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

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

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

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended.

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

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

Information on Disability Access

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

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

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (415) 252-3254 or (415) 252-3247 to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals.

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

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

San Francisco Lobbyist Ordinance

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

**City and County of San Francisco
Civil Service Commission**

**Agenda for Regular Meeting
April 4, 2016
2:00 p.m.**

ITEM NO.

(1) CALL TO ORDER AND ROLL CALL

President Douglas S. Chan
Vice President Gina M. Roccanova
Commissioner Kate Favetti
Commissioner Scott R. Heldfond

**(2) REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE
CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA**

(3) APPROVAL OF MINUTES - Action Item

Regular Meeting of March 21, 2016

Recommendation: Adopt the minutes.

(4) ANNOUNCEMENTS

Announcement of changes to the agenda.

Other announcements.

(5) HUMAN RESOURCES DIRECTOR'S REPORT

(6) EXECUTIVE OFFICER'S REPORT

RATIFICATION AGENDA

All matters on the Ratification Agenda are considered by the Civil Service Commission to be non-contested and will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Ratification Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Ratification Agenda.

**(7) Review of Request for Approval of Proposed Personal Services Contracts.
(File No. 0116-16-8) – Action Item**

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
41279-13/14	Department of Public Health	\$49,000,000	The purpose of this service is to provide fiscal administration for administrative infrastructure, including service delivery in support of programming for Department of Public Health (DPH) clients. This supports services, such as administrative services, and behavioral health treatment services, e.g. foster care mental programming, substance abuse drug court, anchor programming and related other behavioral health services.	Regular	12/31/2019
44238-15/16	Municipal Transportation Agency	\$450,000	The contractor will plan, coordinate, and conduct an in-person survey of the San Francisco Municipal Transportation Agency's (SFMTA) transit riders to collect data on their demographics and transportation practices. The consultant will collect statistically-significant data about customer travel patterns, income levels, ethnic background, language proficiency and fare media usage both on a temporal geographical basis. Riders will be surveyed on all routes and modes of transit vehicles, on platforms, and by telephone as necessary. The consultant shall produce a final report that includes a discussion of the survey results and relevant high-level data summaries. The SFMTA will perform this work in accordance with the Metropolitan Transportation Commission (MTC) Resolution No. 3866.	Regular	12/31/2017
30054-15/16	Department of Public Health	\$110,000	Contractor will be responsible for: 1) reviewing DPH's current indirect rate calculation methodology; 2) developing an indirect cost plan and rate that meets the requirements of state and federal code; 3) documenting the rate methodology; 4) preparing a financial analysis comparing the current DPH indirect rate to new rate; and 5) developing projections to estimate indirect cost rates and their impact on future grant revenues.	Regular	2/28/2019
40494-15/16	Department of Public Health	\$8,000,000	For the provision of as-needed consulting services in the subject areas of the Federally Qualified Center (FQHC) program, the Health Resources and Services Administration (HRSA) grant program, managed care Knox-Keene licensing approval, the 1115 waiver process for alternative Medi-Cal billing and related processes, and other managed care/Affordable Care Act/financial topics, including bond and capital projects, consulting, maintenance, support, and customization of financial systems currently in use by the Department	Regular	12/31/2020
42823-15/16	Department of Public Health	\$672,000	The contractor will provide a unique 1 x 3 inch bandage-like device and data analysis for a long term cardiac rhythm monitor that provides continuous Electro-Cardio Gram (ECG) monitoring for up to 14 days and interpret the data collected from the device.	Regular	3/31/2019
49857-15/16	Department of Public Health	\$400,000	The manufacturer of new surgical/radiology and navigation equipment acquired as part of the San Francisco General Hospital (SFGH) Rebuild project will provide training, education, and support for medical staff in it's the proper use. Services will be delivered in the operating room(s) during operating procedures, or off-site, as appropriate.	Regular	2/1/2021

Civil Service Commission Meeting Agenda

Regular Meeting of April 4, 2016

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
3089-11/12	General Services Agency – City Administrator	Current Approved Amount \$69,500 Increase Amount Requested \$700,000 New Total Amount Requested \$769,500	The contractor will install, configure and provide maintenance on a software module that allows access to the City's Customer Relationship Management (CRM) software and to manage the City's service requests. When required, vendor services assist City staff extending the functionality of the application while training staff to make additional improvements.	Modification	3/31/2021
2011-08/09	Department of Public Health	Current Approved Amount \$166,000,000 Increase Amount Requested \$35,000,000 New Total Amount Requested \$201,000,000	Contractor will provide fiscal intermediary services for DPH's Community Behavioral Health Services (CBHS) Private Provider Network (PPN) to enable emergency or urgent out-of-county services required under the San Francisco Mental Health Plan, including services to the indigent and uninsured; for licensed Residential Care Facilities (RCFs) and licensed Residential Care Facilities for the Elderly (RCFEs) to assist clients to live in a stable community setting, within San Francisco and out-of-county, in small, home-like operations that are owner-occupied licensed facilities (board-and-care homes); for wraparound services for CBHS's Children, Youth and Families clients to assist in client stabilization including emergency food and housing, transportation, and clothing; and for its Housing and Urban Health office's emergency housing program for homeless clients with special needs, including those discharged from San Francisco General Hospital (SFGH), and those services using State Substance Abuse Crime Prevention and Administration (Prop 36) and Mental Health Services Act (Prop 63) funds, those referred from the SF First, SF Homeless Connect programs, and the DPH-funded case management programs.	Modification	6/30/2018
39875-13/14	Public Defender	Current Approved Amount \$100,000 Increase Amount Requested \$100,000 New Total Amount Requested \$200,000	Pathways Institute Juvenile Theft Prevention Program is a proposed collaboration with the San Francisco Public Defender's Office, the District Attorney's Office and Juvenile Probation Department to address juvenile robbery and theft related behaviors. Pathways Institute will provide group therapy, individual and family therapy, intake and evaluation of youth, social work, case management and program coordination, education evaluation review and coordination, supplemental therapies, psychological testing and assessment, and restorative justice interventions to provide for long term rehabilitation of delinquent youth who have been charged with robbery offenses and are or have been involved in the juvenile justice system.	Modification	6/30/2017
40778-14/15	Controller	Current Approved Amount \$6,500,000 Increase Amount Requested \$2,500,000 New Total Amount Requested \$9,000,000	Identify and correct sales and use tax allocation errors, identify businesses from which the City has not been receiving sales/use tax revenue, conduct local sales and use tax audits of the State Board of Equalization records and provide legislative impact analyses, identify and correct improperly registered permits; develop and maintain a database of sales tax information for use by City employees, provide as-needed tax revenue enhancement services, develop a website for sales and use tax data.	Modification	6/30/2020

Civil Service Commission Meeting Agenda**Regular Meeting of April 4, 2016**

49068-14/15	Adult Probation	Current Approved Amount \$2,000,000 Increase Amount Requested \$1,500,000 New Total Amount Requested \$3,500,000	Software upgrade of an existing case management system for the Adult Probation Department (APD). The system will utilize SYSCON's (Vendor) existing data mappings to APD's business processes and then for subsequent maintenance of the upgraded software. The system will provide the ability to interface with other City departments and other California jurisdictions, including the California Department of Justice. Scope Change: Software upgrade of an existing case management system for the Adult Probation Department (APD). The system will utilize Vendor's existing data mappings to APD's business processes and then for subsequent maintenance of the upgraded software. The system will provide the ability to interface with other City departments and other California jurisdictions, including the California Department of Justice.	Modification	6/30/2021
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(7) Cont.

Recommendation: Adopt the report. Approve the request for proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration.

CONSENT AGENDA

All matters on the Consent Agenda considered by the Civil Service Commission will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Consent Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Consent Agenda.

(8) Request to Grant Health Service System Continuing Approval for Benefit Related Contracts for Personal Services Contracts. (File No. 0135-16-8) – Action Item

Recommendation: Adopt the report.

REGULAR AGENDA

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting and are located in the Civil Service Commission office at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

(9) Department of Human Resources' Report on Exempt Positions under Charter Sections 10.104.16 through 10.104.18. (File No. 0073-16-1) – Action Item

March 7, 2016: Continued to the meeting of March 21, 2016.

Recommendation: Adopt the report.

(10) Appeal by Negusu Merid of the Rejection of his Application for the Class 9116 Senior Fare Collections Receiver Examination. (File No. 0020-16-4) – Action Item

Recommendation: Uphold the decision of the Director of Transportation, SFMTA and deny Mr. Merid's appeal.

(11) Appeal by Darin Conley of the Human Resources Director's determination of insufficient evidence to sustain his complaint alleging: harassment and discrimination/disparate treatment based on his race, sexual orientation, and gender; and retaliation.

(File No. 0002-16-6) – Action Item

March 7, 2016: Commissioner Rocanova recused.

The Commission continued to the meeting of March 21, 2016 for deliberation and final action; closed for submission of additional information.

March 21, 2016 Postpone to the meeting of April 4, 2016 due to lack of quorum.

Recommendation: Adopt the report. Sustain decision of Human Resources Director; deny the appeal by Darin Conley.

(12) Appeal by Roger Joiner of the Human Resources Director's Determination to Administratively Close his Complaint of Discrimination. (File No. 0013-16-6) – Action Item

Recommendation: Uphold the Human Resources Director's decision and deny Mr. Joiner's appeal.

(13) Appeal By Kathy Broussard of the San Francisco Municipal Transportation Agency Director's Determination to Administratively Close her Complaint of Discrimination and for Insufficient Evidence to Sustain her Complaint of Harassment, Discrimination and Retaliation. (File No. 0310-15-6; File No. 0424-15-6) – Action Item

Recommendation: Uphold the Director of Transportation's decision; deny Ms. Broussard's appeals.

(14) COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

(15) ADJOURNMENT



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent Via Electronic Mail

April 8, 2016

DOUGLAS S. CHAN
PRESIDENT

GINA M. ROCCANOVA
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REQUEST TO GRANT HEALTH SERVICE SYSTEM
CONTINUING APPROVAL FOR BENEFIT RELATED
CONTRACTS FOR PERSONAL SERVICES CONTRACTS.

At its meeting of April 4, 2016 the Civil Service Commission had for its consideration the above matter.

The Commission approved the report.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

MICHAEL L. BROWN
EXECUTIVE OFFICER

CIVIL SERVICE COMMISSION

A handwritten signature in blue ink that reads "Michael L. Brown".

MICHAEL L. BROWN
Executive Officer

Cc: Micki Callahan, Department of Human Resources
Catherine Dodd, Health Service System
Susan Gard, Department of Human Resources
Pamela Levin, Health Service System
Erik Rapoport, City Attorney's Office
Commission File
Chron