



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: November 17th, 2025
3. Check One: ☒ 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 (with CSC updates) 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.

Attachment

CSC RECEIPT STAMP

Table of Contents
PSC Submissions

New

| | | |
|----------------------|--------------------------------|----|
| DHRPSC0005726 v 0.01 | City Administrator | 1 |
| DHRPSC0005810 v 0.01 | Assessor | 22 |
| DHRPSC0005796 v 0.01 | Department of Public Health | 26 |
| DHRPSC0005811 v 0.01 | Department of Public Health | 30 |
| DHRPSC0005689 v 0.01 | Department of Public Works | 40 |
| DHRPSC0005791 v 0.01 | Environment | 44 |
| DHRPSC0005747 v 0.01 | Ethics | 47 |
| DHRPSC0005679 v 0.01 | Recreation | 55 |
| DHRPSC0005753 v 0.01 | Technology Information Systems | 62 |

Amendment

No Amendments for this CSC Meeting

PSC Requests Scheduled for Hearing - 11/17/2025

| PSC Number | Department | Approval Type | New Amount | Cumulative Amount | Description | New Duration | Cumulative Duration | Hearing Date | Dept. PSC Coordinator |
|-----------------------|------------|---------------|-----------------|-------------------|--|--------------|---------------------|---------------------|-----------------------|
| DHRPSC0005726 - v0.01 | ADM | New | \$4,500,000.00 | \$4,500,000.00 | Services for the washing (and decontamination of emergency vehicles) of City-owned vehicles including motorcycles, cars, pick-ups, vans, SUVs, and larger trucks and equipment. Exterior and interior surfaces will be cleaned and wiped down. Services will be performed via mobile wash vendors and automated wash centers in buildings. | 60 | 60 | 2025-11-17 14:00:00 | Lynn Khaw |
| DHRPSC0005417 - v0.01 | AIR | New | \$30,000,000.00 | \$30,000,000.00 | The Airport seeks Project Delivery Partners (PDP) and design-build (DB) services for the Superbay Renovation Project (Project). The PDP consultants will provide overall management expertise and oversight for the Project, including design management and construction management services, project controls, contract administration, cost estimating services, scheduling services, and field inspections. The design-build contractor will provide design and construction services for the Project. | 72 | 72 | 2025-11-17 14:00:00 | Victor Madrigal |
| DHRPSC0005810 - v0.01 | ASR | New | \$550,000.00 | \$550,000.00 | <p>The project is a multi-phase, joint endeavor between the Office of the Assessor-Recorder (ASR), the Treasurer & Tax Collector (TTX), and Office of the Controller (CON) to secure and modernize the City's property tax functions by replacing legacy systems that enable the assessment and collection of approximately \$4.1 billion in annual property tax revenues.</p> <p>Selected Resource will perform the following:</p> <ol style="list-style-type: none"> 1. Requirements Gathering: Facilitate requirements sessions as necessary, and review deliverables for accuracy. Ensure traceability of all requirements to other artifacts. 2. Business Process Mapping: Collaborate with other BAs and testers to ensure effective execution and support of UAT, with a focus on preparing for each round of testing. 3. System Design: Work with BAs, product team, QA, developers and other system consultants to design and implement the system. Produce design artifacts (mock up, wireframes, user stories). 4. UAT Management: Lead the project through the UAT phase, coordinating multiple testing rounds and managing related documentation, including the creation and review of test cases and user guides; facilitate execution with project and business testers. 5. Vendor Collaboration: Work closely with the external vendor resources and ensure deliverables are met according to the project timeline. 6. Documentation: Ensure all project-related documentation (test cases, user guides, workflows, functional designs) is current and comprehensive. 7. Production Support: Work with L1, L2 or business teams to support users in the system. Answer user questions and triage tickets. 8. Reporting: Provide regular updates to the ASR Lead, highlighting risks, issues, and progress. 9. Stakeholder Communication: Coordinate with internal stakeholders to ensure clear communication, project alignment, and timely delivery. | 18 | 18 | 2025-11-17 14:00:00 | Emily Alt |
| DHRPSC0005811 - v0.01 | DPH | New | \$6,000,000.00 | \$6,000,000.00 | <p>The contractor will provide comprehensive maintenance, support, and enhancement services for the Department of Public Health's electronic Contract Management System (eCMS), a vendor-hosted software platform developed and owned by the contractor. This system is a critical tool for managing DPH's contracting operations and will serve as a centralized, department-wide solution to streamline and standardize contract-related processes.</p> <p>As part of this engagement, the contractor will be responsible for ensuring the ongoing stability and performance of the eCMS platform. This includes performing daily backups of both the application and its data to safeguard against data loss, as well as hosting the application in a secure and reliable environment. The contractor will provide helpdesk assistance. The contractor will address software bugs, conduct browser compatibility testing to ensure accessibility across different platforms, and implement general code optimizations to enhance system performance and user experience. Security monitoring will also be a key component of the contractor's responsibilities, ensuring that the system remains protected against unauthorized access and potential vulnerabilities.</p> <p>As part of the implementation, the contractor will provide training for DPH staff, and project management to implement the system, convert historical data into the new solution and configure the solution to meet DPH needs.</p> <p>The contract will also support the ongoing evolution of the eCMS platform through system</p> | 60 | 60 | 2025-11-17 14:00:00 | My Lan Do Nguyen |

| PSC Number | Department | Approval Type | New Amount | Cumulative Amount | Description | New Duration | Cumulative Duration | Hearing Date | Dept. PSC Coordinator |
|-----------------------|------------|---------------|-----------------|-------------------|---|--------------|---------------------|---------------------|-----------------------|
| | | | | | enhancements. These may include minor additions to data collection fields (which will be supported by DPH staff over time), customizations to meet emerging departmental needs, and the development and implementation of new features that improve functionality, usability, or compliance. | | | | |
| DHRPSC0005796 - v0.01 | DPH | New | \$4,500,000.00 | \$4,500,000.00 | The contractor will provide supportive housing and case management services to adults with HIV/AIDS, co-occurring mental health, and substance use disorders who are very low income and under/uninsured. Services include counseling, linkage to primary and specialty care, medication and benefits support, housing navigation, rental subsidies, and peer-based recovery supports. These services reduce reliance on crisis care, prevent relapse and health complications, and promote long-term housing stability and recovery. | 60 | 60 | 2025-11-17 14:00:00 | Reanna Albert |
| DHRPSC0005689 - v0.01 | DPW | New | \$18,000,000.00 | \$18,000,000.00 | As-Needed Geotechnical Engineering Services - Consultants will perform highly specialized geotechnical engineering tasks that include conducting geotechnical field explorations, investigations, and laboratory testing; supplemental testing such as seismic borehole logging, seismic refraction profiling, and corrosion testing and evaluation; preparing reports for new and existing building/bridge foundations; recommendations for designing foundation systems, excavation support and underpinning systems, retaining wall systems, embankments, and ground improvements such as grouting, deep soil mixing, and dewatering; and other geotechnical/geological consultation related work on as-needed basis. | 84 | 84 | 2025-11-17 14:00:00 | Belle Macaranas |
| | | | | | Contractor may work on projects focused on a variety of sustainability issues, including but not limited to climate action, energy efficiency, building decarbonization, greening businesses, electrifying equipment, maintaining equipment, zero waste, clean transportation, urban forestry, biodiversity and reducing toxic exposures through less toxic alternatives. The description of services is not intended to be a complete list of all work that may be necessary to perform the contract. The Department may call upon the contractor for other services within its expertise that are not mentioned here. As directed by SF Environment, via Task Order, contractor agrees perform the following functions: •Service Area 1 - Community Engagement Spread awareness of Environment Department's programs, policies and incentives to specific communities in the City: -Plan events (e.g., acquire materials, permits, vendors; audio-visual technology coordination and set-up; develop agendas; secure venue, speakers, childcare, food, address language and accessibility needs, handle all logistics, etc.). -Schedule and Implement events (e.g., day-of facility coordination, setup, and breakdown, provide materials, record footfalls and impressions, book performers, etc.). -Reach out to audience(s) via phone calls, emails, social media, presentations, etc. and share materials and communications. -Report on the communications and transactions with participants and tracking performance metrics. o Recruit participants for programs, events, meetings, advisory committees or other bodies to inform projects, programs, or policies. Program participants can be residents, businesses, community organizations, or other target audiences. o Provide in language support for meetings and technical assistance. • Service Area 2 - Administration o Administer participant stipends. o Administer incentives for SFE programs. o Provide wrap around services and technical assistance to vendors and participants to complete program requirements as needed. | 72 | 72 | 2025-11-17 14:00:00 | Sheila Layton |
| | | | | | The Ethics Commission currently contracts with the private vendor Netfile, Inc. to provide an electronic filing system to file state and local forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) campaign finance and Statement of Economic Interests forms, local campaign finance and lobbyist forms, and the application process for the City's public financing program. In addition, Netfile maintains the platform for City officials and designated employees to take mandatory ethics and Sunshine Ordinance training and electronically file required training certifications. The Ethics Commission will contract with vendors that are on the Secretary of State's list of vendors and service providers approved for electronic filing of campaign forms in California. The FPPC's approval and certification is required for filing systems that submit electronic Statement of Economic Interest filings. The Ethics Commission requires a service that | 36 | 36 | 2025-11-17 14:00:00 | Jarrod Flores |
| DHRPSC0005747 - v0.01 | ETH | New | \$3,000,000.00 | \$3,000,000.00 | | | | | |

| PSC Number | Department | Approval Type | New Amount | Cumulative Amount | Description | New Duration | Cumulative Duration | Hearing Date | Dept. PSC Coordinator |
|-----------------------|------------|---------------|-----------------|-------------------|---|--------------|---------------------|---------------------|-----------------------|
| | | | | | includes web-based filing software for filers, training platform, back-office administration system, database, and search engine for online public disclosure. This system must be hosted by the vendor's server infrastructure. | | | | |
| | | | | | This personal services contract will include developing additional components for the Ethics Commission's existing electronic filing system, technical support, and system maintenance. The new contract will also provide flexibility to add additional forms and functionality to the system when new legislation is passed during the contracting period. | | | | |
| DHRPSC0005679 - v0.01 | REC | New | \$600,000.00 | \$600,000.00 | Staff are needed to run zero waste sorting stations at Dolores park and provide education to park visitors on the weekends during the busy summer season. Park visitors interact with Eco-Pop Up staff by bringing their compost, recycling, and trash to the designated areas, where they are helped by Eco-Pop Up staff to sort their waste in the appropriate bins. Full compost & recycling lotters are then emptied into large Recology debris boxes, to be serviced by Recology on a weekly basis. Waste diversion metrics are collected daily on the weekends to track usage and measure the season's overall waste diversion success. | 48 | 48 | 2025-11-17 14:00:00 | Sean McFadden |
| DHRPSC0005753 - v0.01 | TIS | New | \$4,500,000.00 | \$4,500,000.00 | The vendor will assess, design, migrate, implement, and document enterprise-class networking, Virtual Private Network (VPN), Firewall, Domain Name System (DNS)/Dynamic Host Configuration Protocol (DHCP) Network Time Protocol (NTP), and datacenter solutions. Services are intended to modernize the City's infrastructure, improve resiliency, enhance security, and align with industry best practices. The vendor is expected to train City employees and deliver the following Enterprise Architecture Roadmap & Design Documents: Virtual Private Network (VPN) Migration Plan & Post-Migration Report, Routing, Firewall, and Wireless Configuration Standards, Cisco Migration Roadmap & Risk Assessment, INFOBLOX Configuration & Validation Reports, Security Compliance Gap Analysis & Recommendations, F5 Global Traffic Manager (GTM) / Local Traffic Manager (LTM) Implementation Guides, Datacenter & Cloud Migration Execution Report, Automation Playbooks (Infrastructure-as-Code), Final As-Built Documentation and Training Materials & Knowledge Transfer Sessions. | 108 | 108 | 2025-11-17 14:00:00 | Jolie Gines |
| TOTALS: | | | \$72,850,000.00 | \$72,850,000.00 | | | | | |

Department Summary

| Department | New Count | Amendment Count | Total New Amount | Total Cumulative Amount |
|--------------|-----------|-----------------|------------------|-------------------------|
| ADM | 1 | 0 | \$4,500,000.00 | \$4,500,000.00 |
| AIR | 1 | 0 | \$30,000,000.00 | \$30,000,000.00 |
| ASR | 1 | 0 | \$550,000.00 | \$550,000.00 |
| DPH | 2 | 0 | \$10,500,000.00 | \$10,500,000.00 |
| DPW | 1 | 0 | \$18,000,000.00 | \$18,000,000.00 |
| ENV | 1 | 0 | \$1,200,000.00 | \$1,200,000.00 |
| ETH | 1 | 0 | \$3,000,000.00 | \$3,000,000.00 |
| REC | 1 | 0 | \$600,000.00 | \$600,000.00 |
| TIS | 1 | 0 | \$4,500,000.00 | \$4,500,000.00 |
| Column Total | 10 | 0 | \$72,850,000.00 | \$72,850,000.00 |

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ADM

Submitted By: Mark Farley

Department Coordinator: Lynn Khaw,
lynn.khaw@sfgov.org

Project Manager: Mark Farley

ServiceNow Number: DHRPSC0005726

Version: 0.01

Version Type: New

Brief description of proposed work: Services for the washing (and biohazard decontamination of emergency vehicles) of City-owned vehicles including motorcycles, cars, pick-ups, vans, SUVs, and larger trucks and equipment. Services will be performed via mobile wash vendors and automated wash centers in buildings.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$4,500,000

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: Services for the washing (and decontamination of emergency vehicles) of City-owned vehicles including motorcycles, cars, pick-ups, vans, SUVs, and larger trucks and equipment. Exterior and interior surfaces will be cleaned and wiped down. Services will be performed via mobile wash vendors and automated wash centers in buildings.

Why are these services required and what are the consequences of denial?: Vehicle washing services are needed to aid in vehicle maintenance, equipment functionality, maintain a

professional appearance for City vehicles and minimize vehicle out of service periods. Consequences of denial include potential accelerated depreciation of City fleet vehicles and possible undetected contaminants on/in vehicles not washed regularly, potentially exposing City employees to hazards. These hazards include human contaminants such as body lice and body fluids in police cars.

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?: 4

Why have you not hired City employees to perform the services?: Civil service classes that may perform washing services are of higher skill than required for these services and do not provide mobile services. The City also does not have the facilities and equipment to perform these 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

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?: Automated vehicle washing facilities to clean cars, sedans, pick ups and SUVs. Additionally, contractors will provide

mobile washing equipment which may require the use of a tanker truck with vacuum equipment.

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

Explain why: At this point there are no current plans to acquire the facilities/equipment to perform these services either due to staff shortages and/or financial constraints.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 7410 - Automotive Service Worker

Labor Unions: 252 - TWU Local 250-A, AutoServWrkr

Labor Union Email Addresses: president@twusf.org

Union Review Sent On: 9/16/2025

Union Review End Date: 10/16/2025
Union Review Duration Met On: 10/16/2025

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ADM

Submitted By: Michael Read

Department Coordinator: Lynn Khaw,
lynn.khaw@sfgov.org

Project Manager: Michael Read

ServiceNow Number: DHRPSC0001992

Version: 1.01

Version Type: Amendment

Legacy PSC #: 47879-17/18

Brief description of proposed work: vehicle washing and detailing

Reason for the Request for Amendment: Extending the PSC duration to match the extension to the term contract while a new solicitation for these services is conducted.

Amount

Previously Approved Amount: \$4,700,000

Increase Amount: \$0

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

Total Amended Amount: \$4,700,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 88

Duration Increase (months): 8

Why are you requesting the PSC duration to be increased: Amending the duration of this PSC to match an amendment to the related term contracts.

Total Amended Duration (months): 96

First Contract Start Date: 3/1/2018

PSC Duration End Date: 3/1/2026

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: This contract will establish a list of vendors in different parts of the City to perform as needed/seasonal car washing/detailing services (including some biohazard decontaminants) for the City's fleet of cars, sedans, pick ups

and SUVs. Additionally, mobile car washing services will be available for vehicles and equipment including street sweepers, tractor and aerial trucks.

Why are these services required and what are the consequences of denial?: Vehicle washing services are needed to aid in vehicle maintenance, equipment functionality, maintain a professional appearance for City vehicles and minimize vehicle out of service periods. Consequences of denial include potential accelerated depreciation of City fleet vehicles and possible undetected contaminants on/in vehicles not washed regularly, potentially exposing City employees to hazards. These hazards include human contaminants such as body lice and body fluids in police cars.

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

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?: Yes

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

lacks the automated vehicle washing facilities to clean cars, sedans, pick ups, and SUVs.

Additionally, contractors will provide mobile washing equipment which may require the use of a tanker truck with vacuum equipment.

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

Explain why: These services are seasonal, and the investment in resources would be underutilized for a full-time employee due to the seasonal nature of the work.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 7410 - Automotive Service Worker

Labor Unions: 252 - TWU Local 250-A, AutoServWrkr

Labor Union Email Addresses: president@twusf.org

Union Review Sent On: 2/11/2025

Union Review End Date: 2/18/2025

Post Union Notification

Union Review Duration Met On: 2/18/2025

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 # 47879 - 17/18)

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

Type of Service: vehicle washing and detailing

Funding Source: General fund

PSC Original Approved Amount: \$325,000 PSC Original Approved Duration: 11/01/17 - 12/31/20 (3 years 8 weeks)

PSC Mod#1 Amount: \$2,375,000 PSC Mod#1 Duration: 11/01/17-02/28/21 (8 weeks 3 days)

PSC Mod#2 Amount: \$1,350,000 PSC Mod#2 Duration: 11/01/20-09/01/22 (1 year 26 weeks)

PSC Mod#3 Amount: \$650,000 PSC Mod#3 Duration: 11/01/17-02/28/25 (2 years 25 weeks)

PSC Cumulative Amount Proposed: \$4,700,000 PSC Cumulative Duration Proposed: 7 years 17 weeks

1. Description of Work

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

This contract will establish a list of vendors in different parts of the City to perform as needed/seasonal car washing/detailing services (including some biohazard decontaminants) for the City's fleet of cars, sedans, pick ups and SUVs. Additionally, mobile car washing services will be available for vehicles and equipment including street sweepers, tractor and aerial trucks.

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

Vehicle washing services are needed to aid in vehicle maintenance, equipment functionality, maintain a professional appearance for City vehicles and minimize vehicle out of service periods. Consequences of denial include potential accelerated depreciation of City fleet vehicles and possible undetected contaminants on/in vehicles not washed regularly, potentially exposing City employees to hazards. These hazards include human contaminants such as body lice and body fluids in police cars.

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.

By contract

D. Will the contract(s) be renewed?

Yes.

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

The contracts are in place for multiple vendors. Continuing with this approval will allow those multiple contracts to be extended.

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:

Vehicles are washed on an as-needed basis and the City does not have vehicle washing facilities or mobile washing capacity.

B. Reason for the request for modification:

Additional work is needed; seek to make PSC consistent with contract with vendor.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Ability to clean interior and exterior of vehicles including disinfecting and removal of biohazard materials for vehicles and equipment of all sizes. Ability to operate car washing machinery. Knowledge of and ability to clean contaminants.
- B. Which, if any, civil service class(es) normally perform(s) this work? 7410, Automotive Service Worker; 7410, Automotive Service Worker;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Automated vehicle washing facilities to clean cars, sedans, pick ups and SUVs. Additionally, contractors will provide mobile washing equipment which may require the use of a tanker truck with vacuum equipment.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.
Civil service classes that may perform washing services are of higher skill than required for these services and do not provide mobile services.
- 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. The City does not have the facilities and equipment to perform these services.

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 contract? If so, please explain what that will entail; if not, explain why not.
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.
Five vendors currently do this work under contract with the dept

7. Union Notification: On 05/23/22, the Department notified the following employee organizations of this PSC/RFP request:

Transport Workers Union, L 200;

☒ 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# 47879 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 07/18/2022

Receipt of Union Notification(s)

From: [Lubamersky, Joan \(ADM\)](#)
To: [rmarenco@twusf.org](#); [pwilson@twusf.org](#); [att-email-administrator@twusf.org](#)
Subject: Union notification PSC 47879 mod vehicle washing
Date: Monday, May 23, 2022 5:35:00 PM
Attachments: [5.23.22 Memo and PSC Notification to TWU 250A.pdf](#)

May 23, 2022

TO: [rmarenco@twusf.org](#)
[pwilson@twusf.org](#)
[att-email-administrator@twusf.org](#)

FROM: Joan Lubamersky, Contract Coordinator
Office of the City Administrator

SUBJ: Proposed Modification to Personal Services Contract (PSC) 47879 17.18
As Needed/Seasonal Vehicle Washing by Mobile Crews

This memorandum is being sent to you via email because we understand that TWU Local 250A does not receive notices of City of San Francisco PSCs via our automated system.

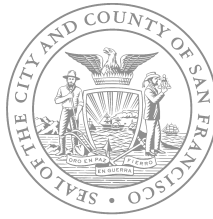
This contract is to provide additional funds to perform as needed/season vehicle washing/detailing services including some biohazard decontaminants for the City's fleet of cars, sedans, pickup trucks and SUVs. Mobile car washing will be available for vehicles and equipment including street sweepers, tractors and aerial trucks. We are requesting authorization from the Civil Service Commission to add \$650,000 to the current authorization of \$4,050,000.

Pease let me know if you have any questions. Joan.Lubamersky@sfgov.org or 415-554-4859.

Your union has 30 days in which to ask questions about this PSC before it moves forward to the Civil Services Commission. Please notify me as well as the Department of Human Resources, DHR-PSCCoordinator@sfgov.org if you have any questions. I have copied that email address on this email.

Joan Lubamersky
Office of the City Administrator
One Carlton B. Goodlett Place, Room 362
San Francisco, CA 94102

City & County of San Francisco
London N. Breed, Mayor



Office of the City Administrator
Carmen Chu, City Administrator

May 23, 2022

TO: rmarenco@twusf.org
pwilson@twusf.org
att-email-administrator@twusf.org

FROM: Joan Lubamersky, Contract Coordinator
Office of the City Administrator

SUBJ: Proposed Modification to Personal Services Contract (PSC) 47879 17.18
As Needed/Seasonal Vehicle Washing by Mobile Crews

This memorandum is being sent to you via email because we understand that TWU Local 250A does not receive notices of City of San Francisco PSCs via our automated system.

This contract is to provide additional funds to perform as needed/season vehicle washing/detailing services including some biohazard decontaminants for the City's fleet of cars, sedans, pickup trucks and SUVs. Mobile car washing will be available for vehicles and equipment including street sweepers, tractors and aerial trucks. We are requesting authorization from the Civil Service Commission to add \$650,000 to the current authorization of \$4,050,000.

Please let me know if you have any questions. Joan.Lubamersky@sfgov.org or 415-554-4859.

Your union has 30 days in which to ask questions about this PSC before it moves forward to the Civil Services Commission. Please notify me as well as the Department of Human Resources, DHR-PSCCoordinator@sfgov.org if you have any questions. I have copied that email address on this email.

From: dhr-psccordinator@sfgov.org on behalf of joan.lubamersky@sfgov.org
To: [Lubamersky, Joan \(ADM\); mdennis@twusf.org; roger marengo; local200twu@sbcglobal.net; DHR-PSCCoordinator, DHR \(HRD\)](mailto:Lubamersky, Joan (ADM); mdennis@twusf.org; roger marengo; local200twu@sbcglobal.net; DHR-PSCCoordinator, DHR (HRD))
Subject: Receipt of Modification Request to PSC # 47879 - 17/18 - MODIFICATIONS
Date: Monday, May 23, 2022 4:48:01 PM

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 \$650,000 for services for the period November 1, 2017 – February 28, 2025. 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/13772>

Email sent to the following addresses: local200twu@sbcglobal.net
rmarengo@twusf.org mdennis@twusf.org

Additional Attachment(s)

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 # 47879 - 17/18)

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

Type of Service: vehicle washing and detailing

Funding Source: General fund

PSC Original Approved Amount: \$325,000

PSC Original Approved Duration: 11/01/17 - 12/31/20 (3 years 8 weeks)

PSC Mod#1 Amount: \$2,375,000

PSC Mod#1 Duration: 11/01/17-02/28/21 (8 weeks 3 days)

PSC Mod#2 Amount: \$1,350,000

PSC Mod#2 Duration: 11/01/20-09/01/22 (1 year 26 weeks)

PSC Cumulative Amount Proposed: \$4,050,000

PSC Cumulative Duration Proposed: 4 years 43 weeks

1. Description of Work

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

This contract will establish a list of vendors in different parts of the City to perform as needed/seasonal car washing/detailing services (including some biohazard decontaminants) for the City's fleet of cars, sedans, pick ups and SUVs. Additionally, mobile car washing services will be available for vehicles and equipment including street sweepers, tractor and aerial trucks.

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

Vehicle washing services are needed to aid in vehicle maintenance, equipment functionality, maintain a professional appearance for City vehicles and minimize vehicle out of service periods. Consequences of denial include potential accelerated depreciation of City fleet vehicles and possible undetected contaminants on/in vehicles not washed regularly, potentially exposing City employees to hazards. These hazards include human contaminants such as body lice and body fluids in police cars.

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.
By contract

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

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:
The contracts are in place for multiple vendors. Continuing with this approval will allow those multiple contracts to be extended.

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:

Vehicles are washed on an as-needed basis and the City does not have vehicle washing facilities or mobile washing capacity.

B. Reason for the request for modification:

To add funds and duration. Additional cleaning is necessary, in part due to COVID-19

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Ability to clean interior and exterior of vehicles including disinfecting and removal of biohazard materials for vehicles and equipment of all sizes. Ability to operate car washing machinery. Knowledge of and ability to clean contaminants.

B. Which, if any, civil service class(es) normally perform(s) this work? 7410, Automotive Service Worker; 7410, Automotive Service Worker;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Automated vehicle washing facilities to clean cars, sedans, pick ups and SUVs. Additionally, contractors will provide mobile washing equipment which may require the use of a tanker truck with vacuum equipment.

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

Civil service classes that may perform washing services are of higher skill than required for these services and do not provide mobile services.

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. The City does not have the facilities and equipment to perform these services.

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 contract? If so, please explain what that will entail; if not, explain why not.
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.
Five vendors currently do this work under contract with the dept

7. Union Notification: On 08/20/20, the Department notified the following employee organizations of this PSC/RFP request:
Transport Workers Union, L 200;

☒ 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# 47879 - 17/18

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 10/07/2020

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 # 47879 - 17/18)

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

Type of Service: vehicle washing and detailing

Funding Source: General fund

PSC Original Approved Amount: \$325,000

PSC Original Approved Duration: 11/01/17 - 12/31/20 (3 years 8 weeks)

PSC Mod#1 Amount: \$2,375,000

PSC Mod#1 Duration: 11/01/17-02/28/21 (8 weeks 3 days)

PSC Cumulative Amount Proposed: \$2,700,000

PSC Cumulative Duration Proposed: 3 years 17 weeks

1. Description of Work

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

This contract will establish a list of vendors in different parts of the City to perform as needed/seasonal car washing/detailing services (including some biohazard decontaminants) for the City's fleet of cars, sedans, pick ups and SUVs. Additionally, mobile car washing services will be available for vehicles and equipment including street sweepers, tractor and aerial trucks.

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

Vehicle washing services are needed to aid in vehicle maintenance, equipment functionality, maintain a professional appearance for City vehicles and minimize vehicle out of service periods. Consequences of denial include potential accelerated depreciation of City fleet vehicles and possible undetected contaminants on/in vehicles not washed regularly, potentially exposing City employees to hazards. These hazards include human contaminants such as body lice and body fluids in police cars.

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.

Mobile services are new. Other vehicle car washing was performed under contract.

D. Will the contract(s) be renewed?

Yes.

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

☒ 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:

Vehicles are washed on an as-needed basis and the City does not have vehicle washing facilities or mobile washing capacity.

B. Reason for the request for modification:

To add funds; additional services identified

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Ability to clean interior and exterior of vehicles including disinfecting and removal of biohazard materials for vehicles and equipment of all sizes. Ability to operate car washing machinery.

Knowledge of and ability to clean contaminants.

- B. Which, if any, civil service class(es) normally perform(s) this work? 7410, Automotive Service Worker; 7410, Automotive Service Worker;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Automated vehicle washing facilities to clean cars, sedans, pick ups and SUVs. Additionally, contractors will provide mobile washing equipment which may require the use of a tanker truck with vacuum equipment.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.
Civil service classes that may perform washing services are of higher skill than required for these services and do not provide mobile services.
- 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. The City does not have the facilities and equipment to perform these services.

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 contract? If so, please explain what that will entail; if not, explain why not.
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 07/22/19, the Department notified the following employee organizations of this PSC/RFP request:
Transport Workers Union, L 200;

☒ 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# 47879 - 17/18

DHR Analysis/Recommendation:

09/16/2019

Page 270

Commission Approval Required
09/16/2019 DHR Approved for 09/16/2019

Approved by Civil Service Commission

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: | OCA |
| Dept Name: | ADM - Office of Contract Administration |
| PSC Coordinator Name: | Lynn Khaw |
| PSC Coordinator Email: | Lynn.Khaw@sfgov.org |
| PSC ServiceNow Record No.: | DHRPSC0005726 |

| 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 |
|----------------|---------------------|-------------------|-------------------------------|---|---|
| 1000009238 | 3/1/2018 | 10/31/2025 | \$ 700,000 | OCACON001317 | Vehicle washing of cars, pick-ups, vans, SUVs |
| 1000009240 | 3/1/2018 | 10/31/2025 | \$ 480,000 | OCACON001318 | Vehicle washing of cars, pick-ups, vans, SUVs |
| 1000009242 | 3/1/2018 | 10/31/2025 | \$ 760,000 | OCACON001320 | Vehicle washing of cars, pick-ups, vans, SUVs |
| 1000032447 | 3/1/2018 | 10/31/2025 | \$ 670,000 | OCACON001322 | Vehicle washing of cars, pick-ups, vans, SUVs |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ASR

Submitted By: Emily Alt

Department Coordinator: Emily Alt,
emily.alt@sfgov.org

Project Manager: Simone Jacques

ServiceNow Number: DHRPSC0005810

Version: 0.01

Version Type: New

Brief description of proposed work: Professional services to support the implementation of the new property assessment and tax system. Selected resource will support functional business analysis, develop test scripts and test data, and perform system and user acceptance testing.

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?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 18

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The project is a multi-phase, joint endeavor between the Office of the Assessor-Recorder (ASR), the Treasurer & Tax Collector (TTX), and Office of the Controller (CON) to secure and modernize the City's property tax functions by replacing legacy systems that enable the assessment and collection of approximately \$4.1 billion in annual property tax revenues.

Selected Resource will perform the following:

1. Requirements Gathering: Facilitate requirements sessions as necessary, and review deliverables for accuracy. Ensure traceability of all requirements to other artifacts.
2. Business Process Mapping: Collaborate with other BAs and testers to ensure effective

execution and support of UAT, with a focus on preparing for each round of testing.

3. System Design: Work with BAs, product team, QA, developers and other system consultants to design and implement the system. Produce design artifacts (mock up, wireframes, user stories).

4. UAT Management: Lead the project through the UAT phase, coordinating multiple testing rounds and managing related documentation, including the creation and review of test cases and user guides; facilitate execution with project and business testers.

5. Vendor Collaboration: Work closely with the external vendor resources and ensure deliverables are met according to the project timeline.

6. Documentation: Ensure all project-related documentation (test cases, user guides, workflows, functional designs) is current and comprehensive.

7. Production Support: Work with L1, L2 or business teams to support users in the system. Answer user questions and triage tickets.

8. Reporting: Provide regular updates to the ASR Lead, highlighting risks, issues, and progress.

9. Stakeholder Communication: Coordinate with internal stakeholders to ensure clear communication, project alignment, and timely delivery.

Why are these services required and what are the consequences of denial?: ASR is seeking to secure a resource to support the implementation of the property assessment and tax system. ASR needs consultant support to augment existing staff. Denial of these services will risk our ability to gather requirements and build and test the system and the vendor will be able to file a claim delay against ASR.

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

How many contracts?: 2

Why have you not hired City employees to perform the services?: A consultant is needed for one additional year. The City's hiring process is geared toward hiring permanent long-term staff, not temporary workers.

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

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

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

Q5b) Why do you believe this to be a transitional or short-term situation?: Phase 2 of the new property assessment and tax system went live in September 2025 and we are nearing completion of the project. The resource will support completion of the remaining requirements and will not be needed after the system is fully implemented.

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: ASR has internal business analysts that can perform the work after project completion when volume decreases.

Q5d) Describe the required skills and expertise needed to perform the services: Experience implementing a property assessment or property tax system converting a legacy system to Salesforce within the last year.

Experience working as a software/technology business analyst or product management related role on more than one system implementation or enhancement project.

Experience with soliciting and documenting business requirements or user stories, writing functional requirements or specs, writing user acceptance test cases, and business process mapping.

Experience designing and implementing a Salesforce Community Portal.

Q5e) Does the Department have employees with the required skills and expertise?: Yes

Q5f) Explain why the employees are not able to perform these services: Existing staff are working at capacity to keep up with the current workload. Resource is to augment staff during the implementation period. The consultant is needed for one additional year. The City's hiring process is geared toward hiring permanent long-term staff, not temporary workers.

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

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1052 - IS Business Analyst, 1054 - IS Business Analyst-Principal, 1053 - IS Business Analyst-Senior

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 10/16/2025

Union Review End Date: 10/26/2025

Union Review Duration Met On: 10/26/2025

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: | ASR |
| Dept Name: | Office of the Assessor-Recorder |
| PSC Coordinator Name: | Emily Alt |
| PSC Coordinator Email: | emily.alt@sfgov.org |
| PSC ServiceNow Record No.: | DHRPSC0005810 v 0.01 |

| PS Contract ID | Contract Start Date | Contract End Date | Contract Not to Exceed Amount | PSC ServiceNow Record Number (if PSC approval was obtained) | Brief Description of Services Rendered |
|----------------|---------------------|-------------------|-------------------------------|---|--|
| 1000034924 | 12/1/2024 | 12/31/2025 | \$ 198,000 | DHRPSC0002477 | ASR SMART Business Analyst |
| 1000036428 | 7/1/2025 | 6/30/2026 | \$ 229,000 | DHRPSC0002477 | ASR SMART Business Analyst |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: My Lan Do Nguyen

Department Coordinator: My Lan Do Nguyen,
mylando.nguyen@sfdph.org

Project Manager: Ryan Fuimaono

ServiceNow Number: DHRPSC0005796

Version: 0.01

Version Type: New

Brief description of proposed work: Supportive housing services that provide permanent housing with integrated mental health, substance use, and case management supports for San Franciscans living with HIV/AIDS and co-occurring behavioral health conditions. Services will stabilize clients by reducing crisis and inpatient utilization, while fostering independent living skills, recovery, and community integration. The program will include case management, counseling, benefits navigation, and rental subsidies to support access to affordable housing.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$4,500,000

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, State Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The contractor will provide supportive housing and case management services to adults with HIV/AIDS, co-occurring mental health, and substance use disorders who are very low income and under/uninsured. Services include counseling, linkage to primary and specialty care, medication and benefits support, housing navigation, rental subsidies, and peer-based recovery supports. These services reduce reliance on crisis care, prevent relapse and health complications, and promote long-term housing

stability and recovery.

Why are these services required and what are the consequences of denial?: These services are required to maintain housing stability and reduce acute care and inpatient utilization for a high-risk, very low-income population with HIV/AIDS and co-occurring behavioral health needs. Denial of contracting for these services would likely result in increased homelessness, higher emergency and inpatient service utilization, and worsened health outcomes for the affected population.

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 specialized expertise in HIV care, substance use treatment, housing subsidies, and case management that City staff cannot provide within existing classifications. The contractor already owns/leases housing units and manages rental subsidies tied to state and federal programs, which the City does not operate. Without contracting, DPH could not meet the needs of this high-risk population, resulting in higher costs through emergency and hospital services. Establishing equivalent City programs would require substantial startup time, capital to secure or lease housing, and staffing with specialized SUD/HIV/housing expertise.

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?: Contractor has leased housing units, subsidy mechanisms, and infrastructure not available to City staff.

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

Explain why: Acquiring comparable scattered-site housing, establishing leases, and developing landlord relationships would require substantial lead time and capital and is not within current DPH operational plans.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2587 - Health Worker 3, 2820 - Senior Health Program Planner, 2930 - Behavioral Health Clinician

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 10/3/2025

Union Review End Date: 10/13/2025

Union Review Duration Met On: 10/13/2025

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: | My Lan Do Nguyen |
| PSC Coordinator Email: | mylando.nguyen@sfdph.org |
| PSC ServiceNow Record No.: | DHRPSC0005796 |

| 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 |
|----------------|---------------------|-------------------|-------------------------------|---|--|
| 1000021574 | 07/01/2021 | 12/31/2025 | \$ 8,987,177 | PSC 40587-1718 | Supported housing services |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

Department Coordinator: My Lan Do Nguyen,
mylando.nguyen@sfdph.org

Project Manager: Michelle Ruggels

ServiceNow Number: DHRPSC0005811

Version: 0.01

Version Type: New

Brief description of proposed work: The contractor will develop, implement, provide essential maintenance, support, and enhancement services for the Department of Public Health's (DPH) first electronic Contract Management System (eCMS), a system developed and owned by the contractor. eCMS will serve as a centralized, department-wide platform that transforms how DPH manages its contracting operations for over 850 contracts, of which more than half are subject to annual changes. It will provide a standardized repository for all contracts, making it easier to store, access, and track agreements across programs. The system will streamline workflows by automating request forms, and internal review pathways, thereby improving pre-certification processes, will integrate directly with Citywide systems, reducing manual work and processing delays. With built-in database integration and custom reporting tools, eCMS will enhance data accuracy, and the ability to report on services, and populations served. The system will also support compliance and improve visibility into contract activity. These capabilities will help DPH operate more efficiently, ensure consistency across teams, and strengthen oversight of its contracting portfolio. Specifically, the contracted services will include daily application and data backups, application hosting and connectivity, software bug fixes, browser compatibility testing, and general code optimization. The contractor will also provide user support, project management, training, and security monitoring specifically for the eCMS platform they developed and maintain. In addition, the contract will support system enhancements such as minor additions to data collection, ongoing customizations, and implementation of new features.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$6,000,000

Does contract include items other than services?: Yes

- Cloud-Based Software Licenses and Support (without Professional Services): \$4,500,000

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: The contractor will provide comprehensive maintenance, support, and enhancement services for the Department of Public Health's electronic Contract Management System (eCMS), a vendor-hosted software platform developed and owned by the contractor. This system is a critical tool for managing DPH's contracting operations and will serve as a centralized, department-wide solution to streamline and standardize contract-related processes.

As part of this engagement, the contractor will be responsible for ensuring the ongoing stability and performance of the eCMS platform. This includes performing daily backups of both the application and its data to safeguard against data loss, as well as hosting the application in a secure and reliable environment. The contractor will provide helpdesk assistance. The contractor will address software bugs, conduct browser compatibility testing to ensure accessibility across different platforms, and implement general code optimizations to enhance system performance and user experience. Security monitoring will also be a key component of the contractor's responsibilities, ensuring that the system remains protected against unauthorized access and potential vulnerabilities.

As part of the implementation, the contractor will provide training for DPH staff, and project management to to implement the system, convert historical data into the new solution and configure the solution to meet DPH needs.

The contract will also support the ongoing evolution of the eCMS platform through system enhancements. These may include minor additions to data collection fields (which will be supported by DPH staff over time), customizations to meet emerging departmental needs, and the development and implementation of new features that improve functionality, usability, or compliance.

Why are these services required and what are the consequences of denial?: The eCMS platform is designed to transform how DPH manages its contracts by serving as a centralized repository for all agreements. This will make it significantly easier for staff to store, access, and track contracts across various programs. The system will automate key workflows, such as contract request forms and pre-certification processes, thereby reducing manual work and processing delays. eCMS will improve DPH's ability to track contracts to PSC authority. All of this is critical as the Department continues to expand its services. Furthermore, eCMS will integrate

directly with Citywide systems, eliminating redundancies and improving data consistency.

With built-in database integration and custom reporting capabilities, the platform will enhance data accuracy, support regulatory compliance, and provide greater visibility into contract activity. These improvements will enable DPH to operate more efficiently, ensure consistency across teams, and strengthen oversight of its contracting portfolio.

The need for modernization is urgent. Without immediate investment in updated systems and streamlined processes, the department's ability to fulfill its mission will continue to be compromised, placing critical public health initiatives at risk.

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: Health Commission approval will be required.

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:

Contractor will bring project consultants experienced in implementing the solution who will configure the solution to meet DPH requirements, work with DPH staff on testing and develop and deliver initial training and provide training materials.

The contractor staff supporting the hosting and maintenance services will be experienced in providing that service, using and troubleshooting any problems with the solution, and implementing more complex changes when required. They will be supervised by the contractor organization in doing this work.

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 full implementation work covered under this contract will not transition to City staff because it involves software that is exclusively developed, owned, and maintained by the vendor. The system's source code, configuration tools, and hosting environment are not accessible to City employees, and the technical expertise required to maintain and support the platform resides solely with the contractor.

DPH is committed to ensuring that all work that can be performed by civil service employees will be. Once the system is implemented, City staff will serve as administrators, manage user access, support internal training, and oversee day-to-day operations. DPH IT staff with administrative access will also support routine configuration changes and systems change management functions in coordination with the vendor.

The contract only covers the portion of work that cannot be performed by City employees due to the the vendor's exclusive control over its development and hosting environment.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: Yes

Q5e1) Clearly describe and detail the training activities: City employees who will have administrative roles in the system will take specific training (e-learning) in vendor software administration, as well as receive on-the-job training by vendor staff during the implementation.

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 full implementation work covered under this contract will not transition to City staff because it involves software that is exclusively developed, owned, and maintained by the vendor. The system's source code, configuration tools, and hosting environment are not accessible to City employees, and the technical expertise required to maintain and support the platform resides solely with the contractor.

DPH is committed to ensuring that all work that can be performed by civil service employees will be. Once the system is implemented, City staff will serve as administrators, manage user access, support internal training, and oversee day-to-day operations. DPH IT staff with administrative access will also support routine configuration changes and systems change management functions in coordination with the vendor.

The contract only covers the portion of work that cannot be performed by City employees due to the the vendor's exclusive control over its development and hosting environment.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1052 - IS Business Analyst, 1051 - IS Business Analyst-Assistant, 1070 - IS Project Director, 1054 - IS Business Analyst-Principal, 1053 - IS Business Analyst-Senior

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 10/10/2025

Union Review End Date: 10/20/2025

Union Review Duration Met On: 10/20/2025

Re: DPH [DHRPSC0005811] submitted for Union Review

From Emily Wallace <ewallace@ifpte21.org>

Date Fri 10/24/2025 3:45 PM

To Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Ruggels, Michelle (DPH) <michelle.ruggels@sfdph.org>

Cc DT Service Now (TIS) <ccsfdt@service-now.com>; Mark Weirick <mweirick@ifpte21.org>; L21PSC Review <L21PSCReview@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Baker, Kim (DPH) <kim.baker@sfdph.org>; Krueger, Elizabeth (DPH) <elizabeth.krueger@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Isen, Carol (HRD) <carol.isen@sfgov.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>

Hi all,

Thanks again for taking the time to meet with us to discuss this knowledge transfer plan and the scope of work in more detail. Based on the knowledge transfer details provided by the Department, the Union agrees to release our objection, and this PSC may proceed.

Thanks,
Emily

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Date: Tuesday, October 21, 2025 at 11:07 AM

To: Emily Wallace <ewallace@ifpte21.org>, Ruggels, Michelle (DPH) <michelle.ruggels@sfdph.org>

Cc: DT Service Now (TIS) <ccsfdt@service-now.com>, Mark Weirick <mweirick@ifpte21.org>, L21PSC Review <L21PSCReview@ifpte21.org>, DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>, Baker, Kim (DPH) <kim.baker@sfdph.org>, Krueger, Elizabeth (DPH) <elizabeth.krueger@sfdph.org>, Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>, Isen, Carol (HRD) <carol.isen@sfgov.org>, Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>

Subject: Re: DPH [DHRPSC0005811] submitted for Union Review

Hi Emily,

Please find attached response and associated documents to your Request for Information.

Thanks,
Reanna

Reanna Albert (she/her)

Pre-Award Unit Analyst | PSC Coordinator

SFDPH Office of Contracts Management & Compliance

101 Grove Street, Room 410

San Francisco, CA 94102

reanna.albert@sfdph.org

628-271-6178

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Monday, October 20, 2025 4:12 PM
To: Emily Wallace <ewallace@ifpte21.org>; Ruggels, Michelle (DPH) <michelle.ruggels@sfdph.org>
Cc: DT Service Now (TIS) <ccsfdt@service-now.com>; Mark Weirick <mweirick@ifpte21.org>; L21PSC Review <L21PSCReview@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Baker, Kim (DPH) <kim.baker@sfdph.org>; Krueger, Elizabeth (DPH) <elizabeth.krueger@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Isen, Carol (HRD) <carol.isen@sfgov.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>
Subject: Re: DPH [DHRPSC0005811] submitted for Union Review

Hi Emily,

Thank you for reaching out regarding PSC 5811 Electronic Contract Management System (eCMS).

We are working on your Request for Information and will provide response before our meeting.

I will send a Teams calendar invite for Friday 10/24 from 3:00-4:00pm.

Thanks,
Reanna

Reanna Albert (she/her)

Pre-Award Unit Analyst | PSC Coordinator

SFDPH Office of Contracts Management & Compliance
101 Grove Street, Room 410

San Francisco, CA 94102

reanna.albert@sfdph.org

628-271-6178

From: Emily Wallace <ewallace@ifpte21.org>
Sent: Monday, October 20, 2025 2:42 PM
To: Ruggels, Michelle (DPH) <michelle.ruggels@sfdph.org>
Cc: DT Service Now (TIS) <ccsfdt@service-now.com>; Mark Weirick <mweirick@ifpte21.org>; L21PSC Review <L21PSCReview@ifpte21.org>; DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Baker, Kim (DPH) <kim.baker@sfdph.org>; Krueger, Elizabeth (DPH) <elizabeth.krueger@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Isen, Carol (HRD) <carol.isen@sfgov.org>
Subject: Re: DPH [DHRPSC0005811] submitted for Union Review

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

Hi,

IFPTE Local 21 objects to this PSC and requests to meet within 10 days and discuss alternatives to contracting out. Below are our availabilities for a virtual meeting:

- Thursday 10/23 – 9:00am-10:00am
- Friday 10/24 – 3:00pm-4:00pm

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

- Timeline for hiring the city positions needed to carry out this work at the conclusion of the PSC, if these positions have been budgeted and approved for hiring, and the status of the positions being posted; and
- Timeline for knowledge transfer of work to city employees, including what employees or positions would receive it and how. Please be as specific as possible regarding the knowledge transfer plan, the list of in-house positions that will be absorbing the knowledge transfer, and the associated timeline for when each phase of the knowledge transfer will be completed.

Please provide the information as soon as possible in anticipation of this meeting. Kindly respond to confirm receipt.

Sincerely,

Emily Wallace

Representative/Organizer, IFPTE Local 21

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

Sent: Friday, October 10, 2025 2:10 PM

To: michelle.ruggels@sfdph.org <michelle.ruggels@sfdph.org>; DHR-PersonalServicesContracts@sfgov.org <DHR-PersonalServicesContracts@sfgov.org>; L21PSC Review <L21PSCReview@ifpte21.org>; kim.baker@sfdph.org <kim.baker@sfdph.org>; elizabeth.krueger@sfdph.org <elizabeth.krueger@sfdph.org>; mylando.nguyen@sfdph.org <mylando.nguyen@sfdph.org>; reanna.albert@sfdph.org <reanna.albert@sfdph.org>

Subject: DPH [DHRPSC0005811] submitted for Union Review

Hello union representatives,

DPH is requesting your review of PSC [DHRPSC0005811]. 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 2025-10-20. 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: DHRPSC0005811 v 0.01

Description of Proposed Work: The contractor will develop, implement, provide essential maintenance, support, and enhancement services for the Department of Public Health's (DPH) first electronic Contract Management System (eCMS), a system developed and owned by the contractor. eCMS will serve as a centralized, department-wide platform that transforms how DPH manages its contracting operations for over 850 contracts, of which more than half are subject to annual changes. It will provide a standardized repository for all contracts, making it easier to store, access, and track agreements across programs. The system will streamline workflows by automating request forms, and internal review pathways, thereby improving pre-certification processes, will integrate directly with Citywide systems, reducing manual work and processing delays. With built-in database integration and custom reporting tools, eCMS will enhance data accuracy, and the ability to report on services, and populations served. The system will also support compliance and improve visibility into contract activity. These capabilities will help DPH operate more efficiently, ensure consistency across teams, and strengthen oversight of its contracting portfolio. Specifically, the contracted services will include daily application and data backups, application hosting and connectivity, software bug fixes, browser compatibility testing, and general code optimization. The contractor will also provide user support, project management, training, and security monitoring specifically for the eCMS platform they developed and maintain. In addition, the contract will support system enhancements such as minor additions to data collection, ongoing customizations, and implementation of new features.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✓ CSC Approval by Amount

Submitting Department: DPH

Dept PSC Coordinator: My Lan Do Nguyen

Dept PSC Coordinator Email: mylando.nguyen@sfdph.org

PSC Amount: \$6,000,000.00

PSC Duration (months): 60

Funding Source(s): City Funds

Scope of Work: The contractor will provide comprehensive maintenance, support, and enhancement services for the Department of Public Health's electronic Contract Management System (eCMS), a vendor-hosted software platform developed and owned by the contractor. This system is a critical tool for managing DPH's contracting operations and will serve as a centralized, department-wide solution to streamline and standardize contract-related processes.

As part of this engagement, the contractor will be responsible for ensuring the ongoing stability and performance of the eCMS platform. This includes performing daily backups of both the application and its data to safeguard against data loss, as well as hosting the application in a secure and reliable environment. The contractor will provide helpdesk assistance. The contractor will address software bugs, conduct browser compatibility testing to ensure accessibility across different platforms, and implement general code optimizations to enhance system performance and user experience. Security monitoring will also be a key component of the contractor's responsibilities, ensuring that the system remains protected against unauthorized access and potential vulnerabilities. As part of the implementation, the contractor will provide training for DPH staff, and project management to to implement the system, convert historical data into the new solution and configure the solution to meet DPH needs. The contract will also support the ongoing evolution of the eCMS platform through system enhancements. These may include minor additions to data collection fields (which will be supported by DPH staff over time), customizations to meet emerging departmental needs, and the development and implementation of new features that improve functionality, usability, or compliance.

Job Class(es): 1051 - IS Business Analyst-Assistant, 1052 - IS Business Analyst, 1053 - IS Business Analyst-Senior, 1054 - IS Business Analyst-Principal, 1070 - IS Project Director

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

PSC Justification(s)

=====

✔ Services requiring specialized expertise, knowledge experience

Ref:TIS6198755_CbR4xB5qw2S7xdY1UxE

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPW

Submitted By: Don Sy

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

Project Manager: Jacky Ng

ServiceNow Number: DHRPSC0005689

Version: 0.01

Version Type: New

Brief description of proposed work: As-Needed Geotechnical Engineering Services 2026

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$18,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 84

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 Geotechnical Engineering Services - Consultants will perform highly specialized geotechnical engineering tasks that include conducting geotechnical field explorations, investigations, and laboratory testing; supplemental testing such as seismic borehole logging, seismic refraction profiling, and corrosion testing and evaluation; preparing reports for new and existing building/bridge foundations; recommendations for designing foundation systems, excavation support and underpinning systems, retaining wall systems, embankments, and ground improvements such as grouting, deep soil mixing, and dewatering; and other geotechnical/geological consultation related work on as-needed basis.

Why are these services required and what are the consequences of denial?: Services are needed to assist Department of Public Works (DPW) on difficult or unique projects that require specialized expertise beyond the capabilities of existing staff and to meet scheduling demands when the workload exceeds department resources. Denial of this service could result in failure to meet client department requirements and project delays that would increase construction costs. Public Works' responsiveness could also be negatively impacted for the mitigation of emergencies such as landslides or rockfalls.

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 City has hired staff to support these services; however, there remains insufficient capacity and specialized expertise to fully meet the workload demands. While we did hire one 5207 position in the Geotechnical Group within the past three years, there are currently no vacancies available for either 5207 or 5241 Geotechnical classifications.

Board and Commission Approvals

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

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

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

Justification

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

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

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

Q4 - Does City lacks necessary facilities/equipment?: 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 will only be required on an as-needed basis when the City staff does not have the capacity to fulfill all project requests, causing delays, or if specialized services are required, or in case of emergencies/disasters.

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

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

Requires licensed geotechnical engineers or engineering geologists with expertise and familiarity with public works projects; expertise in current engineering and construction practices, such as plan, specification, and cost estimate preparation, field investigation, constructability analysis, peer reviews, reports and studies, and the ability to provide professional services to the City on short notice, such as during mitigation of landslide/rockfall emergencies.

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

Q5c1) Identify the classifications: 5241 - Engineer, 5207 - Assoc Engineer

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

Q5c3) Why are they not able to perform the services?: The City does not have resources available to perform all required work. The Department has recruited and hired more people for above civil service classes. As-needed contracts will only be utilized when and if the work cannot be prudently performed by internal staff.

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 consultation services always involve specialized tools, technologies, and trainings that are beyond our expertise and knowledge. Consultants are typically utilized for specific tasks such as conducting in-situ geotechnical and environmental drilling, sampling, and testing: utilizing drone for assessments and analyses; conducting geophysical survey and geological evaluation, and performing particular construction testing. Those consulting tasks are required to be performed by the consultants with specialized expertise and knowledge instead of hands-on training of the City employees.

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

Q5f1) Describe the transition plan, including the anticipated timeline: Department management constantly assesses the internal staff workload and expertise. Whenever feasible, this work will be performed by internal staff. There is no opportunity to train the City staff since these as-needed services will only be utilized to augment City staff during peak workload periods, for those projects that require specialized expertise and knowledge, and emergency situations such as those that occur during an earthquake.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 5241 - Engineer, 5207 - Assoc Engineer

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 10/6/2025

Union Review End Date: 10/16/2025

Union Review Duration Met On: 10/16/2025

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: | PW |
| Dept Name: | Public Works |
| PSC Coordinator Name: | Belle Macaranas |
| PSC Coordinator Email: | belle.macaranas@sfdpw.org |
| PSC ServiceNow Record No.: | DHRPSC0005689 |

| 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 |
|----------------|---------------------|-------------------|-------------------------------|---|--|
| 1000025860 | 10/17/2022 | 10/16/2027 | \$ 2,000,000 | DHRPSC0002656 | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ENV

Submitted By: Sheila Layton

Department Coordinator: Sheila Layton,
sheila.layton@sfgov.org

Project Manager: Lavanya Deepak

ServiceNow Number: DHRPSC0005791

Version: 0.01

Version Type: New

Brief description of proposed work: Contractor will perform community engagement and administer stipends and incentives as part of the engagement/participation in the Department's programs.

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?: Yes

- Commodities & Equipment: \$600,000
- Online content, periodicals and journals: \$200,000
- Advertising: \$200,000

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 72

Funding

Funding Source: State Funds, City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor may work on projects focused on a variety of sustainability issues, including but not limited to climate action, energy efficiency, building decarbonization, greening businesses, electrifying equipment, maintaining equipment, zero waste, clean transportation, urban forestry, biodiversity and reducing toxic exposures through less toxic alternatives. The description of services is not intended to be a complete list of all work that may be necessary to perform the contract. The

Department may call upon the contractor for other services within its expertise that are not mentioned here. As directed by SF Environment, via Task Order, contractor agrees perform the following functions:

- Service Area 1 - Community Engagement

Spread awareness of Environment Department's programs, policies and incentives to specific communities in the City:

- Plan events (e.g., acquire materials, permits, vendors; audio-visual technology coordination and set-up; develop agendas; secure venue, speakers, childcare, food, address language and accessibility needs, handle all logistics, etc.).

- Schedule and Implement events (e.g., day-of facility coordination, setup, and breakdown, provide materials, record footfalls and impressions, book performers, etc.).

- Reach out to audience(s) via phone calls, emails, social media, presentations, etc. and share materials and communications.

- Report on the communications and transactions with participants and tracking performance metrics.

- o Recruit participants for programs, events, meetings, advisory committees or other bodies to inform projects, programs, or policies. Program participants can be residents, businesses, community organizations, or other target audiences.

- o Provide in language support for meetings and technical assistance.

- Service Area 2 - Administration

- o Administer participant stipends.

- o Administer incentives for SFE programs.

- o Provide wrap around services and technical assistance to vendors and participants to complete program requirements as needed.

Why are these services required and what are the consequences of denial?: These services of community engagement are required to provide services to all communities in San Francisco. Through events, door to door outreach, tabling and marketing, the contractor will be able to reach populations that will benefit most from the environmental programs the Department has to offer. Without these services, the City will not be able to adequately reach all San Franciscans and meet its Climate goals of net zero emissions by 2040.

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 lack necessary facilities/equipment?: Yes

Q4a) What facilities or equipment does the City lack that contractor possesses?: The city lacks community meeting spaces and ethnic media outlets.

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

Explain why: The Department does not have the funding to provide these facilities/equipment.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 9770 - Community Development Asst

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 10/7/2025

Union Review End Date: 10/17/2025

Union Review Duration Met On: 10/17/2025

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ETH

Submitted By: Jarrod Flores

Department Coordinator: Jarrod Flores,
jarrod.flores@sfgov.org

Project Manager: Jarrod Flores

ServiceNow Number: DHRPSC0005747

Version: 0.01

Version Type: New

Brief description of proposed work: Electronic Filing System

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$3,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 36

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The Ethics Commission currently contracts with the private vendor Netfile, Inc. to provide an electronic filing system to file state and local forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) campaign finance and Statement of Economic Interests forms, local campaign finance and lobbyist forms, and the application process for the City's public financing program. In addition, Netfile maintains the platform for City officials and designated employees to take mandatory ethics and Sunshine Ordinance training and electronically file required training certifications.

The Ethics Commission will contract with vendors that are on the Secretary of State's list of

vendors and service providers approved for electronic filing of campaign forms in California. The FPPC's approval and certification is required for filing systems that submit electronic Statement of Economic Interest filings. The Ethics Commission requires a service that includes web-based filing software for filers, training platform, back-office administration system, database, and search engine for online public disclosure. This system must be hosted by the vendor's server infrastructure.

This personal services contract will include developing additional components for the Ethics Commission's existing electronic filing system, technical support, and system maintenance. The new contract will also provide flexibility to add additional forms and functionality to the system when new legislation is passed during the contracting period.

Why are these services required and what are the consequences of denial?: Local law requires the Ethics Commission to provide an electronic filing system, which must also comply with state laws and regulations. See:

- San Francisco Campaign and Governmental Conduct Code § 1.112 – Local law requiring campaign finance statements be electronically filed.
- California Government §§ 84600 et seq – State law chapter governing online disclosure.
- FPPC Regulation 18756(c)- State regulation concerning the certification of Electronic Filing Systems for the electronic filing of the Statement of Economic Interests (Form 700).
- Cal. Code Regs. Tit. 2, § 22703 - Software Vendor Certification – State regulation concerning the certification of software vendors by the Secretary of State.
- Ethics Commission Regulation 2.140-1 – Local regulation requiring individual lobbyists to register with the Ethics Commission and submit all information required by the Lobbyist Ordinance through the Commission's online filing system.
- Ethics Commission Regulation 3.1-102-1 – Local regulation requiring electronic filing of Form 700.

The Ethics Commission currently offers an electronic filing system to comply with these laws and regulations by contracting with the vendor Netfile, Inc., which has an electronic filing and management system that is currently certified by the Secretary of State and the FPPC. This system is used by over 350 other California agencies. In addition, the Commission contracted with Netfile to produce customized public financing and lobbyist efilings systems that are integrated into the same platform.

By working with other California jurisdictions with similar or the same ethics filing requirements, the Commission significantly reduces the cost of providing electronic filing and management systems by using the same software statewide. Failure to provide these services will, in some cases, require forms to be filed on paper, which is contrary to what local law requires .

The consequences of denial include:

- Compliance timing risk: Statutory deadlines for campaign, lobbyist, and Form 700 filings cannot be delayed to accommodate redevelopment, certification, or vendor transition.
- Operational continuity risk: Migration, redevelopment, and staff retaining would disrupt

ongoing filings and reviews.

- Data integrity and auditability risk: Migrating legacy records while preserving validation rules, audit trails, and cross-system linkages would require extended parallel operations and recertification.

- Public transparency risk: Interruptions to Netfile's API and data synchronization with SF Open Data and online campaign finance reporting would impair real-time public access to disclosure data.

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 Department of Technology has informed the Commission that it is not in the practice of competing with viable and cost effective private software solutions. Since private vendors offering these services use proprietary software and their own server infrastructure, development and maintenance is only performed by the vendor. Civil service employees would be unable to provide support for the system. In addition, the vendor has over a decade of experience working with the Secretary of State's electronic format for financial disclosure documents.

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: The Ethics Commission currently contracts with a private vendor to provide an electronic filing system to file ethics forms and maintain its filing records databases. The forms include Fair Political Practices Commission (FPPC) and local campaign finance forms, Statement of Economic Interests, and lobbyist reports. In addition, Netfile maintains the platform for City officials and designated employees to take mandatory ethics and Sunshine Ordinance training and electronically file required training certifications. The Secretary of State's approval is required for filing systems that submit electronic FPPC campaign finance forms and the Ethics Commission will only contract with vendors on the Secretary of State's certified vendor list. The FPPC's approval is required for filing systems that submit electronic Statement of Economic Interest filings. The Ethics Commission requires a service that includes web-based filing software for filers, training platform, back-office administration system, database, and search engine for online public disclosure. This system must be hosted by the vendor's server infrastructure.

Local law requires the Ethics Commission to provide an electronic filing system, which must also comply with state laws and regulations. See:

- San Francisco Campaign and Governmental Conduct Code § 1.112 – Local law requiring campaign finance statements be electronically filed.
- California Government §§ 84600 et seq – State law chapter governing online disclosure.
- FPPC Regulation 18756(c)- State regulation concerning the certification of Electronic Filing Systems for the electronic filing of the Statement of Economic Interests (Form 700).
- Cal. Code Regs. Tit. 2, § 22703 - Software Vendor Certification – State regulation concerning the certification of software vendors by the Secretary of State.
- Ethics Commission Regulation 2.140-1 – Local regulation requiring individual lobbyists to register with the Ethics Commission and submit all information required by the Lobbyist Ordinance through the Commission's online filing system.
- Ethics Commission Regulation 3.1-102-1 – Local regulation requiring electronic filing of Form 700.

<https://www.sos.ca.gov/campaign-lobbying/helpful-resources/how-to-file-electronically/vendors-and-service-providers-approved-electronic-filing-california>

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

Q3 - Are these proprietary services City is not authorized to do?: Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1052 - IS Business Analyst, 1042 - IS Engineer-Journey, 1051 - IS Business Analyst-Assistant, 1041 - IS Engineer-Assistant, 1054 - IS Business Analyst-Principal, 1053 - IS Business Analyst-Senior, 1043 - IS Engineer-Senior

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 10/16/2025

Union Review End Date: 10/26/2025

Union Review Duration Met On: 10/26/2025

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: | ETH |
| Dept Name: | Ethics Commission |
| PSC Coordinator Name: | Jarrod Flores |
| PSC Coordinator Email: | jarrod.flores@sfgov.org |
| PSC ServiceNow Record No.: | DHRPSC0005747 |

[illegible]



NetFile
2707 Aurora Road
Mariposa, CA 95338
Tel (209)742-4100
Fax (209)391-2200

SOLE SOURCE INFORMATION

NetFile has unique features, services, and infrastructure not available through any other company. The list below are the primary reasons for sole sourcing NetFile.

UNPARALLELED EXPERIENCE IN CAMPAIGN FINANCE IN CALIFORNIA

For over 20 years, NetFile has provided off the shelf commercial software for creating Campaign Disclosure documents in California. This is extremely important for committees who want more features than are provided in free filing software. As a result, nobody comes close to NetFile's Campaign Finance experience and knowledge.

ENDORSED BY THE CALIFORNIA POLITICAL TREASURER'S ASSOCIATION

NetFile is the only vendor endorsed by the California Political Treasurer's Association (CPTA). The CPTA recommends ALL local government agencies in CA to use NetFile for Campaign Disclosure because of NetFile's unique position in the industry with both knowledge and experience in Campaign Disclosure.

UNPARALLELED CAMPAIGN FINANCE KNOWLEDGE

No other vendor has NetFile's 20 plus years of experience in Campaign Finance including an on-staff Vice President of Compliance to insure NetFile's software is always up to date with the most current campaign finance rules and regulations.

UNPARALLELED EXPERIENCE IN STATEMENTS OF ECONOMIC INTERESTS IN CALIFORNIA

No other vendor has 19 years of experience hosting an electronic filing system for Form 700. NetFile has 19 years of upgrades and continuous process improvements to its e-filing systems making them the most intuitive and user-friendly software available. Our systems today are a direct result of listening to our 300 plus agencies and based on that feedback, improving the system over the years.

NETFILE DOESN'T USE CLOUD HOSTING FOR SERVICES

There's an easy way to host services and a best way to host services. From day 1, NetFile has not used cloud hosting due to the fact that using a cloud provider leaves a company without the ability to do anything when the cloud goes down. The largest cloud providers all have had outages several times in just the last few years alone. Since NetFile is in control of its hosting infrastructure, it is proud of its 20 plus years of hosting services for clients without ever having one outage. This is achieved through employing industry best standards to provide a safe and secure place for your data.

PROPRIETARY SOFTWARE

NetFile's hosted applications were created and are owned by NetFile, Inc. NetFile grants its clients a non-exclusive, nontransferable license to use the software in accordance with the terms of the agreement. NetFile owns all intellectual property rights to the software, including copyrights, patents, trademarks, and trade secrets, related to the software and its underlying technology.

NETFILE PROVIDES THE BEST INSURANCE IN THE INDUSTRY

Although never used, NetFile's insurance coverage include: Gen Liab \$2M/\$4M, Tech Errors & Omissions \$2M/\$2M, Cyber Liab \$2M, Workers Comp \$1M, Auto \$1M, and Umbrella Liab \$2M/\$2M.

NETFILE OFFERS A VARIETY OF SERVICES NOT AVAILABLE ELSEWHERE FROM ONE SOURCE

Professional Treasurer e-filing platform
Campaign Disclosure e-filing and administration system
Form 700 e-filing and administration system
Lobbyist disclosure e-filing and administration system
Boards, Commissions, & Committees administration and electronic application system
AB1234 Ethics Training system with auto-fulfillment
Brown Act Training system with auto-fulfillment
Anti-Harassment 2-hour Supervisory Training system with auto-fulfillment
Anti-Harassment 1-hour Non-Supervisory Training system with auto-fulfillment

NETFILE OFFERS CROSS PLATFORM DISCOUNTS

No other vendor offers the unique set of services shown above. Every agency using more than one of our variety of services receive additional reductions in cost. The more you use, the more you save.

UNPARALLELED EXPERIENCE WITH CITIES

Not only has NetFile over 20 years of experience dealing with and learning from its city clients, it also has a former City Clerk working full-time for NetFile. This in-house experience gives NetFile a unique perspective and advantage on what cities need.

SYSTEM FEATURES NOT AVAILABLE THROUGH ANY OTHER VENDOR

NetFile has several features in its admin and communication platform not available through any other vendor. A full list is available upon request.

UNPARALLELED FINANCIAL SUPPORT TO THE INDUSTRY

NetFile gives back to the industry by spending on average more than \$60k per year supporting industry workshops, conferences, training, and marketing. No other vendor has this kind of commitment of giving back. It's no wonder when the City Clerks Association of CA starting voting for a Vendor of the Year, NetFile was voted Vendor of the Year in both 2023 and 2024.

UNPARALLELED CUSTOMER SUPPORT TO THE INDUSTRY

NetFile has over 20 employees all of which are ultimately responsible for supporting clients. This means everyone on the Support team, Development team, IT team, QA team, and Sales and Marketing team are here to help our clients. NetFile considers itself a service and not a software company.

Fact #1 – Got a filer who needs assistance? Campaign Disclosure filers using NetFile’s free filer application can sign up for free individual filer app training right through their log in portal!

Fact #2 – NetFile offers telephone support as well as ticketed based support. In this day and age, as unbelievable as it may sound, you can call NetFile’s main phone number and one of many full-time NetFile support people will answer the phone! Prefer to create a ticket via e-mail, no problem. We offer both!

Fact #3 – It’s 11:30 pm the evening of a filing deadline and a filer needs help. Never fear, NetFile support is open until midnight on all major filing deadlines! Nobody else does this.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: REC

Submitted By: Bridget Webster

Department Coordinator: Sean McFadden,
sean.mcfadden@sfgov.org

Project Manager: Taylor Emerson

ServiceNow Number: DHRPSC0005679

Version: 0.01

Version Type: New

Brief description of proposed work: Staff are needed to run zero waste sorting stations at Dolores park and provide education to park visitors on the weekends during the busy summer season. Park visitors interact with Eco-Pop Up staff by bringing their compost, recycling, and trash to the designated areas, where they are helped by Eco-Pop Up staff to sort their waste in the appropriate bins. Full compost & recycling totters are then emptied into large Recology debris boxes, to be serviced by Recology on a weekly basis. Waste diversion metrics are collected daily on the weekends to track usage and measure the season's overall waste diversion success.

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): 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: Staff are needed to run zero waste sorting stations at Dolores park and provide education to park visitors on the weekends during the busy summer season. Park visitors interact with Eco-Pop Up staff by bringing their compost, recycling, and trash to the designated areas, where they are helped by Eco-Pop Up staff to sort their waste in the appropriate bins. Full compost & recycling totters are then

emptied into large Recology debris boxes, to be serviced by Recology on a weekly basis. Waste diversion metrics are collected daily on the weekends to track usage and measure the season's overall waste diversion success.

Why are these services required and what are the consequences of denial?: Staff are needed to run zero waste sorting stations at Dolores park and provide education to park visitors on the weekends during the busy summer season. Park visitors interact with Eco-Pop Up staff by bringing their compost, recycling, and trash to the designated areas, where they are helped by Eco-Pop Up staff to sort their waste in the appropriate bins. Full compost & recycling totters are then emptied into large Recology debris boxes, to be serviced by Recology on a weekly basis. Waste diversion metrics are collected daily on the weekends to track usage and measure the season's overall waste diversion success.

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?:

Services are needed when parks are highly used (Pride weekend, good weather, etc)

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?: Yes

Q5c2) What steps have been taken to establish a new classification?: Despite City and County of SF requirements that large waste generators sort waste into three streams (landfill, recyclable, and compost) and the Department of Environment's additional requirements, plus Recology's significant financial incentive to divert waste out of landfill, there is no city classification that requires sorting. Although custodians, like all staff, must perform "other duties as assigned," custodians have no training, no requirement to learn, and sorting does often mean touching waste and they are except for that action.

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 city classification that requires sorting. Although custodians, like all staff, must perform "other duties as assigned," custodians have no training, no requirement to learn, and sorting does often mean touching waste and they are except for that action.

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: There is no city classification that requires sorting. Although custodians, like all staff, must perform "other duties as assigned," custodians have no training, no requirement to learn, and sorting does often mean touching waste and they are except for that action.

Additional information to support your request (Optional):

Union Notifications

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

Labor Unions: No Union Selected -

Labor Union Email Addresses: anthony@dc16.us, charlie@local377.com, mbeauchamp@oe3.org, ccarr@oe3.org, pking@uapd.com, pfinn@ibt856.org, mleach@ibt856.org, plangrooferslocal40@gmail.com, laborers261@gmail.com, nick@dc16.us, PSCreview@seiu1021.org, lvega@nccrc.org, president@twusf.org, PSCreview@seiu1021.org, PSCreview@seiu1021.org, pking@uapd.com, mleach@ibt856.org, cpark@local39.org, sfdpoa@icloud.com, b.rod07@yahoo.com, PSCreview@seiu1021.org, L21pscreview@ifpte21.org, president@twusf.org, president@sfsheriffmsa.org, cjohnson@bac3-ca.org, mhenneberry@teamsters853.org, staff@sfmea.com, mleach@ibt856.org, laborers261@gmail.com, president@twusf.org, jb@local16.org, local22publicsector@nccrc.org, john.lenny@sfgov.org, sfcwupresidentjmleonard@yahoo.com, local200twu@sbcglobal.net, staff@sfmea.com, Louis@sfpoa.org, joshv@smw104.org, administration@sffdlocal798.org, PSCreview@seiu1021.org, pmendeziamaw@comcast.net, dvickers@iam1414.org, mfinnegan@ibt856.org, administration@sffdlocal798.org, larryjr@ualocal38.org, president@twusf.org, WOrellana@opcmialocal300.org, L21pscreview@ifpte21.org, PSCreview@seiu1021.org, President@sanfranciscodsa.com, staff@sfmea.com, mleach@ibt856.org, ibew6@ibew6.org, oashworth@ibew6.org

Union Review Sent On: 10/9/2025

Union Review End Date: 10/16/2025

Union Review Duration Met On: 10/16/2025

From: Cade Crowell <Cade.Crowell@seiu1021.org>
Sent: Monday, September 15, 2025 10:43 AM
To: Webster, Bridget (REC); Emerson, Taylor (REC); Sionkowski, Carol (REC); David, Rich (REC); Williams, Kenya (REC); Valdez, Makoto (REC); Kenya Williams Chief Steward
Subject: Re: PSC for Waste Diversion at Dolores Park

Hi Bridget,

Thank you for your response and for looking into the 99xx series. I do want to say that the information you received regarding the recruiting and hiring issue is most likely not entirely true. I believe that those two vacant positions have been affected by the hiring freeze and were not posted once they became vacant. Typically, those types of positions are somewhat competitive. That being said, I do understand the challenges of hiring reliable staff for 15 hours a week, for 5 months.

Based on your response, it seems like this campaign has been successful. There are real issues with the City budget right now, but in the future, I think it would be useful to expand this campaign to other parks that experience a high frequency of traffic, which may require full-time staff to manage.

Thank you,
Cade Crowell (he/him)
SEIU 1021 Union Representative
(510) 679-8420

From: Webster, Bridget (REC) <bridget.webster@sfgov.org>
Sent: Friday, September 12, 2025 11:24 AM
To: Cade Crowell <Cade.Crowell@seiu1021.org>; Emerson, Taylor (REC) <taylor.emerson@sfgov.org>; Sionkowski, Carol (REC) <carol.sionkowski@sfgov.org>; David, Rich (REC) <rich.david@sfgov.org>; Williams, Kenya (REC) <kenya.williams@sfgov.org>; Valdez, Makoto (REC) <makoto.valdez@sfgov.org>; Kenya Williams Chief Steward <kwilliams201024@gmail.com>
Subject: Re: PSC for Waste Diversion at Dolores Park

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

Hi Cade,

Here are the answers to your questions sent after our meeting on Tuesday:

The PSC mentions cost savings with Recology that comes with correctly sorting trash.

1. **Before the campaign started 10 years ago, what percent of trash at Dolores Park was going to the landfill?** Before the campaign, there was no event greener and no recycling or compost receptacles. As such, 100% of the waste went to landfill, except for the small (unmeasurable) portion collected by scavengers.
2. **Now that this campaign has been going on for a decade, what is the percentage of trash that is now going to the landfill?** During the 2024 peak season, which is the contracted period, we diverted 83%.
3. **If the percentage of trash had remained at the level it was at 10 years ago, how much would Recology be charging for trash at Dolores Park?** Data to answer this question is not readily available and would require Recology to price current volume of waste and an appropriate service level, exceeding the time available for response. Per the invoice below, the diversion discount in July 2025 was 21%.
4. **What is Recology currently charging for trash at Dolores Park?** See snip below, Recology costs

for all three streams at Mission Dolores Park is \$10,548.41/month at service levels set for the peak season May-September.

5. **Where do the funds for this PSC come from in the Rec and Park budget? Is this coming from general funds in the budget, or is it coming from any specific revenue generator that RPD receives money from?** The source of funding for the PSC is the same as the source for Recology payments – general operating funds.

Throughout the Love Dolores public outreach campaign, we have considered potential various staffing models: 1) Greenagers – dismissed for being under 21, the work is not directly aligned with their landscape purpose, timing crosses school and summer break, and the campaign needs consistent, reliable workforce; 2) zero waste volunteers, sourced from RPD and SFE – dismissed because the campaign needs consistent, reliable workforce, and 3) using the 99xx series to hire – dismissed due to complexities of hiring four people for just 15 hours/week for 5 months = 0.15 FTE annualized, or 0.375 for the five month period, in addition to complexities of training and onsite supervision, and the need for consistent, reliable workforce.

The volume of waste at Dolores is significant. During the peak season May-September, we add:

- 3 CY of compost and 6 CY of recycling served weekly
- 4-96 gallon recycling totes and 4-96 gallon landfill totes served daily weekdays (as shown on billing), plus serviced an additional 2-3 times weekend days on the city can rate

This peak season waste is in addition to year around volume and service level, total cost May-Sept 2025 is \$10,548.41/per month (with an exception in June due to Pride festivities). Here is a snip of the July 2025 invoice: Picture 1, Picture



Taylor spoke with Kristen Law, SFE Zero Waste manager, about their program. SFE has 5-9922s on the Zero Waste team (plus a few others across the agency). Those 5 FTE work 40 hours/week straight business hours and are part of a three-year professional development program with exposure to all aspects of SFE. Even with this robust and attractive program, they have trouble recruiting, hiring, and retaining staff. Currently, two positions have been vacant for at least six months – and they are funded with Impound fees from Recology, not the General Fund.

Given the current extended timelines for hiring in the current budget climate and the considerable obstacles to hiring (even under the best scenario) for these positions, and complexities of supervision during non-business hours, using 9922s as onsite staff to direct the significant waste stream does not fit the needs of RPD. We must have four bodies onsite every weekend day to help sort and reduce waste (via public education), and typical absences caused by calling out sick, going on summer vacation, and position vacancies would wreak havoc on management of this challenging park site.

Thanks and please let us know if you have any other questions,

Bridget

From: Cade Crowell <Cade.Crowell@seiu1021.org>

Sent: Tuesday, September 9, 2025 4:56 PM

To: Webster, Bridget (REC) <bridget.webster@sfgov.org>; Emerson, Taylor (REC) <taylor.emerson@sfgov.org>; Sionkowski, Carol (REC) <carol.sionkowski@sfgov.org>; David, Rich (REC) <rich.david@sfgov.org>; Williams, Kenya (REC) <kenya.williams@sfgov.org>; Valdez, Makoto (REC) <makoto.valdez@sfgov.org>; Kenya Williams Chief Steward <kwilliams201024@gmail.com>

Subject: Re: PSC for Waste Diversion at Dolores Park

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

Hi Bridget,

Thank you for meeting with us earlier today. We hope that the department seriously considers bringing this work in-house.

In the meantime, we had a couple open questions:

- The PSC mentions cost savings with Recology that comes with correctly sorting trash. Before the campaign started 10 years ago, what percent of trash at Dolores Park was going to the landfill? Now that this campaign has been going on for a decade, what is the percentage of trash that is now going to the landfill? If the percentage of trash had remained at the level it was at 10 years ago, how much would Recology be charging for trash at Dolores Park? What is Recology currently charging for trash at Dolores Park?
- Where do the funds for this PSC come from in the Rec and Park budget? Is this coming from general funds in the budget, or is it coming from any specific revenue generator that RPD receives money from?

Please let me know if you need clarification on either of these questions.

Thank you,

Cade Crowell (he/him)

SEIU 1021 Union Representative

(510) 679-8420

From: Webster, Bridget (REC)

Sent: Monday, September 8, 2025 9:03 AM

To: Webster, Bridget (REC) <bridget.webster@sfgov.org>; Emerson, Taylor (REC) <taylor.emerson@sfgov.org>; Sionkowski, Carol (REC) <carol.sionkowski@sfgov.org>; David, Rich (REC) <rich.david@sfgov.org>; Williams, Kenya (REC) <kenya.williams@sfgov.org>; Valdez, Makoto (REC) <makoto.valdez@sfgov.org>; Cade Crowell <Cade.Crowell@seiu1021.org>

Subject: PSC for Waste Diversion at Dolores Park

When: Tuesday, September 9, 2025 3:30 PM-4:00 PM.

Where: Microsoft Teams Meeting

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

Meeting regarding waste diversion project via Teams - completed PSC form 1 attached for reference.

Please let me know if I left anyone off the invite list.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 235 566 546 653 5

Passcode: B3br6yk7

Dial in by phone

[+1 415-906-4659,,869426304#](#) United States, San Francisco

[Find a local number](#)

Phone conference ID: 869 426 304#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: TIS

Submitted By: Jolie Gines

Department Coordinator: Jolie Gines,
jolie.gines@sfgov.org

Project Manager: Glacier Ybanez

ServiceNow Number: DHRPSC0005753

Version: 0.01

Version Type: New

Brief description of proposed work: As needed Technology Architect to assist the City manage its Internal and External Domain Name Server, provide topology and architectural level assessment of the City's Wi-Fi Network, Virtual Private Network, Cloud Infrastructure, lifecycle management, Risk Management & Mitigation framework. and the City's Voice Over Internet Protocol network.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$4,500,000

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 vendor will assess, design, migrate, implement, and document enterprise-class networking, Virtual Private Network (VPN), firewall, Domain Name System (DNS)/Dynamic Host Configuration Protocol (DHCP)/Network Time Protocol (NTP), and datacenter solutions. Services are intended to modernize the City's infrastructure, improve resiliency, enhance security, and align with industry best practices. The vendor is expected to train City employees and deliver the following Enterprise Architecture Roadmap & Design Documents: Virtual Private Network (VPN) Migration

Plan & Post-Migration Report, Routing, Firewall, and Wireless Configuration Standards, Cisco Migration Roadmap & Risk Assessment, INFOBLOX Configuration & Validation Reports, Security Compliance Gap Analysis & Recommendations, F5 Global Traffic Manager (GTM) / Local Traffic Manager (LTM) Implementation Guides, Datacenter & Cloud Migration Execution Report, Automation Playbooks (Infrastructure-as-Code), Final As-Built Documentation and Training Materials & Knowledge Transfer Sessions.

Why are these services required and what are the consequences of denial?: The scope of work addresses foundational infrastructure—including the City's Wide Area Network (WAN), Virtual Private Network (VPN), Domain Name System (DNS), firewalls, wireless, and datacenter services. These systems are essential for the continuity of municipal operations such as public safety, emergency communications, healthcare services, financial transactions, and citizen-facing applications. Failure to modernize, secure, and stabilize these systems exposes the City to outages, cybersecurity breaches, and operational paralysis. In the current geopolitical climate, municipal infrastructure is a prime target for cyberattacks; delaying this work significantly increases the City's vulnerability.

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 scope of work requires extremely specialized expertise in areas which are not day to day operational skills, but project focused and advanced technical areas. Once the migration, modernization, and knowledge transfer are complete, the demand for this level of expertise will significantly diminish, making a full-time role unnecessary. The City faces immediate risks: aging infrastructure, exposure to cyberattacks, and potential outages in critical services. By contrast, contracting this service ensures immediate access to vendor-certified experts who can begin work without delay—reducing the City's exposure to outages, security risks, and compliance violations.

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

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

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

Q5b) Why do you believe this to be a transitional or short-term situation?: The City faces immediate risks: aging infrastructure, exposure to cyberattacks, and potential outages in critical services. Recruiting, hiring, and onboarding a full-time employee would take 6–12 months, even if qualified candidates could be found.

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: The City has attempted on multiple occasions to recruit and hire one employee with these combined skillsets and was not successful.

Q5d) Describe the required skills and expertise needed to perform the services: 1. Core Technical Expertise

Enterprise Networking & Protocols

- Deep expertise in Multiprotocol Label Switching (MPLS), including tagging, traffic engineering, and Quality of Service (QoS).

- Advanced proficiency in routing protocols: Open Shortest Path First (OSPF), Internal Border Gateway Protocol (iBGP), External Border Gateway Protocol (eBGP), Enhanced Interior Gateway Routing Protocol (EIGRP).

- Strong command of Wide Area Networks (WANs), datacenter interconnects, and high-availability architectures.

-

Security & Access Control

- Experience with firewall design, implementation, and migration, specifically Cisco and Palo Alto platforms.

- Expertise in Virtual Private Network (VPN) migrations, including integration with Active Directory (AD), Remote Authentication Dial-In User Service (RADIUS), and Multi-Factor Authentication (MFA).

- Familiarity with Intrusion Detection/Prevention Systems (IDS/IPS) and zero trust architecture principles.

DNS/DHCP/NTP Infrastructure

- Strong knowledge of Domain Name System (DNS) security and design.

- Experience configuring and troubleshooting INFOBLOX appliances for DNS, Dynamic Host Configuration Protocol (DHCP), and Network Time Protocol (NTP).

Wireless & Application Delivery

- Implementation and optimization of Cisco enterprise wireless solutions.

- Proficiency with F5 Global Traffic Manager (GTM) and Local Traffic Manager (LTM) for load balancing and failover.

2. Cloud & Automation

Cloud Readiness & Integration

- Familiarity with hybrid and multi-cloud environments (Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP)).
- Ability to design disaster recovery and cloud migration strategies.

Automation & Infrastructure-as-Code (IaC)

- Hands-on experience with automation tools such as Ansible, Terraform, and Cisco DNA Center.
- Proficiency in developing reusable configuration playbooks and automated deployment pipelines.

Monitoring & Observability

- Expertise with tools such as SolarWinds, Splunk, and ThousandEyes.
- Ability to establish proactive monitoring, alerting, and performance optimization frameworks.

3. Strategic & Governance Skills

Architecture & Roadmapping

- Ability to create enterprise-wide architecture roadmaps aligned with organizational goals.
- Skilled in capacity planning and technology lifecycle management.

Compliance & Policy Development

- Knowledge of regulatory frameworks (HIPAA, PCI-DSS, CJIS, FedRAMP).
- Ability to design governance policies, compliance controls, and risk management strategies.

Risk & Continuity Planning

- Strong experience in disaster recovery planning and business continuity strategies.
- Ability to design and test rollback procedures and failover systems.

4. Leadership & Soft Skills

Knowledge Transfer & Mentorship

- Strong documentation skills (runbooks, playbooks, as-builts).
- Experience training, mentoring, and upskilling in-house staff.

Collaboration & Communication

- Ability to communicate technical designs and risks to non-technical leadership and union representatives.
- Strong interpersonal skills to work across cross-departmental teams (IT, cybersecurity, public safety, finance).

5. Professional Credentials (Preferred)

- Cisco Certified Internetwork Expert (CCIE) or equivalent advanced Cisco certification.
- Palo Alto Networks Certified Network Security Engineer (PCNSE).
- F5 Certified Technology Specialist (CTS) – GTM/LTM.
- Certified Information Systems Security Professional (CISSP) or Certified Information Security

Manager (CISM).

-Cloud certifications (AWS Solutions Architect, Azure Architect, or Google Cloud Professional).

the ideal professional is a hybrid leader–engineer: someone who can design at the strategic level, execute at the technical level, ensure compliance and governance, and leave behind trained staff and sustainable systems.

Q5e) Does the Department have employees with the required skills and expertise?: No
Q5f) not needed

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

Q5h) Explain why: This engagement is not replacing City staff. It is a time-limited, project-focused effort to address urgent modernization needs. City employees will continue to operate, monitor, and maintain the systems once the work is complete. The work involves highly specialized, vendor-specific expertise (e.g., Multiprotocol Label Switching (MPLS), INFOBLOX, F5 load balancers, firewall migrations between Cisco and Palo Alto). These skills take years to develop. The City does not currently have this depth of expertise in-house, and delaying until we can train staff would put public services at risk. the contract is designed to strengthen City employees' role. The consultant must provide knowledge transfer sessions, Detailed documentation and runbooks, and training for City staff. This ensures employees are better equipped to manage systems going forward

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1044 - IS Engineer-Principal

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 10/14/2025

Union Review End Date: 10/24/2025

Union Review Duration Met On: 10/24/2025

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: | TIS |
| Dept Name: | Department of Technology |
| PSC Coordinator Name: | Jolie Gines |
| PSC Coordinator Email: | jolie.gines@sfgov.org |
| PSC ServiceNow Record No.: | DHRPSC0005753 |

| 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 |
|----------------|---------------------|-------------------|-------------------------------|---|--|
| 1000017130 | 6/1/2020 | 12/31/2025 | \$ 3,500,000 | 48961-18/19 | As Needed IT Architectural Services |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |