



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: December 16th, 2024
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 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-22 (11/97)

CSC RECEIPT STAMP

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CSC Meeting for December 16, 2024

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0004744 v 0.01	ADM	New	\$252,744	\$252,744	The goal of this project is to develop a planning guidance document for local policymakers and building owners that addresses end-to-end financing strategies for earthquake risk reduction through the City and County's Concrete Building Safety Program, a proposed retrofit program.	24	24
DHRPSC0004914 v 0.01	DPH	New	\$444,444	\$444,444	Medical Physicist Services	60	60
DHRPSC0004602 v 0.01	MTA	New	\$928,372	\$928,372	The San Francisco Municipal Transportation Agency is requesting proposals from experienced and motivated teams to co-develop a comprehensive transportation master plan that provides solutions in a complex operational landscape. The Embarcadero Connectivity Plan will leverage the diverse skills and expertise of subject matter experts across city agencies along with a consultant team to lead different tasks to execute a master plan for the City's transportation network along San Francisco's northeastern waterfront. Transformation of the City's seawall to address flooding and seismic risk in the coming years is causing the SFMTA to plan for near term impacts from the seawall	36	36

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
					reconstruction and a long-term vision for a rebuilt Embarcadero and the surrounding transportation network.		
DHRPSC0004886 v 0.01	MTA	New	\$1,500,000	\$1,500,000	To provide a mobile on-site facility to collection random, follow-up, reasonable suspicion, and post-accident specimen collection in compliance with Department of Transportation/Federal Transit Administration (DOT/FTA) Drug and Alcohol Testing Regulations.	60	60
DHRPSC0004637 v 0.01	PUC	New	\$600,000	\$600,000	PRO-0321 As-Needed DBE Cert and Compliance	48	48
DHRPSC0001577 v 1.02	ADM	Amendment	\$2,680,000	\$14,680,000	Moving services	0	84
DHRPSC0002633 v 1.01	DPH	Amendment	\$1,903,000	\$19,003,000	Hospital Security Guard Services	0	35

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0004180 v 1.01	DPH	Amendment	\$1,325,000	\$3,825,000	As Needed and after hours Security Guard Services for the San Francisco Health Network Clinics	4	88
DHRPSC0004645 v 1.01	HRD	Amendment	\$1,100,000	\$1,200,000	Provide Ombudsperson services to the Alternative Dispute Resolution Program (ADR) established 7/1/2019 etween the Department of Human Resources, Worker's Compensation Divsion, the San Francisco Police Officers Association (SFPOA), and the San Francisco Firefighters Association, Local 798 (Local 798). The Ombudsperson role will include providing aid and counsel for all Applicants. The Ombudsperson will have significant expertise and experience in the field of the California Worker's Compensation and primary role will be to exercise independent judgement and discretion in fulfilling the ombudsperson role to seek resolution between the City and the Applicant. The Agreements approved between the City, SFPOA, and Local 798, on December 17, 2018, and again on January 18, 2024 190051 (Local 798) and 190052 (SFPOA) were approved by the Board of Supervisors on 2/26/2019, and the Mayor on 3/8/2019 authorize the Joint Labor Management Committee, a body of SFPOA/Local	0	72

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
					798 and Management representatives, to appoint an Ombudsperson to support employee interests in the ADR program.		
		Total	\$10,733,560	\$42,433,560			

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ADM

Submitted By: Amanda Wentworth

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

Project Manager: Laurel Mathews

ServiceNow Number: DHRPSC0004744

Version: 0.01

Version Type: New

Brief description of proposed work: The goal of this project is to develop a planning guidance document for local policymakers and building owners that addresses end-to-end financing strategies for earthquake risk reduction through the City and County's Concrete Building Safety Program, a proposed retrofit program.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$252,744

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 24

Funding

Funding Source: Federal Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The goal of this project is to develop a planning guidance document for local policymakers and building owners that addresses end-to-end financing strategies for earthquake risk reduction through the City and County's Concrete Building Safety Program, a proposed retrofit program (pending introduction and adoption of an ordinance). There are two primary objectives for developing a Financing Strategies Guidance Document for the Concrete Building Safety Program:

1. Increase building owners' understanding of available financing options, especially for those who haven't previously undertaken a major capital improvement project.

2. Inform City policy makers of policy interventions and other programmatic actions complementary to a retrofit ordinance (e.g., special tax district, development incentives, loan loss reserve fund) that would increase access to capital and make retrofits more financially feasible for building owners.

The scope includes four workstreams:

Workstream #1: Risk and Economic Benefits Analysis

Workstream #2: Existing Financing Strategies

Workstream #3: Policy Analysis

Workstream #4: Guidance Document

Completion of this scope requires specialized expertise in economics and structural engineering.

Why are these services required and what are the consequences of denial?: A working group of stakeholders recommended that the City develop a financing plan before introducing an ordinance requiring the seismic retrofit of concrete buildings. Developing this financing guidance document is a critical step toward increasing the safety of thousands of concrete and tilt-up buildings. Increasing the safety of these two building types is a priority identified in the San Francisco Community Action Plan for Seismic Safety and the San Francisco Earthquake Safety Implementation Program. Consequences of denial would include a delay in moving forward with a concrete retrofit program, recommend for resident safety, a lack of guidance around finance options for executing such programs, and possibly losing funding from FEMA if the work could not begin.

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

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

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

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

Q5b) Why do you believe this to be a transitional or short-term situation?: This grant will fund the creation of a finance guidance document for concrete retrofit, a specific deliverable to be used to inform policy decisions. The grant has a time-bound period of performance (POP). Current POP ends November 13, 2025 with the possibility of extensions of 1 year at a time.

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: This grant will fund the creation of a finance guidance document for concrete retrofit, a specific deliverable to be used to inform policy decisions. The grant has a time-bound period of performance (POP). Current POP ends November 13, 2025 with the possibility of extensions of 1 year at a time. Services are expected to conclude with the completion of the guidance document.

Q5d) Describe the required skills and expertise needed to perform the services: This work requires expertise in economics and public finance policy as well as structural engineering, with a focus in concrete retrofit and seismic safety.

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?: Yes

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1825 - Prnpl Admin Analyst II, 5219 - Senior Structural Engineer

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 10/7/2024

Union Review End Date: 11/6/2024

Union Review Duration Met On: 11/6/2024

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

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

Project Manager: RJ Merck

ServiceNow Number: DHRPSC0004914

Version: 0.01

Version Type: New

Brief description of proposed work: Medical Physicist Services

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$444,444

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 60

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor will provide qualified medical physicists to support the Department of Public Health (DPH) by performing maintenance, regulatory acceptance testing, calibration, safety surveys, and general support for radiology equipment. These services include developing quality control programs in all departments within the hospitals, conducting status reports on all radiology equipment, maintaining current knowledge of radiology regulations, and offering as-needed radiology consulting services. Work will be performed across various DPH locations, including Zuckerberg San Francisco General Hospital, Laguna Honda Hospital, and other sites, with a requirement to respond within three hours for emergency testing on equipment as needed.

Why are these services required and what are the consequences of denial?: This is a regulatory requirement of the California Department of Public Health, US Food and Drug Administration, Mammography Quality Standards Act, The Joint Commission, and other governing bodies. Services are required to ensure the safety, accuracy, and compliance of radiology equipment. Proper maintenance, testing, and calibration are critical to prevent equipment malfunctions that could lead to diagnostic errors, patient harm, or regulatory penalties. Denial of services would jeopardize patient safety, compromise the quality of healthcare provided to patients, and prevent the department from maintaining essential radiology operations.

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

How many contracts?: 1

Why have you not hired City employees to perform the services?: These are specialized services that require a licensed Medical Physicist who meets the American Association of Physicists in Medicine (AAPM) criteria for a Qualified Medical Physicist and who has documented experience in radiology, tomography, and mammography equipment.

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?: The City lacks the specialized equipment required to perform inspections, support, acceptance testing, calibration, and maintenance, as well as the advanced technical expertise required to perform such work. A contractor would possess the necessary tools, certifications, and experience to ensure compliance with state and federal regulations and be able to address complex radiation technology needs effectively.

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

Explain why: This is specialized work that is required on an intermittent, as-needed basis. For example, X-ray tubes may need replacement on occasion and radiation-producing devices may require inspections by a medical physicist annually. Contracted services provide the necessary comprehensive and reliable coverage.

Additional information to support your request (Optional): This work requires specialized skills and experience, including a licensed Medical Physicist who meets the American Association of Physicists in Medicine (AAPM) criteria for a Qualified Medical Physicist.

Union Notifications

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

Labor Unions: No Union Selected -

Labor Union Email Addresses: 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, ibew6@ibew6.org, staff@sfmea.com, local22publicsector@nccrc.org, 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, tracym@sfpoa.org, joshv@smw104.org, administration@sffdlocal798.org, PSCreview@seiu1021.org, 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, epeterson@cirseiu.org, abush@cirseiu.org, snaranjo@cirseiu.org, emathurin@cirseiu.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, local22publicsector@nccrc.org

Union Review Sent On: 11/18/2024

Union Review End Date: 11/25/2024

Union Review Duration Met On: 11/25/2024

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 other work out, regardless of which PSC record is associated with those other contracts.

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

Dept Acronym:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@dph.hawaii.gov
PSC ServiceNow Record Number:	DHRPSC0004914

[illegible]

DHRPSC0004914 Medical Physicist Services does not include any job classifications for this type of work, as the scope of work requires specialized expertise of qualified medical physicists.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: MTA

Submitted By: Keith Tanner

Department Coordinator: Amy Nuque,
Amy.Nuque@sfmta.com

Project Manager: Keith Tanner

ServiceNow Number: DHRPSC0004602

Version: 0.01

Version Type: New

Brief description of proposed work: The San Francisco Municipal Transportation Agency is requesting proposals from experienced and motivated teams to co-develop a comprehensive transportation master plan that provides solutions in a complex operational landscape. The Embarcadero Connectivity Plan will leverage the diverse skills and expertise of subject matter experts across city agencies along with a consultant team to lead different tasks to execute a master plan for the City's transportation network along San Francisco's northeastern waterfront. Transformation of the City's seawall to address flooding and seismic risk in the coming years is causing the SFMTA to plan for near term impacts from the seawall reconstruction and a long-term vision for a rebuilt Embarcadero and the surrounding transportation network.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$928,372

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 36

Funding

Funding Source: State Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The Embarcadero Connectivity Plan will support the development of alternatives for both the Embarcadero corridor and critical elements of the transportation system in adjacent neighborhoods to ensure resiliency

and connectivity for all major transportation modes and associated infrastructure. The plan will also aim to align resilience, mobility and economic recovery work in the Financial District and adjacent neighborhoods. The selected Consultant will assist with the synthesis of existing conditions, public outreach, technical analysis, alternatives development, and the production of an implementation framework and final plan.

Why are these services required and what are the consequences of denial?: Contract services are essential for this project due to its short timeline and the need for specialized expertise in master planning, climate adaptation planning, stormwater management, scenario development, and comprehensive stakeholder engagement . These services will ensure rapid mobilization of resources, bringing in professionals with the necessary skills to handle complex planning tasks and effectively coordinate with multiple stakeholders. This allows city staff to focus their time where their skillsets are strongest and most critical across the entire project scope. The final plan will be presented to the SFMTA Board of Directors in the first half of 2027, leaving 2 and half years to complete existing conditions documentation, technical analysis, extensive public outreach and the development of and adoption of the Draft and Final Plan documents. With the unique expertise required and limited staff capacity at the SFMTA, the Embarcadero Connectivity Plan cannot be completed within the time required by our funders at Caltrans.

Without these services, the project faces significant delays, quality compromises, and ineffective stakeholder engagement. City staff would be overburdened, potentially leading to burnout and reduced efficiency in both the project and other public services. Additionally current staff does not presently have the specialized expertise needed to carry out this project within the required time. The volume of work required would also risk a pared back scope of work, forfeiture of grant funds back to Caltrans, and the important outputs of the Embarcadero Connectivity Plan not being developed. Because the Embarcadero Connectivity Plan is part of a broader waterfront resilience planning effort that is being led by the Port of San Francisco, the inability to fully execute the Plan will have negative impacts on other projects in the City. Securing contract services is crucial for the project's timely, high-quality, and collaborative completion.

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: SFMTA Board of Directors will need to approve the contract

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 work to complete this master plan within the required timeframe is discrete and needs to be done with outside expertise, but the follow-on work for implementing the plan will be taken on by city and county staff.

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: The project will serve as a practical learning opportunity for staff. By collaborating closely with the consultants, city staff will gain hands-on experience and expertise. This on-the-job learning approach allows staff to directly observe and participate in the application of advanced planning techniques and strategies, facilitating immediate and practical knowledge transfer. Working alongside experienced consultants will enhance staff skills organically, ensuring they develop a deeper understanding of climate adaptation without the need for separate training programs. Additionally, the project team will hold briefings to city staff to increase knowledge about the project and planning process that can be replicated by other teams. Documentation will also have lessons learned from internal assessments throughout the project process.

Q5d) Describe the required skills and expertise needed to perform the services: Master planning, climate adaptation planning, stormwater management, scenario development, urban design and comprehensive stakeholder engagement.

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?: Yes

Additional information to support your request (Optional): The SFMTA has diligently explored using available city resources before seeking external contract services. City staff will collaborate closely with contractors, integrating local knowledge with specialized external expertise. Certain advanced technical skills in master planning, climate adaptation planning, stormwater management, scenario development, and comprehensive stakeholder engagement are not available internally. Additionally, current staff capacity and the project's urgent timeline necessitate external support to fill gaps in skills, avoid delays and ensure quality. These efforts ensure the project leverages internal resources effectively while addressing specific skill gaps and capacity constraints.

A consultant contract is desired in order (1) execute the project given the requirement for a set of experiences and skills that our City planners, engineers and other classes do not yet possess; (2) to appropriately staff the volume of work within the scope of work that cannot be fully staffed by SFMTA at this time; and (3) to gain project efficiencies by contracting discrete tasks that are not typically conducted by SFMTA staff, such as stormwater management planning.

Union Notifications

Job Class(es): 5203 - Assistant Engineer, 5290 - Transportation Planner IV, 5201 - Junior Engineer, 5289 - Transportation Planner III, 5277 - Planner 1, 5288 - Transportation Planner II, 5207 - Assoc Engineer

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 9/30/2024

Union Review End Date: 10/30/2024

Union Review Duration Met On: 10/30/2024

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: PUC

Submitted By: Helen Duhe

Department Coordinator: Shawndrea Hale,
SHale@sfgwater.org

Project Manager: Helen Duhe

ServiceNow Number: DHRPSC0004637

Version: 0.01

Version Type: New

Brief description of proposed work: PRO-0321 As-Needed DBE Cert and Compliance

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: The San Francisco Public Utilities Commission (SFPUC) seeks to retain the services of two qualified Service Providers to provide as needed regional construction contractor certification, compliance; and support services for the Small Business Advisory Firm Committee to increase participation of small and micro construction, disadvantaged business enterprises, construction management, and related work professional service firms to support the work of the Hetch Hetchy Water Capital Plan, Water Capital Plan, which includes the Regional Water System(East Bay, Peninsula/West Bay) projects. Service providers would schedule and conduct site visits, and promote contracting opportunities for San Francisco Public Utilities Commission Local Business Enterprises (PUC-LBEs), located within the SFPUC regional water service area (from the Bay Area Peninsula to Yosemite),

and provide as needed technical support, and administrative assistance for the ongoing efforts to reestablish the Small Firm Advisory Committee as required by San Francisco Chapter 14B Section (B).

Why are these services required and what are the consequences of denial?: A denial of this request would disrupt the efforts to increase the potential pool of qualified construction firms, thereby potentially increasing the cost of servicing our regional infrastructure or limiting the number of projects we might initiate due to a lack of interest from qualified firms to bid on our work. The City is required to provide opportunities to Local Business Enterprises under Chapter 14B of the City's Administrative code on a per project basis. Denial of these services would hinder the expansion of the small, micro and disadvantaged construction business pool, a key component in the City's ability to meet their requirements while ensuring a competitive market.

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

Board and Commission Approvals

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

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

Justification

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

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

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

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

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

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

Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?: The services are required on an as needed intermittent basis because they are based on the unique needs of specific SFPUC capital improvement projects and the small businesses who might compete for work on those projects.

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

Q5b1) Describe the specialized skills and expertise required to perform the services: Yes, specialized knowledge of the small, micro, and disadvantaged business construction firms as they relate to the SFPUC regional water system service territory projects.

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

Q5c1) Identify the classifications: 1823 - Senior Administrative Analyst, 2992 - Contract Compliance Officer 1, 1824 - Pr Administrative Analyst

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

Q5c3) Why are they not able to perform the services?: Yes and no. Yes, for the 1824 and

1823. Although the work is led by existing City staff, the work resides in the regional water service territory, and the current staff do not have all of the specific knowledge to complete the scope.

No, the SFPUC does not currently have a 2992 Contract Compliance Officer on staff.

All of the services will be provided on an as needed, intermittent basis and will not rise to the level of a full time employee.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: While this work will be led by existing City staff, most of the work resides in the surrounding bay area counties, and includes some site visits. Current staff does not have all of the specific knowledge and relationships necessary to complete all of the scope. Also, the services provided will only be needed on an as needed, intermittent, basis and would not require a full time employee.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: This work resides in the surrounding bay area counties, and existing staff does not currently have all of the specific knowledge and relationships necessary to complete all of the scope. Further, these services are only necessary on an as needed, intermittent, basis and would not rise to the level of a full time employee.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1823 - Senior Administrative Analyst, 2992 - Contract Compliance Officer 1, 1824 - Pr Administrative Analyst

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 10/16/2024

Union Review End Date: 11/15/2024

Union Review Duration Met On: 11/15/2024

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ADM

Submitted By: Jonathan Jew

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

Project Manager: Taraneh Moayed

ServiceNow Number: DHRPSC0001577

Version: 1.02

Version Type: Amendment

Legacy PSC #: 40794-19/20

Brief description of proposed work: Moving services

Reason for the Request for Amendment: Increase contract NTE by \$2,680,000 based on an average monthly PO spend of \$86,916 plus a 15% contingency. This additional amount is needed to last until the end of the contract term, based on historical spend.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

Previously Approved Amount: \$12,000,000

Increase Amount: \$2,680,000

Why are you requesting the PSC amount to be increased?: Increase contract NTE by \$2,680,000 based on an average monthly PO spend of \$86,916 plus a 15% contingency. This additional amount is needed to last until the end of the contract term, based on historical spend.

Total Amended Amount: \$14,680,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 84

Duration Increase (months): 0

Total Amended Duration (months): 84

First Contract Start Date: 3/2/2020

PSC Duration End Date: 3/2/2027

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Post Union Notification

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

Clearly describe scope and detail the services to be performed: The contractor will provide moving services for City and County of San Francisco departments on an intermittent, as-needed basis. These services will include, but not be limited to, moving items such as office furniture, documents, equipment, and related articles; the set-up and breakdown of cubicle walls and furniture; and move coordination/project management and planning, as may be required by departments.

Why are these services required and what are the consequences of denial?: Moving services are necessary to help departments relocate entire agencies or groups, relocate employees, and relocate furniture, equipment, and materials whenever the need arises. Several City departments will be relocating to different work locations and other departments will have intermittent needs for such services on a smaller scale. The consequences of denial would be the City performing tasks without the expertise of moves from workstations, equipment, and animals (Animal Care & Control) upcoming new location move, resulting in inefficiency, incurring potential additional costs and potential damage to City property and equipment.

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?: 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?: No Civil Service class is licensed to perform this work and this type of work is only required intermittently on an as-needed basis.

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: We cannot guarantee that these services won't be needed in the future, but due to the intermittent, as-needed nature of moving services, it would be appropriate to continue contracting out this

work when needed.

Q5d) Describe the required skills and expertise needed to perform the services: Experience in moving large organizations, relocation coordination, and move logistics. The contractor will also be required to provide all moving staff, vehicles, equipment, and supplies necessary for the requested, as-needed moves.

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

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 7355 - Truck Driver, 7514 - General Laborer, 0923 - Manager II, 7215 - General Laborer Supervisor 1, 1824 - Pr Administrative Analyst, 0922 - Manager I

Labor Unions: 021 - Prof & Tech Eng, Local 21, 351 - Municipal Exec Assoc-Misc, 261 - Laborers Int, Local 261, 216 - Teamsters, Local 853

Labor Union Email Addresses: L21pscreview@ifpte21.org, staff@sfmea.com, laborers261@gmail.com, mhenneberry@teamsters853.org

Union Review Sent On: 11/6/2024

Union Review End Date: 11/13/2024

Union Review Duration Met On: 11/13/2024

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 # 40794 - 19/20)

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

Type of Service: Moving services

Funding Source: General fund

PSC Original Approved Amount: \$8,000,000 PSC Original Approved Duration: 11/01/19 - 10/31/26 (7 years 1 day)

PSC Mod#1 Amount: \$4,000,000 PSC Mod#1 Duration: no duration added

PSC Cumulative Amount Proposed: \$12,000,000 PSC Cumulative Duration Proposed: 7 years 1 day

1. Description of Work

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

The contractor will provide moving services for City and County of San Francisco departments on an intermittent, as-needed basis. These services will include, but not be limited to, moving items such as office furniture, documents, equipment, and related articles; the set-up and breakdown of cubicle walls and furniture; and move coordination/project management and planning, as may be required by departments.

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

Moving services are necessary to help departments relocate entire agencies or groups, relocate employees, and to relocate furniture, equipment, and materials whenever the need arises. Several City departments will be relocating to different work locations in early 2020 and other departments will have intermittent needs for such services on a smaller scale. Consequences of denial would be the City performing tasks without the expertise of moves from work stations, equipment, and animals (Animal Care & Control upcoming new location move, resulting in inefficiency, incurring potential additional costs and potential damage to City property and equipment.

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

Services have been provided in the past through earlier PSC request. See 40794 - 19/20

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:

See attached memorandum.

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).

Explain the qualifying circumstances:

Departments only occasionally move, and multiple departments may move during the same time period. The need is only intermittent.

B. Reason for the request for modification:

Adding an additional \$8,000,000 for continued services. No change in duration.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Experience in moving large organizations, relocation coordination, and move logistics. The Contractor will also be required to provide all moving staff, vehicles, equipment, and supplies necessary for the moves.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1824, Pr Administrative Analyst; 7215, General Laborer Supervisor 1; 7355, Truck Driver; 7514, General Laborer; 0922, Manager I; 0923, Manager II;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor has the vehicles, facilities, and equipment necessary to efficiently move and relocate departments and their furniture and 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.
No civil service class is licensed to perform this work and this type of work is only required intermittently on an as-needed basis.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No. Work is intermittent and as-needed.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the 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.
Continued services are required by departments.

7. Union Notification: On 01/20/23, the Department notified the following employee organizations of this PSC/RFP request:

Professional & Tech Engrs, Local 21; Municipal Executive Association; Laborers, Local 261; Bldg Mtl & Constr Teamsters, L 853;

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

Name: Lynn Khaw Phone: 4155546296 Email: lynn.khaw@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40794 - 19/20

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 02/01/2023

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Kelly Hiramoto

Department Coordinator: Kelly Hiramoto,
kelly.hiramoto@sfdph.org

Project Manager: Basil Price

ServiceNow Number: DHRPSC0002633

Version: 1.01

Version Type: Amendment

Legacy PSC #: 41282-22/23

Brief description of proposed work: Hospital Security Guard Services

Reason for the Request for Amendment: Increase the amount to align with the service need.

Amount

Previously Approved Amount: \$17,100,000

Increase Amount: \$1,903,000

Why are you requesting the PSC amount to be increased?: service use has been higher due to increased incidents at facilities requiring security assistance to ensure safety for patients, visitors, and staff

Total Amended Amount: \$19,003,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 35

Duration Increase (months): 0

Total Amended Duration (months): 35

First Contract Start Date: 2/15/2023

PSC Duration End Date: 1/15/2026

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: Original coordinator's email: kelly.hiramoto@sfdph.org.

To provide security services to ensure the safety, security and welfare of patients/residents, visitors, vendors and staff at the San Francisco General Hospital (SFGH) and Laguna Honda

Hospital (LHH), unarmed security guards will be assigned to fixed-position locations providing access control by screening people entering the facilities using visual inspection, as indicated. Unarmed security guards will also provide designated-route patrols of both interior and exterior locations. In addition, unarmed security guards will respond to incidents involving disturbances, violence and/or other needs to preserve order, including compliance with regulation pertaining to visitors, resident/patients, vendors, and the facility's premises. Contractor will provide regular written Daily Activity Reports and Incident Reports within Department designated turn-around times.

Why are these services required and what are the consequences of denial?: Security services are critical for the protection of patients, visitors, staff and to ensure the safety and order within facilities. The Department has recognized the need for security as a major public safety measure. Denial of this service would leave individuals and facilities vulnerable to safety risks and harm, and potentially at risk of lawsuits and denial of reimbursements, especially from Federal or State payors.

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

How many contracts?: 2

Why have you not hired City employees to perform the services?: The San Francisco Sheriff's Department has provided these services but they are continuing to experience significant staffing challenges and are unable to provide uninterrupted 25 hours/7 days per week, 365 days per year coverage that is required for each position. When the Sheriff's Department can fill their vacant positions, they will resume providing this service.

Board and Commission Approvals

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

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

Justification

Has your response to Q1 changed?: No

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

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

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

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

Q5 - Are the services required on a temporary basis or on a long-term basis?: 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?: When the Sheriff's Department can fill their vacant positions, they will resume providing this service.

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: The services may be needed again in the future if the Sheriff's Department cannot maintain staffing to support the security need for these programs and facilities.

Q5d) Describe the required skills and expertise needed to perform the services: All security staff must possess a current license by the appropriate agency, such as the California Security Guard Registration Card issued by the State of California Bureau of Security and Investigative Services. They must also be trained in patrol techniques, report-writing, communication, access control, conflict resolution and de-escalation techniques.

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: The Sheriff's Department continues to experience significant staffing challenges and are unable to provide uninterrupted, 24 hours/7 days per week/365 days per year coverage required for each position.

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

Additional information to support your request (Optional): None

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 8300 - Sheriff's Cadet

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 9/14/2024

Union Review End Date: 11/13/2024

Union Review Duration Met On: 11/13/2024



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

San Francisco Department of Public Health

Grant Colfax, MD
Director of Health

DATE: November 26, 2024

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for December 16, 2024 Civil Service Commission Meeting:
DHRPSC0002633 Hospital Security Guard Services

This is to respectfully request that the above PSC be included in the agenda for the Civil Service Commission meeting on December 16, 2024. While the PSC is eligible for DHR Admin Approval, we are requesting it be calendared due to ongoing objection/concern raised by SEIU Local 1021. Below is a summary of the timeline regarding this PSC.

<u>PSC</u>	<u>Union Notification Completed Date</u>	<u>Summary</u>
DHRPSC0002633 Hospital Security Guard Services	November 13, 2024	<ul style="list-style-type: none">September 14, 2024: PSC was submitted, and unions were notified.October 30, 2024: SEIU Local 1021 objected to the PSC.November 25, 2024: DPH Labor Relations met with SEIU and the union indicated they want the work to be brought back and performed by union members. Sheriffs Dept explained that they have been prioritizing sworn staff positions and that they have a shortage of cadets.

We appreciate your time and consideration. Please let us know if you need further information.
I can be reached at reanna.albert@sfdph.org.

cc: Kelly Hiramoto, Interim Director of Contracts, SFDPH

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPH

Dept. Code: DPH

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

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

Type of Service: Hospital Security Guard Services

Funding Source: General Fund

PSC Duration: 2 years 47 weeks

PSC Amount: \$17,100,000

1. Description of Work

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

To provide security services to ensure the safety, security and welfare of patients/residents, visitors, vendors and staff at the San Francisco General Hospital (SFGH) and Laguna Honda Hospital (LHH), unarmed security guards will be assigned to fixed-position locations providing access control by screening people entering the facilities using visual inspection, as indicated. Unarmed security guards will also provide designated-route patrols of both interior and exterior locations. In addition, unarmed security guards will respond to incidents involving disturbances, violence and/or other needs to preserve order, including compliance with regulation pertaining to visitors, resident/patients, vendors, and the facility's premises. Contractor will provide regular written Daily Activity Reports and Incident Reports within Department designated turn-around times.

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

Security services are critical for the protection of patients, visitors, and staff and to ensure the safety and order within facilities. The Department has recognized the need for security as a major public safety measure. Denial of this service would leave the facilities vulnerable to safety risks, and potentially at risk of lawsuits and denial of reimbursements, especially from federal and/or State payors.

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

The San Francisco Sheriff's Department has provided these services but acknowledged that they are experiencing significant staffing challenges, and are unable to provide uninterrupted, 24 hours/7 days per week coverage as is required of each position. When the Sheriff's Department can fill their vacant positions, they will resume providing this service.

D. Will the contract(s) be renewed?

Yes, depending on continued vacant positions and funding availability

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. Reason(s) for the Request

A. Indicate all that apply (be specific and attach any relevant supporting documents):

☒ Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

B. Explain the qualifying circumstances:

Security services are critical for the protection of SFDPH patients, visitors, employees and other assets. Denial of this service would leave the hospital campuses vulnerable to safety hazards, criminal and other disruptive activities.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: All security personnel must be appropriately and currently licensed, possessing evidence of licensure such as the California Security Guard Registration Card issued by the State of California Bureau of Security and Investigative Services. They must also be trained in patrol techniques, report-writing, communication, access control, conflict resolution and de-escalation techniques.

B. Which, if any, civil service class(es) normally perform(s) this work? 8300, Sheriff's Cadet;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
No, they will provide services at hospital facilities and grounds.

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

The San Francisco Sheriff's Department has provided these services but acknowledged that they are experiencing significant staffing challenges, and are unable to provide uninterrupted, 24 hours/7 days a week coverage as is required of each position. When the Sheriff's Department can fill their vacant positions, they will resume providing this service. 16 Health Worker (2586) FTE have been budgeted to perform the clinical searches, patrols, and respond to security related incidents associated with LHH resident and visitor compliance with hospital policy and procedures.

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

A. Explain why civil service classes are not applicable.

Sheriff Department classifications have performed this service in the past, but they are not currently able to provide 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, Sheriff's Department job classifications could be used to provide the services, but they are not currently able to continue to provide these services. When the Sheriff's Department can fill their vacant positions, they will resume providing this service.

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. No. The services provided are not related to criminal prosecution, but solely for the safety and security of patients/residents, visitors, employees, and vendors. Any safety incidents that require a higher level of intervention will be referred to the Sheriff Department for any further appropriate action.

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 07/26/2022, the Department notified the following employee organizations of this PSC/RFP request:
SEIU 1021 Miscellaneous; SEIU Local 1021

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

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

Address: 1380 Howard St, Room 219B San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41282 - 22/23

DHR Analysis/Recommendation:

action date: 11/07/2022

Commission Approval Required

Approved by Civil Service Commission

11/07/2022 DHR Approved for 11/07/2022

Instructions:

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

Step 2: Complete the fields below.

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

Document Content:

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

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

Dept Acronym:	DPH
Dept Name:	Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@sfdph.org
PSC ServiceNow Record Number:	DHRPSC0002633

[illegible]

RE: PSC 41282 22-23 Hospital Security Guard Services

Najuawanda Daniels <Najuawanda.Daniels@seiu1021.org>

Wed 10/12/2022 11:58 AM

To: Corvinelli, Camaguey (DPH) <camaguey.corvinelli@sfdph.org>

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

Hi Camaguey,

Confirmed.

*In Solidarity,**Naj Daniels*

Field Representative

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

Desk: 415-848-3645

SF Main Office: 415-848-3611

Sign up to become a Union Member! <http://join1021.org?LUID=NDaniels>*Sign up for text alerts for updates from the union. <https://www.seiu1021.org/text-me>*

From: Corvinelli, Camaguey (DPH) <camaguey.corvinelli@sfdph.org>**Sent:** Tuesday, October 11, 2022 2:40 PM**To:** Najuawanda Daniels <Najuawanda.Daniels@seiu1021.org>**Subject:** Re: PSC 41282 22-23 Hospital Security Guard Services**Importance:** High

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

Hi Naj,

Hope you are well.

Can you please confirm your waiver of the notice period for PSC 44202 COVID 19 Community Clinics and PSC 41282 22-23 Hospital Security Services until the cadets can take over shifts?

We just need in waiver in written communication. You can reply confirmed.

Camaguey Corvinelli (she, her, hers)

Senior Human Resources Analyst

DPH - Labor Relations Team

Cell Phone: (650) 515-7551 text ok

Onsite Days: Tuesdays and Wednesdays.

Remote Days : Mondays, Thursdays, and Fridays.



Confidentiality Notice: This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you have received this communication in error, please notify me by reply e-mail and immediately and permanently delete this message and any attachments. Thank you.

From: Corvinelli, Camaguey (DPH) <camaguey.corvinelli@sfdph.org>

Sent: Tuesday, August 23, 2022 5:29 PM

To: Najuwanda Daniels <najuawanda.daniels@seiu1021.org>

Subject: Re: PSC 41282 22-23 Hospital Security Guard Services

Hi Naj,

Hope your week is going well. I am following up to confirm waiver of notice period for the 2 PSCs we discussed at the meeting on Friday?

Please let me know if you have any questions.

Camaguey Corvinelli (she, her, hers)

Senior Human Resources Analyst

DPH - Labor Relations Team

Cell Phone: (650) 515-7551 text ok

Onsite Days: Tuesdays and Wednesdays.

Remote Days : Mondays, Thursdays, and Fridays.



Confidentiality Notice: This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you have received this communication in error, please notify me by reply e-mail and immediately and permanently delete this message and any attachments. Thank you.

From: Corvinelli, Camaguey (DPH) <camaguey.corvinelli@sfdph.org>

Sent: Monday, August 22, 2022 12:52 PM

To: Najuwanda Daniels <najuawanda.daniels@seiu1021.org>

Cc: Kim, Luenna (DPH) <luenna.kim@sfdph.org>; McCaleb, Claire (HRD) <claire.mccaleb@sfgov.org>

Subject: Re: PSC 41282 22-23 Hospital Security Guard Services

Hi Naj,

Thank you for your patience. Please find attached PSC 41282-22-23 Hospital Security Guard Services. I'm happy we were able to get clarification about the open items.

I will confirm with our PSC Coordinator that SEIU has no objections to the PSC 44202 COVID 19 Community Clinics and PSC 41282 22-23 Hospital Security Services.

Highlights:

Currently there are 101 applicants for the vacant Cadet positions. The positions are not specifically for DPH, however the positions for LHH and ZSFG will be staffed first.

Health Worker III's will be hired to conduct clinical searches of residents. The work is out of scope for Sheriff's staff.

LHH intends to use Cadets to address security gaps as soon as the Sheriff's office can meet the staffing need. The PSC 41282 address the temporary need while the Sheriff's office works to hire Cadets positions.

Can you also confirm that SEIU will waive the 60 day notice period for PSC 41282 22-23 Hospital Security Services?

Please let me know if you have any questions.

Receipt of Notice for new PCS over \$100K PSC # 41282 - 22/23

dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org>

on behalf of

kelly.hiramoto@sfdph.org <kelly.hiramoto@sfdph.org>

Tue 7/26/2022 3:38 PM

To: Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; sarah.wilson@seiu1021.org <sarah.wilson@seiu1021.org>; Sandeep.lal@seiu1021.me <Sandeep.lal@seiu1021.me>; leah.berlanga@seiu1021.org <leah.berlanga@seiu1021.org>; Jason Klumb <Jason.Klumb@seiu1021.org>; Frigault, Noah (HRC) <noah.frigault@sfgov.org>; Meyers, Julie (HSA) <Julie.Meyers@sfgov.org>; Thomas Vitale <thomas.vitale@seiu1021.org>; Ricardo.lopez@sfgov.org <Ricardo.lopez@sfgov.org>; Basconcillo, Katherine (PUC) <kbasconcillo@sfgov.org>; pcamarillo_seiu@sbcglobal.net <pcamarillo_seiu@sbcglobal.net>; wendy.frigillana@seiu1021.org <wendy.frigillana@seiu1021.org>; pscreview@seiu1021.org <pscreview@seiu1021.org>; ted.zarzecki@seiu1021.net <ted.zarzecki@seiu1021.net>; davidmkersten@gmail.com <davidmkersten@gmail.com>; xiumin.li@seiu1021.org <xiumin.li@seiu1021.org>; Poon, Sin Yee (HSA) <sin.yee.poon@sfgov.org>; david.canham@seiu1021.org <david.canham@seiu1021.org>; jtanner940@aol.com <jtanner940@aol.com>; Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>

RECEIPT for Union Notification for PSC 41282 - 22/23 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 41282 - 22/23 for \$17,100,000 for Initial Request services for the period 08/01/2022 – 06/30/2025. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrrupal/node/18954> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions

you intended to contact, the PSC Coordinator must change the state back to NOT

READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended



**OFFICE OF THE SHERIFF
CITY AND COUNTY OF SAN FRANCISCO**

1 DR. CARLTON B. GOODLETT PLACE
ROOM 456, CITY HALL
SAN FRANCISCO, CALIFORNIA 94102



**PAUL MIYAMOTO
SHERIFF**

July 27, 2022
Reference: 2022-079

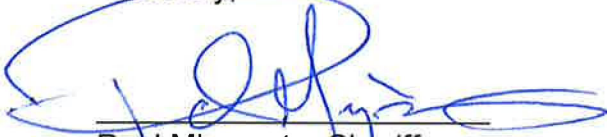
Basil Price
Director of Security, Department of Public Health
City and County of San Francisco
1001 Potrero Avenue
San Francisco, CA 94110

Re: **Use of Private Security for Fixed Post Assignments**

The San Francisco Sheriff's Office agrees to support the use of private security at fixed-post positions at the entry points to Building 5 and Building 25. The purpose of these temporary positions is to monitor and manage the entry points at those locations. This duty will include monitoring metal detectors.

The Sheriff's Office understands that this is a continuation of the temporary use of contracted private security services due to a shortage of available Sheriff's Office personnel.

Sincerely,



Paul Miyamoto, Sheriff

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

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

Project Manager: Hasija Sisic

ServiceNow Number: DHRPSC0004180

Version: 1.01

Version Type: Amendment

Legacy PSC #: 44956-18/19

Brief description of proposed work: As Needed and after hours Security Guard Services for the San Francisco Health Network Clinics

Reason for the Request for Amendment: To increase the amount and extend the duration to align with the anticipated contract term.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

Previously Approved Amount: \$2,500,000

Increase Amount: \$1,325,000

Why are you requesting the PSC amount to be increased?: Additional funding is needed because it is essential to continue providing services at the current level.

Total Amended Amount: \$3,825,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 84

Duration Increase (months): 4

Why are you requesting the PSC duration to be increased: To align with the anticipated contract term.

Total Amended Duration (months): 88

First Contract Start Date: 9/1/2019

PSC Duration End Date: 12/31/2026

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: To provide as-needed and after-hours security guard services, and as-needed guard/driver services for the San Francisco Health Network for the Department's Opioid Treatment Outpatient Program (OTOP) clinics and vans in support of the Mobile Methadone Dispensing program, which operates at remote locations within the City. The contractor will also provide armed security guards for two primary care clinics located at Zuckerberg San Francisco General Hospital (ZSFGH) and at the Silver Avenue Family Health Center Clinic. Services will include armed and unarmed guards.

Why are these services required and what are the consequences of denial?: Security services are critical for the protection of staff and clients and to ensure safety and order in the facility. Denial of this service would leave the clinics vulnerable to safety risks. The department has recognized the need for security as a major public safety concern.

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?: Civil service staff often have conflicting duties which require enforcement of the law in ways that tend to have the potential to create environments which are at odds with encouraging clients to seek and continue treatment.

Board and Commission Approvals

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

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

Justification

Has your response to Q1 changed?: No

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

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

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

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

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

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

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

Security services are critical for the protection of SFDPH patrons, clients, guests, employees, and other assets.

Q5b) Do the services require specialized expertise, knowledge experience?: No

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

Q5c1) Identify the classifications: 8202 - Security Guard

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

Q5c3) Why are they not able to perform the services?: The nature of the client population creates potentially conflicted situations which makes the use of contracted security more supportive of the Department's mission and mandates. Civil service staff often have conflicting duties which require enforcement of the law in ways that tend to have the potential to create environments which are at odds with encouraging client to seek and continue treatment. It is the setting and nature of the services of the clinics which creates a conflicted situation.

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 are no plans at this time for City employees to assume these responsibilities.

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 are already existing classifications which perform this type of work, however, it is the setting and nature of the services of the clinics which creates a conflicted situation.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 8202 - Security Guard

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 9/13/2024

Union Review End Date: 11/12/2024

Union Review Duration Met On: 11/12/2024



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

San Francisco Department of Public Health

Grant Colfax, MD
Director of Health

DATE: November 27, 2024

TO: Sandra Eng, Executive Director, Civil Service Commission

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

RE: Request for Calendaring for December 16, 2024 Civil Service Commission Meeting:
DHRPSC0004180 As Needed and After Hours Security Guard Services for the San Francisco Health
Network Clinics

This is to respectfully request that the above PSC be included in the agenda for the Civil Service Commission meeting on December 16, 2024. Below is a summary of the timeline regarding this PSC.

<u>PSC</u>	<u>Union Notification Completed Date</u>	<u>Summary</u>
DHRPSC0004180 As Needed and After Hours Security Guard Services for the San Francisco Health Network Clinics	November 12, 2024	<ul style="list-style-type: none">September 13, 2024: PSC was submitted, and unions were notified.October 30, 2024: SEIU Local 1021 objected to the PSC.November 25, 2024: DPH Labor Relations met with SEIU and the union indicated they want the work to be brought back and performed by union members. Sheriffs Dept explained that they have been prioritizing sworn staff positions and that they have a shortage of cadets.

We appreciate your time and consideration. Please let us know if you need further information.
I can be reached at reanna.albert@sfdph.org.

cc: Kelly Hiramoto, Interim Director of Contracts, SFDPH

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44956 - 18/19)

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

Type of Service: As Needed and after hours Security Guard Services for the San Francisco Health Network Clinics

Funding Source: General Fund

PSC Original Approved Amount: \$1,700,000 PSC Original Approved Duration: 07/01/19 - 06/30/24 (5 years 1 day)

PSC Mod#1 Amount: \$800,000 PSC Mod#1 Duration: 07/01/22-06/30/26 (2 years)

PSC Cumulative Amount Proposed: \$2,500,000 PSC Cumulative Duration Proposed: 7 years 1 day

1. Description of Work

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

To provide as-needed and after-hours security guard services, and as-needed guard/driver services for the San Francisco Health Network for the Department's Opioid Treatment Outpatient Program (OTOP) clinics and vans in support of the Mobile Methadone Dispensing program, which operates at remote locations within the City. The contractor will also provide armed security guards for two primary care clinics located at Zuckerberg San Francisco General Hospital (ZSFGH) and at the Silver Avenue Family Health Center Clinic. Services will include armed and unarmed guards.

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

Security services are critical for the protection of staff and clients and to ensure safety and order in the facility. Denial of this service would leave the clinics vulnerable to safety risks. The department has recognized the need for security as a major public safety.

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

Services have been provided in the past through earlier PSC request. See 44956 - 18/19

D. Will the contract(s) be renewed?

Yes, depending on funding availability.

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).

☒ Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Explain the qualifying circumstances:

Security services are critical for the protection of SFDPH patrons, clients, guests, employees, and other assets. Denial of this service would leave the clinics vulnerable to safety hazards, criminal and possibly disruptive activities. The nature of the client population creates a potentially conflicted situations which makes the use of contracted security more supportive of the Department's mission and mandates.

B. Reason for the request for modification:

Additional funding is needed because the initial estimated cost for security guard services at the sites was underestimated partly due to the unforeseen impact of COVID-19 pandemic that resulted in an increased need

for security. Additionally, based on crime statistics and security incident reports, the Silver Avenue Clinic is located in a high-risk crime area that has impacted the safety and security of the clinic's patients, visitors, and employees. Duration will be increased to align with the term of contractual agreements.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: All security personnel assigned must be in possession of the requisite license(s), such as the California Security Guard Registration Card issued by the State of California Bureau of Security and Investigative Services. They must also be trained in patrol techniques, report writing, communication, access control, conflict resolution and more specialized skills handling firearms (firearms proficiency).
- B. Which, if any, civil service class(es) normally perform(s) this work? 8202, Security Guard;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.
Civil service staff often have conflicting duties which require enforcement of the law in ways that tend to have the potential to create environments which are at odds with encouraging clients to seek and continue treatment.
- 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, there are already existing classifications which perform this type of work, however, it is the setting and nature of the services of the clinics which creates a conflicted situation.

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, as there are no plans at this time for City employees to assume these responsibilities.
- 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.
Continuation of existing contracts

**7. Union Notification: On 05/11/22, the Department notified the following employee organizations of this PSC/RFP request:
SEIU 1021 Miscellaneous;**

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

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

Address: 1380 Howard Room 421b, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44956 - 18/19

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Not Required

Approved by DHR on 07/11/2022

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 other work out, regardless of which PSC record is associated with those other contracts.

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

Dept Acronym:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@dph.hawaii.gov
PSC ServiceNow Record Number:	DHRPSC00004180

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Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HRD

Submitted By: Linda Rainaldi

Department Coordinator: Christina Brusaca,
christina.brusaca@sfgov.org

Project Manager: Julian Robinson

ServiceNow Number: DHRPSC0004645

Version: 1.01

Version Type: Amendment

Legacy PSC #: 36059-23/24

Brief description of proposed work: Provide Ombudsperson services to the Alternative Dispute Resolution Program (ADR) established 7/1/2019 between the Department of Human Resources, Worker's Compensation Division, the San Francisco Police Officers Association (SFPOA), and the San Francisco Firefighters Association, Local 798 (Local 798). The Ombudsperson role will include providing aid and counsel for all Applicants. The Ombudsperson will have significant expertise and experience in the field of the California Worker's Compensation and primary role will be to exercise independent judgement and discretion in fulfilling the ombudsperson role to seek resolution between the City and the Applicant. The Agreements approved between the City, SFPOA, and Local 798, on December 17, 2018, and again on January 18, 2024 190051 (Local 798) and 190052 (SFPOA) were approved by the Board of Supervisors on 2/26/2019, and the Mayor on 3/8/2019 authorize the Joint Labor Management Committee, a body of SFPOA/Local 798 and Management representatives, to appoint an Ombudsperson to support employee interests in the ADR program.

Reason for the Request for Amendment: Additional funding will be required to cover the proposed contract duration and proposed scope of work.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

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

Amount

Previously Approved Amount: \$100,000

Increase Amount: \$1,100,000

Why are you requesting the PSC amount to be increased?: Additional funding is required to perform the full scope of work for the contract duration.

Total Amended Amount: \$1,200,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 72

Duration Increase (months): 0

Total Amended Duration (months): 72

First Contract Start Date:

PSC Duration End Date:

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

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

Clearly describe scope and detail the services to be performed: The Department of Human Resources, Workers' Compensation Division, in partnership with the San Francisco Police Officers Association (SFPOA) and San Francisco Firefighters Association, Local 798 (Local 798), implemented an Alternative Dispute Resolution program (ADR) on 7/1/2019. The Agreement is intended to perform services as initiated in 2019. The service objective is to improve labor-management relations between the City and SFPOA/SFFA, and to provide an alternative dispute resolution process to the California state statutory system for claims by current and former (including retired) represented City employees in both bargaining units who have experienced or may experience an industrial illness or injury ("Covered Employees"). The Agreements were approved between the City, SFPOA, and Local 798, on December 17, 2018, and again on January 18, 2024. The authorizing resolutions on files 190051 (Local 798) and 190052 (SFPOA) were approved by the Board of Supervisors on 2/26/2019, and the Mayor on 3/8/2019.

The Agreements made authorize the Joint Labor Management Committee, a body of SFPOA/Local 798 and Management representatives, to appoint an Ombudsperson to support employee interests in the ADR program. The Ombudsperson and his/her roles are defined in the resolutions as follows:

- * There shall be an Ombudsperson who shall provide aid and counsel for all Applicants.
- * The Ombudsperson shall be an individual with significant expertise and experience in the field of California workers' compensation.
- * The City will notify the Ombudsperson of all claims subject to this Agreement and will provide all records to the Ombudsperson electronically via secure email. The City will continue to provide all records to the Ombudsperson via secure email through the resolution of the claim or the end of the ADR Program.
- * Communications between the Ombudsperson and the Applicant, or the Ombudsperson and the City, are inadmissible in any proceeding.

The duties of the Ombudsperson include:

1. Making a good faith effort to contact an Applicant in a timely manner, typically within one (1) business and in no event later than two (2) business days of notification.
2. Receiving all documents filed with the ADR Program and assigning case numbers to each claim filed, as well as keeping an electronic claims file containing all documents related to the claim.
3. Exercising independent discretion in fulfilling the responsibilities required under this Agreement on a case-by-case basis, and maintaining the confidentiality of communications from the Applicant or City; however, with approval from the Applicant or City, respectively, the Ombudsperson may disclose information or communications in order to further the Ombudsperson's duties and responsibilities under this Agreement.
4. Seeking to resolve workers' compensation disputes between the Applicant and the City.
5. Negotiating settlements between the Applicant and the City where appropriate, considering the interests of the City and the Applicant in doing so.
6. Providing information to the DHR Workers' Compensation Director in the Ombudsperson's judgement and discretion for the purposes of enhancing communication consistent with this Agreement and resolving individual claims.
7. Making recommendations to the Joint Committee to ensure that the ADR Program functions consistent with the terms of this Agreement.
8. Being proactive and seeking to identify potential disputes, where possible, to ensure that all Applicants receive the compensation to which they are legally entitled.

Why are these services required and what are the consequences of denial?: The

Ombudsperson is a critical support role to covered employees in the ADR program for the operation of the ADR program and is a negotiated requirement in the approved Agreement and Board/Mayor-approved Resolutions. The Ombudsperson will help injured employees understand their benefits, hasten decisions and resolutions of common claim problems, and provide a moderating, independent voice in helping both parties work toward resolution on more complex issues. If the PSC is denied, the ADR program cannot continue in its current form. This would have wide-ranging impacts, such as slower resolutions to workers' compensation claims which negatively impacts employees; and increased costs arising from litigation and delays in the State statutory system for resolving disputes; among other reasons. In addition, it would be contrary to the legal resolutions approved by the San Francisco Board of Supervisors and the Mayor.

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?: To maintain neutrality and independence, and to distance his/herself from the undue influence of the employee/employer relationship, it would be inappropriate for a City employee to serve as an ombudsperson in the ADR. The approved resolutions specifically authorize the Joint Labor Management Committee, a body of SFPOA/SFFA and Management representatives, to appoint a mutually agreeable ombudsperson who can fulfill the necessary responsibilities and presumptions of neutrality in the

role.

Board and Commission Approvals

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

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

Justification

Has your response to Q1 changed?: No

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

Yes

Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing: The Agreements were approved between the City, SFPOA, and Local 798, on December 17, 2018, and again on January 18, 2024. The authorizing resolutions on files 190051 (Local 798) and 190052 (SFPOA) were approved by the Board of Supervisors on 2/26/2019, and the Mayor on 3/8/2019.

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 will be provided on an as-needed basis as claims arise.

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

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

perform services as an ombudsperson for the ADR program, an individual must have significant expertise and experience in the field of California workers' compensation; a strong understanding of dispute resolution processes, methodologies and theories; s/he must have significant, demonstrable experience in mediating disputes while maintaining independence and neutrality; and must possess the knowledge, skills and experience to produce reports, correspondence, memorandums, policy and procedures, and other documents.

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 services required are of a limited, discrete nature that would not justify the effort to establish a new civil service class for a single individual.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: Yes

Q5e1) Clearly describe and detail the training activities: The contractor will provide intermittent training to City employees on the ADR program and procedures, as well as best practices to resolve disputes.

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: No, due to the highly specialized nature of this work and the requirement for the work to be performed by a neutral 3rd party the work cannot be transitioned to the City.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

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

Labor Unions: No Union Selected -

Labor Union Email Addresses: pmendeziamaw@comcast.net, dvickers@iam1414.org, mfinnegan@ibt856.org, administration@sffdlocal798.org, larryjr@ualocal38.org, president@twusf.org, pwilson@twusf.org, mdennis@twusf.org, WOrellana@opcmialocal300.org, djohnson@opcmialocal300.org, L21pscreview@ifpte21.org, PSCreview@seiu1021.org, President@sanfranciscodsa.com, ibew6@ibew6.org, oashworth@ibew6.org, staff@sfmea.com, Christina@sfmea.com, Criss@SFMEA.com, Amit@sfmea.com, local22publicsector@nccrc.org, mleach@ibt856.org, laborers261@gmail.com, president@twusf.org, pwilson@twusf.org, mdennis@twusf.org, jb@local16.org, sal@local16.org, local22publicsector@nccrc.org, john.lenny@sfgov.org, sfcwupresidentjmleonard@yahoo.com, local200twu@sbcglobal.net, nichelle.flentroy@sfcityatty.org, local200twu@sbcglobal.net, rmarenco@twusf.org, staff@sfmea.com, Christina@sfmea.com, Criss@SFMEA.com, Amit@sfmea.com, tracym@sfpoa.org, cyndee@sfpoa.org, leah@sfpoa.org, info@sfpoa.org, joshv@smw104.org, DannyC@smw104.org, administration@sffdlocal798.org, PSCreview@seiu1021.org, anthony@dc16.us, charlie@local377.com, ccarr@oe3.org, tneep@oe3.org, mbeauchamp@oe3.org, ccarr@oe3.org, mbeauchamp@oe3.org, tneep@oe3.org, pking@uapd.com, pfinn@ibt856.org, mleach@ibt856.org, plangrooferslocal40@gmail.com, rooferslocal40@gmail.com, salvlocal40@gmail.com, laborers261@gmail.com, nick@dc16.us, PSCreview@seiu1021.org, epeterson@cirseiu.org, abush@cirseiu.org, snaranjo@cirseiu.org, emathurin@cirseiu.org, lvega@nccrc.org, mespinoza2@nccrc.org, cmoyer@nccrc.org, president@twusf.org, pwilson@twusf.org, mdennis@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, pwilson@twusf.org, mdennis@twusf.org, president@sfsheriffmsa.org, cjohnson@bac3-ca.org, stevek@bac3-ca.org, mhenneberry@teamsters853.org, staff@sfmea.com, Christina@sfmea.com, Criss@SFMEA.com, Amit@sfmea.com, local22publicsector@nccrc.org

Union Review Sent On: 10/22/2024

Union Review End Date: 10/29/2024

Union Review Duration Met On: 10/29/2024

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES -- HRD

Dept. Code: HRD

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

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

Type of Service: Professional Services

Funding Source: General Funding

PSC Duration: 6 years

PSC Amount: \$100,000

1. Description of Work

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

The Department of Human Resources, Workers' Compensation Division, in partnership with the San Francisco Police Officers Association (SFPOA) and San Francisco Firefighters Association, Local 798 (Local 798), implemented an Alternative Dispute Resolution program (ADR) on 7/1/2019. The Agreement is intended continue to perform services as initiated in 2019. The objective is to improve labor-management relations between the City and SFPOA/SFFA, and to provide an alternative dispute resolution process to the California state statutory system for claims by current and former (including retired) represented City employees in both bargaining units who have experienced or may

experience an industrial illness or injury ("Covered Employees"). The Agreements were approved between the City, SFPOA, and Local 798, on December 17, 2018, and again on January 18, 2024. The authorizing resolutions on files 190051 (Local 798) and 190052 (SFPOA) were approved by the Board of Supervisors on 2/26/2019, and the Mayor on 3/8/2019.

The Agreements authorize the Joint Labor Management Committee, a body of SFPOA/Local 798 and Management representatives, to appoint an Ombudsperson to support employee interests in the ADR program. The Ombudsperson and his/her roles are defined in the resolutions as follows:

* There shall be an Ombudsperson who shall provide aid and counsel for all Applicants.

* The Ombudsperson shall be an individual with significant expertise and experience in the field of California workers' compensation.

* The City will notify the Ombudsperson of all claims subject to this Agreement and will provide all records to the Ombudsperson electronically via secure email. The City will continue to provide all records to the Ombudsperson via secure email through the resolution of the claim or the end of the ADR Program.

* Communications between the Ombudsperson and the Applicant, or the Ombudsperson and the City, are inadmissible in any proceeding.

The duties of the Ombudsperson include:

1. Making a good faith effort to contact an Applicant in a timely manner, typically within one (1) business and in no event later than two (2) business days of notification.
2. Receiving all documents filed with the ADR Program and assigning case numbers to each claim filed, as well as keeping an electronic claims file containing all documents related to the claim.
3. Exercising independent discretion in fulfilling the responsibilities required under this Agreement on a case-by-case basis, and maintaining the confidentiality of communications from the Applicant or City; however, with approval from the Applicant or City, respectively, the Ombudsperson may disclose information or communications in order to further the Ombudsperson's duties and responsibilities under this Agreement.
4. Seeking to resolve workers' compensation disputes between the Applicant and the City.
5. Negotiating settlements between the Applicant and the City where appropriate, considering the interests of the City and the Applicant in doing so.
6. Providing information to the DHR Workers' Compensation Director in the Ombudsperson's judgement and discretion for the purposes of enhancing communication consistent with this Agreement and resolving individual claims.
7. Making recommendations to the Joint Committee to ensure that the ADR Program functions consistent with the terms of this Agreement.
8. Being proactive and seeking to identify potential disputes, where possible, to ensure that all Applicants receive the compensation to which they are legally entitled.

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

The Ombudsperson is a critical support role to covered employees in the ADR program for the operation of the ADR program and is a negotiated requirement in the approved Agreement and Board/Mayor-approved Resolutions. The Ombudsperson will help injured employees understand their benefits, hasten decisions and resolutions of common claim problems, and provide a moderating, independent voice in helping both parties work toward resolution on more complex issues. If the PSC is denied, the ADR program cannot continue in its current form. This would have wide-ranging impacts, such as slower resolutions to workers' compensation claims which negatively impacts employees; and increased costs arising from litigation and delays in the State statutory system for resolving disputes; among other reasons. In addition, it would be contrary to the legal resolutions approved by the San Francisco Board of Supervisors and the Mayor.

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

These services were provided in the same capacity commencing 2019 and are ongoing.

D. Will the contract(s) be renewed?

The authorizing Resolution and subsequent committee approval will allow for reappointment of existing for the ADR Program and Ombudsperson's reappointment from 7/1/2024 through 6/30/2027 and annually thereafter until either party requests termination.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

- 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. Explanation of training has not been provided by the department
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 05/20/2024, the Department notified the following employee organizations of this PSC/RFP request:
all unions were notified

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

Name: Mike Cotter Phone: 415-557-4912 Email: Mike.Cotter@sfgov.org

Address: 1 South Van Ness, 4th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 36059 - 23/24

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 06/03/2024

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN RESOURCES

Dept. Code: HRD

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 30801 - 18/19)

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

Type of Service: Workers' Compensation Ombudsperson / Advocate

Funding Source: General Fund

PSC Original Approved Amount: \$99,000

PSC Original Approved Duration: 04/01/19 - 07/01/22 (3 years 13 weeks)

PSC Mod#1 Amount: \$100,001

PSC Mod#1 Duration: 07/01/22-06/30/25 (3 years)

PSC Mod#2 Amount: \$999

PSC Mod#2 Duration: no duration added

PSC Cumulative Amount Proposed: \$200,000

PSC Cumulative Duration Proposed: 6 years 13 weeks

1. Description of Work

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

The Department of Human Resources, Workers' Compensation Division, in partnership with the San Francisco Police Officers Association (SFPOA) and San Francisco Firefighters Association, Local 798 (Local 798), will implement an Alternative Dispute Resolution program (ADR) on 7/1/2019. The Agreement is intended to improve labor-management relations between the City and SFPOA/SFFA, and to provide an alternative dispute resolution process to the California state statutory system for claims by current and former (including retired) represented City employees in both bargaining units who have experienced or may experience an industrial illness or injury (Covered Employees).

The Agreements were approved between the City, SFPOA, and Local 798, on December 17, 2018. The authorizing resolutions on files 190051 (Local 798) and 190052 (SFPOA) were approved by the Board of Supervisors on 2/26/2019, and the Mayor on 3/8/2019.

The Agreements authorize the Joint Labor Management Committee, a body of SFPOA/Local 798 and Management representatives, to appoint an Ombudsperson to support employee interests in the ADR program. The Ombudsperson and his/her roles are defined in the resolutions as follows:

There shall be an Ombudsperson who shall provide aid and counsel for all Applicants. The Ombudsperson shall be an individual with significant expertise and experience in the field of California workers' compensation. The City will notify the Ombudsperson of all claims subject to this Agreement and will provide all records to the Ombudsperson electronically via secure email. The City will continue to provide all records to the Ombudsperson via secure email through the resolution of the claim or the end of the ADR Program. Communications between the Ombudsperson and the Applicant, or the Ombudsperson and the City, are inadmissible in any proceeding. The duties of the Ombudsperson include:

*Making a good faith effort to contact an Applicant in a timely manner, typically within one (1) business and in no event later than two (2) business days of notification;

*Receiving all documents filed with the ADR Program and assigning case numbers to each claim filed, as well as keeping an electronic claims file containing all documents related to the claim.

*Exercising independent discretion in fulfilling the responsibilities required under this Agreement on a case-by-case basis, and maintaining the confidentiality of communications from the Applicant or City; however, with approval from the Applicant or City, respectively, the Ombudsperson may disclose information or communications in order to further the Ombudsperson's duties and responsibilities under this Agreement;

*Seeking to resolve workers' compensation disputes between the Applicant and the City;

*Negotiating settlements between the Applicant and the City where appropriate, considering the interests of the City and the Applicant in doing so;

*Providing information to the DHR Workers' Compensation Director in the Ombudsperson's judgement and discretion for the purposes of enhancing communication consistent with this Agreement and resolving individual claims;

*Making recommendations to the Joint Committee to ensure that the ADR Program functions consistent with the terms of this Agreement;

*Being proactive and seeking to identify potential disputes, where possible, to ensure that all Applicants receive the compensation to which they are legally entitled.

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

The Ombudsperson is a critical support role to covered employees in the ADR program for the operation of the ADR program, and is a negotiated requirement in the approved Agreement and Board/Mayor-approved Resolutions. The Ombudsperson will help injured employees understand their benefits, hasten decisions and resolutions of common claim problems, and provide a moderating, independent voice in helping both parties work toward resolution on more complex issues. If the PSC is denied, the ADR program cannot be implemented in its current form. This would have wide-ranging impacts, such as slower resolutions to workers' compensation claims which negatively impacts employees; and increased costs arising from litigation and delays in the State statutory system for resolving disputes; among other reasons. In addition, it would be contrary to the legal resolutions approved by the San Francisco Board of Supervisors and the Mayor.

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.
30801-18/19

D. Will the contract(s) be renewed?

The authorizing Resolution allows the program to operate for three years. If the Board and Mayor authorize an extension to the program, the contract may or may not be renewed, dependent upon any approved changes to the program and the requirement to appoint and maintain an ombudsperson.

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 PSC extension request aligns with the continuation of the Workers' Compensation Alternative Dispute Resolution Program which will be continued on an ongoing basis by agreement of the Joint Labor Management Committee. The PSC extension provides authority for critical services necessary to operate the program.

2. Reason(s) for the Request

A. Display all that apply

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

☒ Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Explain the qualifying circumstances:

To maintain neutrality and independence, and to distance his/herself from the undue influence of the employee/employer relationship, it would be inappropriate for a City employee to serve as an ombudsperson in the ADR. To eliminate real or perceived conflicts of interest which may engender mistrust and void the anticipated benefits of the ADR program, an independent third-party is required.

B. Reason for the request for modification:

To add money.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: To perform services as an ombudsperson for the ADR program, an individual must have significant expertise and experience in the field of California workers' compensation; a strong understanding of dispute resolution processes, methodologies and theories; s/he must have significant, demonstrable

experience in mediating disputes while maintaining independence and neutrality; and must possess the knowledge, skills and experience to produce reports, correspondence, memorandums, policy and procedures, and other documents.

B. Which, if any, civil service class(es) normally perform(s) this work? none

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No, the contractor will not provide facilities to the City or any equipment, other than those required for the execution of his/her duties.

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.

To maintain neutrality and independence, and to distance his/herself from the undue influence of the employee/employer relationship, it would be inappropriate for a City employee to serve as an ombudsperson in the ADR. The approved resolutions specifically authorize the Joint Labor Management Committee, a body of SFPOA/SFFA and Management representatives, to appoint a mutually agreeable ombudsperson who can fulfill the necessary responsibilities and presumptions of neutrality in the role.

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 services required are of a limited, discrete nature that would not justify the effort to establish a new civil service class for a single individual.

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.
The contractor will provide intermittent training to City employees on the ADR program and procedures, as well as best practices to resolve disputes.

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 06/08/22, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

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

Name: Ian Hart Phone: 415-557-4912 Email: Ian.Hart@sfgov.org

Address: 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 30801 - 18/19

DHR Analysis/Recommendation:

Commission Approval Not Required
Approved by DHR on 06/17/2022

Instructions:

Step 2: Complete the fields below.

Source: <http://www.census.gov>

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

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

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