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## PSC Requests Scheduled for 5/5/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0004630 v 0.01	AIR	New	\$10,000,000	\$10,000,000	Chiller and Hot Water Generator Maintenance and Repair Services	60	60
DHRPSC0005195 v 0.01	AIR	New	\$600,000	\$600,000	Airfield Electrical Lighting System Support Services	60	60
DHRPSC0005091 v 0.01	DPH	New	\$6,500,000	\$6,500,000	Night Navigation and Case Management Services	60	60
DHRPSC0005116 v 0.01	DPH	New	\$12,500,000	\$12,500,000	Supplemental Non-Registered Nurse Clinical and Clinical Support Staff Resources	12	12
DHRPSC0005178 v 0.01	DPH	New	\$6,000	\$6,000	Culturally Congruent Outreach Services	5	5
DHRPSC0005260 v 0.01	DPH	New	\$360,000	\$360,000	Nurse Family Partnership	60	60
DHRPSC0005177 v 0.01	MTA	New	\$16,740,000	\$16,740,000	Mobile Parking Meter Payment System and Related Services. Contractor(s) to provide smartphone mobile application, web-client, and interactive voice response services to allow the public to use a mobile device to pay for parking at all metered spaces in the City. Services include software administration, reporting, maintenance and support for the processing of parking meter payments, and software integrations for all systems aspects of parking meter payments.	72	72

## PSC Requests Scheduled for 5/5/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0005204 v 0.01	MTA	New	\$219,964	\$219,964	Partner with the Bayview YMCA to host regular classes and group rides to help increase the visibility and confidence of active transportation users within the Bayview Hunters Point community. Courses may include: learn to ride, bike maintenance 101, introduction to biking on city streets, trainer the trainer, etc.	36	36
DHRPSC0005090 v 0.01	PRT	New	\$1,650,000	\$1,650,000	As-needed services to support the existing staff on short-term tasks related to building service-centered programming within the port including but not limited to cultural events, coaching and training, building curriculum, assistance in building worker pipeline programs, assistance in building technical assistance programs for small businesses, outreach and engagement, and similar projects not yet determined.	60	60



## PSC Requests Scheduled for 5/5/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0004923 v 0.01	PUC	New	\$5,750,000	\$5,750,000	The San Francisco Public Utilities Commission Wastewater Enterprise will be commissioning a new process to manage gas produced during the normal course of wastewater treatment operations. The equipment in this process will upgrade gas from anaerobic digesters to meet natural gas pipeline standards and inject the upgraded gas into the natural gas pipeline. Wastewater Enterprise does not have the requisite experience or ability to maintain and operate this new process and needs a contractor to perform these duties. This equipment will pressurize gas to levels which require special expertise for equipment operations and maintenance.	120	120

## PSC Requests Scheduled for 5/5/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0005085 v 0.01	PUC	New	\$4,985,000	\$4,985,000	<p>PRO.0271 Harrison/Treat Box Sewer Construction Management (CM) Staff Augmentation Services</p> <p>As part of the SFPUC's Folsom Area Stormwater Improvements, the Harrison/Treat Box Sewer Project's primary goal is to mitigate flooding in the 17th Street and Folsom Street neighborhood area in San Francisco. The construction management staff augmentation services required for the Project include, but are not limited to, construction administration, construction inspection, construct contracts management, and project controls (construction scheduling and cost estimation).</p>	40	40
DHRPSC0005147 v 0.01	PUC	New	\$700,000	\$700,000	Switchgear and Switchboard Maintenance	36	36
DHRPSC0005172 v 0.01	PUC	New	\$2,000,000	\$2,000,000	PRO.0288 Technology “Electronic Bill Presentment and Payment	60	60
DHRPSC0005243 v 0.01	PUC	New	\$1,000,000	\$1,000,000	Parts, Services and Repairs for IBak Sewer Camera Inspection Equipment	60	60
DHRPSC0005301 v 1.01	ADP	Amendment	\$0	\$3,000,000	Sex Offender Treatment Services-Containment Model	16	105

## PSC Requests Scheduled for 5/5/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0001654 v 1.01	BOS	Amendment	\$23,900,000	\$36,000,000	Budget and Legislative Analyst Services	72	120
DHRPSC0004489 v 1.01	DPH	Amendment	\$7,550,000	\$11,750,000	Safe Sleeping Drop-in Site	36	60
DHRPSC0003544 v 1.01	PUC	Amendment	\$104,462	\$204,132	Technical services related to proprietary software	36	72
DHRPSC0005323 v 1.01	PUC	Amendment	\$31,500	\$125,712,126	Sewer System Improvement Program Construction Management Services (PRO.0026,28,68,104) PRO.0068 Biosolids Digester Facilities CM Staff Augmentation Services	43	179
		Total	\$94,596,926	\$239,677,222			

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** AIR

**Submitted By:** Sung Kim

**Department Coordinator:** Cynthia Avakian,  
cynthia.avakian@flysfo.com

**Project Manager:** Aaron Craig

**ServiceNow Number:** DHRPSC0004630

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Chiller and Hot Water Generator Maintenance and Repair Services

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$10,000,000

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

## Duration

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

**PSC Duration (Months):** 60

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Contractor will perform preventative maintenance, repair, overhauls, and emergency call back services for all major chillers, hot water generators, and ancillary systems such as variable frequency drives, switches, pumps, and compressors at the San Francisco International Airport (Airport or SFO).

**Why are these services required and what are the consequences of denial?:** This work will maximize equipment uptime, optimize energy efficiency, and reduce environmental and safety hazards from malfunctioning equipment. Denial of this service will result in higher energy cost from a reduction in energy efficiency, and may result in failures for the Airport's chillers and hot water generators, leading to a negative experience for workers and travelers.

## Post Union Notification

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

**How many contracts?:** 1

**Why have you not hired City employees to perform the services?:** This work requires specialized technicians that are familiar with the specific models of chillers and hot water generators that are located within the airport campus, as well as with specialized ancillary equipment such as variable frequency drives.

### 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:** Airport professional service contracts above the minimum competitive amount require Airport Commission approval.

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

### Justification

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

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

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

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

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

**Q5a) Are the services required on an as-needed, intermittent, or periodic basis?:** No

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** This work requires specialized technicians that are familiar with the specific models of chillers and hot water generators that are located within the airport campus, as well as with ancillary equipment such as variable frequency drives.

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

**Q5c1) Identify the classifications:** 7334 - Stationary Engineer, 7348 - Steamfitter, 7335 - Senior Stationary Engineer, 7347 - Plumber

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

**Q5c3) Why are they not able to perform the services?:** While civil service classes do have general training in maintaining chillers and hot water generators, they lack expertise on the specific equipment located at the Airport. Furthermore, the type of large centrifugal chillers in the Airport are not used by other City departments.

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

**Q5e) Will contractor train City employees?:** No

**Q5e1) Explain why training of City employees is not required:** The contractor will not train City employees; however the Airport will seek training from the equipment manufacturer when available.

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

**Q5f1) Describe the transition plan, including the anticipated timeline:** Over the life of this contract, the Airport plans to increase staffing to have more personnel available to work on the equipment covered under this contract. The Airport also plans to receive training from the equipment manufacturer as training is available. This will allow Airport staff to service a wider variety of equipment in the future.

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

**Union Notifications**

**Job Class(es):** 7334 - Stationary Engineer, 7348 - Steamfitter, 7335 - Senior Stationary Engineer, 7347 - Plumber

**Labor Unions:** 038 - Plumbers, Local 38, 039 - Stationary Engineers, Local 39

**Labor Union Email Addresses:** larryjr@ualocal38.org, cpark@local39.org

**Union Review Sent On:** 3/17/2025

**Union Review End Date:** 4/16/2025

**Union Review Duration Met On:** 4/16/2025

**Instructions:**

- Document Content:**

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

Dept Acronym:	AIR
Dept Name:	San Francisco International Airport
PSC Coordinator Name:	Cynthia Avakian
PSC Coordinator Email:	<a href="mailto:cynthia.avakian@flysfo.com">cynthia.avakian@flysfo.com</a>
PSC Service/Now Record Number:	DHRPSC0004630

[illegible]

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** AIR

**Submitted By:** Stephanie Dea

**Department Coordinator:** Cynthia Avakian,  
cynthia.avakian@flysfo.com

**Project Manager:** Steven Shea

**ServiceNow Number:** DHRPSC0005195

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Airfield Electrical Lighting System Support Services

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$600,000

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

## Duration

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

**PSC Duration (Months):** 60

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Contractor will provide technical support for the proprietary Airfield Lighting Control Monitoring System (ALCMS) to ensure SFO's high voltage airfield lighting system meets operational airfield lighting compliance and Federal Aviation Administration (FAA) requirements. To maintain FAA compliance, contractor will require unlimited technical phone support during normal business hours, remote access to troubleshoot the proprietary ALCMS system through the internet connection, and two onsite visits per year for ALCMS preventive maintenance which include system diagnostic and inspection to verify and optimize lighting system performance as well as optimization of hard drives and system calibration.



**Why are these services required and what are the consequences of denial?:** This service is necessary in order for SFO to maintain FAA compliance and certification for the current proprietary ALCMS as well as to ensure the safety of aircraft and associated personnel that use the airfield lighting system. Denial of this services would compromise the safety of the airfield and the Airport's FAA compliance.

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

**How many contracts?:** 1

**Why have you not hired City employees to perform the services?:** City employees cannot perform the services because they do not have access to the proprietary system.

### Board and Commission Approvals

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

**Provide details related to contracts for which dept comm approval required:** All formal contracts require Airport Commission approval.

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

### Justification

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

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

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

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

### Union Notifications

**Job Class(es):** 9240 - Airport Electrician, 1054 - IS Business Analyst-Principal, 1053 - IS Business Analyst-Senior

**Labor Unions:** 021 - Prof & Tech Eng, Local 21, 006 - Electrical Workers, Local 6

**Labor Union Email Addresses:** L21pscreview@ifpte21.org, ibew6@ibew6.org

**Union Review Sent On:** 3/7/2025

**Union Review End Date:** 4/6/2025

**Union Review Duration Met On:** 4/6/2025

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION

Dept. Code: AIR

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 41793 - 18/19)

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

Type of Service: Airfield Electrical Lighting System Support Services

Funding Source: Airport Operating Funds

PSC Original Approved Amount: \$400,000

PSC Original Approved Duration: 06/01/19 - 05/31/23 (4 years)

PSC Mod#1 Amount: \$200,000

PSC Mod#1 Duration: 05/31/23-05/30/25 (2 years)

PSC Mod#2 Amount: no amount added

PSC Mod#2 Duration: 05/31/25-06/30/26 (1 year 4 weeks)

PSC Cumulative Amount Proposed: \$600,000

PSC Cumulative Duration Proposed: 7 years 4 weeks

**1. Description of Work**

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

Provide technical support for the proprietary Airfield Lighting Control Monitoring System (ALCM) to ensure SFO Airfield lighting system meets operational airfield lighting compliance and Federal Aviation Administration (FAA) requirements. To maintain FAA compliance, this contract will require unlimited technical phone support during normal business hours, remote access to troubleshoot the proprietary ALCMS system through the internet connection, two on-site site visits per year to do ALCMS preventive maintenance which include system diagnostic and inspection to verify and optimize lighting system performance as well as optimization of hard drives and system calibration.

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

This service is necessary in order for SFO to maintain FAA compliance and certification for the current proprietary ALCMS as well as to ensure the safety of aircraft and associated personnel that use the airfield lighting system. Denial of this services would compromise the safety of the Airfield and the Airport's FAA compliance.

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

Yes, this PSC 41793-18/19

D. Will the contract(s) be renewed?

Yes, if there continues to be a need for such services at SFO.

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:

Airport has determined that a longer contract is needed to maintain its Airfield Lighting Control Monitoring System. This extension will align with the term of the contract.

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

A. Display all that apply

☒ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

Explain the qualifying circumstances:

The City does not possess the required skills and expertise for this service due to lack of access to the proprietary system.

B. Reason for the request for modification:

Modification to increase duration to align with the final contract term

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

A. Specify required skills and/or expertise: Services require access to proprietary system, ability to calibrate, trouble shoot and acquire specific software upgrade training unique to the proprietary ALCMS system.

B. Which, if any, civil service class(es) normally perform(s) this work? 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 9240, Airport Electrician;

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 Services classes are not applicable because they do not have access to the proprietary system.

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 it would not be practical due to the proprietary nature of the system.

## **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.  
Not known at this time

**7. Union Notification:** On 07/27/20, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21; Electrical Workers, Local 6;

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

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

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41793 - 18/19

DHR Analysis/Recommendation:

09/21/2020

Commission Approval Required

Approved by Civil Service Commission

09/21/2020 DHR Approved for 09/21/2020

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSIONDept. Code: AIRType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 41793 - 18/19)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Airfield Electrical Lighting System Support ServicesFunding Source: Airport Operating FundsPSC Original Approved Amount: \$400,000PSC Original Approved Duration: 06/01/19 - 05/31/23 (4 years)PSC Mod#1 Amount: \$200,000PSC Mod#1 Duration: 05/31/23-05/30/25 (2 years)PSC Cumulative Amount Proposed: \$600,000PSC Cumulative Duration Proposed: 6 years**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Provide technical support for the proprietary Airfield Lighting Control Monitoring System (ALCM) to ensure SFO Airfield lighting system meets operational airfield lighting compliance and Federal Aviation Administration (FAA) requirements. To maintain FAA compliance, this contract will require unlimited technical phone support during normal business hours, remote access to troubleshoot the proprietary ALCMS system through the internet connection, two on-site site visits per year to do ALCMS preventive maintenance which include system diagnostic and inspection to verify and optimize lighting system performance as well as optimization of hard drives and system calibration.

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

This service is necessary in order for SFO to maintain FAA compliance and certification for the current proprietary ALCMS as well as to ensure the safety of aircraft and associated personnel that use the airfield lighting system. Denial of this services would compromise the safety of the Airfield and the Airport's FAA compliance.

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

Yes, this PSC 41793-18/19

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

Yes, if there continues to be a need for such services at SFO.

**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:**

Airport has determined that a longer contract is needed to maintain its Airfield Lighting Control Monitoring System.

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

A. Display all that apply

☒ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

Explain the qualifying circumstances:

The City does not possess the required skills and expertise for this service due to lack of access to the proprietary system.

B. Reason for the request for modification:

Modification to increase PSC amount and duration.

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

A. Specify required skills and/or expertise: Services require access to proprietary system, ability to calibrate, trouble shoot and acquire specific software upgrade training unique to the proprietary ALCMS system.

B. Which, if any, civil service class(es) normally perform(s) this work? 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 9240, Airport Electrician;

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 Services classes are not applicable because they do not have access to the proprietary system.

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 it would not be practical due to the proprietary nature of the system.

## **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 of the proprietary system is requested.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

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

Professional & Tech Engrs, Local 21; Electrical Workers, Local 6;

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

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

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41793 - 18/19

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 02/10/2020



PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

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

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

Type of Service: Airfield Electrical Lighting System Support Services

Funding Source: Airport Operating Funds

PSC Amount: \$400,000

PSC Est. Start Date: 06/01/2019

PSC Est. End Date 05/31/2023

**1. Description of Work**

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

Provide technical support for the proprietary Airfield Lighting Control Monitoring System (ALCM) to ensure SFO Airfield lighting system meets operational airfield lighting compliance and Federal Aviation Administration (FAA) requirements. To maintain FAA compliance, this contract will require unlimited technical phone support during normal business hours, remote access to troubleshoot the proprietary ALCMS system through the internet connection, two on-site site visits per year to do ALCMS preventive maintenance which include system diagnostic and inspection to verify and optimize lighting system performance as well as optimization of hard drives and system calibration.

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

This service is necessary in order for SFO to maintain FAA compliance and certification for the current proprietary ALCMS as well as to ensure the safety of aircraft and associated personnel that use the airfield lighting system. Denial of this services would compromise the safety of the Airfield and the Airport's FAA compliance.

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.

This service has been provided in the past through blanket purchase orders.

D. Will the contract(s) be renewed?

Yes, if there continues to be a need for such services at SFO.

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

not applicable

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



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

☒ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

The City does not possess the required skills and expertise for this service due to lack of access to the proprietary system.

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

A. Specify required skills and/or expertise: Services require access to proprietary system, ability to calibrate, trouble shoot and acquire specific software upgrade training unique to the proprietary ALCMS system.

B. Which, if any, civil service class(es) normally perform(s) this work? 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 9240, Airport Electrician;

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

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

None, because this is a proprietary system.

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

A. Explain why civil service classes are not applicable.

Civil Services classes are not applicable because they do not have access to the proprietary system.

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 it would not be practical due to the proprietary nature of the system.

### **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 training of the proprietary system is requested.

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 04/08/2019, the Department notified the following employee organizations of this PSC/RFP request:

Electrical Workers, Local 6; Professional & Tech Engrs, Local 21

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

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

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

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41793 - 18/19

DHR Analysis/Recommendation:

action date: 06/03/2019

Commission Approval Required

Approved by Civil Service Commission

06/03/2019 DHR Approved for 06/03/2019

**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.

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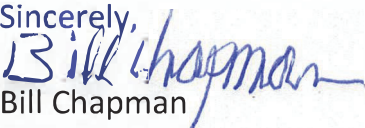
March 5, 2025

Steve Shea  
Head Airport Electrician Facilities-SFO  
682 North McDonnell Rd.  
San Francisco, CA 94128

Dear Steve,

I am writing this to let you know that Global Access Supply, Inc. is a Master Stocking Distributor for Eaton Crouse-Hinds Airport Lighting Products, including CCRs and Signage. As such, Eaton Crouse-Hinds Airport Lighting Products has designated Global Access Supply, Inc. to be their sole source supplier here in the San Francisco Bay Area. Included in this business model is all Eaton Crouse-Hinds Airport Lighting Products, as well as Eaton Airfield Lighting Services. We are the only provider of proprietary services that we know of, and we have the relationship necessary to be partnered with Eaton Airfield Lighting Services in support of the U.S. Military, Worldwide, along with LAX, and the Sacramento International Airport right here in California. As a result, Eaton Airfield Lighting Services is now almost 50% of our overall business, and to support this, we are moving our Inventory of DigiTracs, CCR Circuit Boards, PAPI replacement parts such as Tilt Switch Assemblies, LED Conversion Sign Lamps, and other Service Items to our location at 1310 17th. Street in San Francisco.

We are focused on only one Industry, Airfield Lighting. We are an "Exclusive" Distributor of Eaton Crouse-Hinds Airfield Lighting Products and Services, which means we stock and support only one Manufacturer in our Industry. Based on overall volume of products and services, Global Access Supply, Inc. has the best in market pricing, and we are both capable, and committed to supporting SFO, with specific inventory and Crouse-Hinds trained personnel. We stand ready to support SFO regarding its Airfield Lighting requirements, through our Master Distributor and Sole Source Business model, in support of both Eaton Crouse-Hinds Airfield Lighting Products and Services.

Sincerely,  
  
Bill Chapman  
Owner/CEO

Global Access Supply, Inc.

# 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:** Emily Raganold

**ServiceNow Number:** DHRPSC0005091

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Night Navigation and Case Management Services

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$6,500,000

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

## Duration

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

**PSC Duration (Months):** 60

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Contractor will provide services for the Recovery Engagement to Start Treatment for Overdose Response Equity (RESTORE) Program, which is part of the Department of Public Health's (DPH) Whole Person Integrated Care (WPIC) section. This program offers short-term shelter for People Experiencing Homelessness (PEH) with Substance Use Disorder (SUD) so they can they stabilize on Medications for Opioid Use Disorder (MOUD). The goal of the program is to reduce fatal drug overdoses in San Francisco by connecting PEH with essential services such as transportation, ongoing substance use disorder treatment, shelter or housing, and inpatient treatment for substance use disorders.

Contractor will also provide ADA-compliant transportation services, using personal vehicles, taxi vouchers, or rideshare options to transport clients between priority neighborhoods, RESTORE sites, and MOUD sites to access services such as shelter, housing, and substance use treatments. Contractor will deploy night navigators in high-priority neighborhoods to navigate clients toward substance use treatment, including assisting them in accessing telehealth services for MOUD treatment. Navigation also includes assisting clients in accessing telehealth medications for MOUD treatment. Contractor will also provide daytime case management for clients enrolled in the RESTORE program to coordinate access to care and ensure clients are connected to the services they need for stabilization.

**Why are these services required and what are the consequences of denial?:** Services are required to address critical gaps in care for PEH with SUD, particularly during nighttime hours when outreach is limited. Denial of services would worsen the gaps in nighttime outreach, which would leave many individuals without access to resources like MOUD, shelter, and treatment. This missed opportunity increases the risk of fatal overdoses and continued homelessness.

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

### Board and Commission Approvals

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

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

### Justification

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

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

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

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

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

**Q5a) Are the services required on an as-needed, intermittent, or periodic basis?:** No

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

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

Expertise in engaging People Experiencing Homelessness (PEH) with Substance Use Disorder (SUD), particularly at night when there are gaps in outreach.

Navigating clients to substance use treatment, including assisting them in accessing telehealth Medications for Opioid Use Disorder (MOUD) treatment.

Experience providing ADA-compliant transportation, coordinating access to care, and ensuring connections to shelter, housing, and inpatient treatment services.

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

**Q5c1) Identify the classifications:** 2587 - Health Worker 3, 2586 - Health Worker 2, 2585 - Health Worker 1, 2588 - Health Worker 4

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

**Q5c3) Why are they not able to perform the services?:** These services must be provided at night, and civil service employees are not available to work during these hours.

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

**Q5e) Will contractor train City employees?:** No

**Q5e1) Explain why training of City employees is not required:** Training is not a component of this contract.

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

**Q5f1) Explain why the work will not be transitioned back to the City:** It is not feasible for the City to provide nighttime services, as existing Health Worker classifications are not available to work during these hours. Additionally, individuals that are encountered during nighttime outreach are rarely, if ever, encountered during daytime services, which means the City would miss a critical opportunity to engage and connect them with essential care.

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

**Union Notifications**

**Job Class(es):** 2587 - Health Worker 3, 2586 - Health Worker 2, 2585 - Health Worker 1, 2588 - Health Worker 4

**Labor Unions:** 790 - SEIU, Local 1021, Misc

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

**Union Review Sent On:** 2/5/2025

**Union Review End Date:** 4/6/2025

**Union Review Duration Met On:** 4/6/2025





City and County of San Francisco  
Daniel Lurie, Mayor

## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

DATE: April 9, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for May 5, 2025 Civil Service Commission Meeting:  
DHRPSC0005091 Night Navigation and Case Management Services

This is to respectfully request that the above PSC be included for the Civil Service Commission meeting on May 5, 2025. The PSC was submitted on February 5, 2025 and SEIU Local 1021 was notified. The department has since had two meetings with the union regarding their objection to the PSC and has responded to a written Request for Information. While we have not yet received waiver of their objection, the department remains open to further discussion and is committed to addressing any outstanding concerns.

<u>PSC</u>	<u>Union Notification End Date</u>	<u>Summary</u>
DHRPSC0005091	April 6, 2025	<ul style="list-style-type: none"><li>February 5, 2025: PSC was submitted and unions were notified.</li><li>February 6, 2025: SEIU Local 1021 objected to the PSC.</li><li>February 24, 2025: DPH had an initial meeting with the union.</li><li>March 17, 2025: DPH submitted response to the union's written Request for Information.</li><li>March 18, 2025: DPH had a follow-up meeting with the union.</li></ul>

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





City and County of San Francisco  
**Daniel Lurie, Mayor**

## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

DATE: April 8, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: DHRPSC0005091 Night Navigation and Case Management Services

### Summary of Union Objection:

On February 24, 2025, and March 18, 2025, the department met with SEIU Local 1021 to discuss this PSC. The union's primary objection was focused on whether City employees could perform the work and particularly questioned the need to contract out services occurring after normal business hours. DPH staff explained that existing infrastructure does not support nighttime shifts. Safety concerns for staff were also discussed regarding late night street-based work. Although the union has not waived its objection, the department has continued communication over email and remains open to further discussion.

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

**SEIU/DPH Meeting**

**DHRPSC0005091**

Night Navigation and Case Management Services

February 24, 2025, 3:00pm – 3:19pm

<b>NAME: Carey Dall</b>	
<b>POSITION TITLE: SEIU 1021 Representative</b>	
<b>ORGANIZATION: SEIU 1021</b>	<b>PHONE NO.:</b>
	<b>EMAIL: carey.dall@seiu1021.org</b>
<b>NAME: Emily Raganold</b>	
<b>POSITION TITLE: Director of Community Substance Use Programs</b>	<b>PHONE NO:</b>
<b>ORGANIZATION: Office of Overdose Prevention, DPH</b>	<b>EMAIL: emily.raganold@sfdph.org</b>
<b>NAME: My Lan Do Nguyen</b>	
<b>POSITION TITLE: Manager of Contractual Pre-Award, Compliance and Training Services</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH Business Office</b>	<b>EMAIL: mylando.nguyen@sfdph.org</b>
<b>NAME: Brittany Maksimovic</b>	
<b>POSITION TITLE: RESTORE Program Manager</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: Whole Person Integrated Care, DPH</b>	<b>EMAIL. brittany.maksimovic@fdph.org</b>
<b>NAME: Reanna Albert</b>	
<b>POSITION TITLE: PSC Coordinator</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH Business Office</b>	<b>EMAIL. reanna.albert@sfdph.org</b>
<b>NAME: Forrest Kreiss</b>	
<b>POSITION TITLE: SEIU 1021 Representative</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: SEIU 1021</b>	<b>EMAIL: forrest.kreiss@seiu1021.org</b>

NOTES:

Q: Can you explain the answer to Question Q5c3 “why are city classifications not able to perform the services?”

A: The service hours are late during the evening and employees don’t work at night. Whole Person Integrated Care (WPIC) operates under normal business hours, which is Monday-Friday 9am to 5pm. Night navigation services are from 7pm to 3am, seven days a week. Health workers do not have shifts that extend into these hours and there is no existing infrastructure to support nighttime hours within the department.

Q: What is the Health Worker vacancy rate?

A:

Job Code and Title	Vacancy Rate %
2585 - Health Worker 1	26.62%
2586 - Health Worker 2	25.66%
2587 - Health Worker 3	23.15%
2588 - Health Worker 4	18.56%

Q: Has there been conversations about turning WPIC into a 24/7 operation?

A: We are not aware of any conversations about this. We would have to consult with WPIC leadership to determine whether an expansion can be considered and what it would require.

Q: Do we have a contractor in mind?

A: Yes. A contractor has been providing these services for the past two years. We recently solicited for these services and a contractor has been identified – San Francisco Community Health Center.

Q: Has San Francisco Community Health Center been reporting in a timely fashion?

A: Yes.

Q: Has WPIC ever had nighttime services?

A: WPIC has operated evening clinics and outreach for medical services, but these have ended at 7pm.

Q: Are there other programs in DPH where Health Workers do the work after hours?

A: We are not aware of any other DPH programs where Health Workers are assigned to work after hours.

Next Steps:

- SEIU will follow up with a formal written Request for Information to obtain further details.
- SEIU has requested a follow-up meeting in March to discuss any additional information.

As noted by:

*Reanna Albert*  
*PSC Coordinator*

## SEIU/DPH Meeting

**DHRPSC0005091**

Night Navigation and Case Management Services

March 18, 2025, 12:00pm – 12:23pm

<b>NAME: Carey Dall</b>	
<b>POSITION TITLE: SEIU 1021 Representative</b>	
<b>ORGANIZATION: SEIU 1021</b>	<b>PHONE NO.:</b>
	<b>EMAIL: carey.dall@seiu1021.org</b>
<b>NAME: Emily Raganold</b>	
<b>POSITION TITLE: Director of Community Substance Use Programs</b>	<b>PHONE NO:</b>
<b>ORGANIZATION: Office of Overdose Prevention, DPH</b>	<b>EMAIL: emily.raganold@sfdph.org</b>
<b>NAME: My Lan Do Nguyen</b>	
<b>POSITION TITLE: Manager of Contractual Pre-Award, Compliance and Training Services</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH Business Office</b>	<b>EMAIL: mylando.nguyen@sfdph.org</b>
<b>NAME: Brittany Maksimovic</b>	
<b>POSITION TITLE: RESTORE Program Manager</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: Whole Person Integrated Care, DPH</b>	<b>EMAIL. brittany.maksimovic@fdph.org</b>
<b>NAME: Reanna Albert</b>	
<b>POSITION TITLE: PSC Coordinator</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH Business Office</b>	<b>EMAIL. reanna.albert@sfdph.org</b>
<b>NAME: Dara Papo</b>	
<b>POSITION TITLE: Director of Whole Person Integrated Care</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH</b>	<b>EMAIL: dara.papo@sfdph.org</b>

NOTES:

Q: Are there city employees available to work these nighttime hours?

A: This is uncertain because these are outside normal business hours. If we were to have Health Workers at night working until 3am, we have to consider how we can address safety concerns for them working in neighborhoods such as the Tenderloin or Mission, which are hot spot areas. We have to think about how we can partner together. We're concerned about safety issues with having staff working on the street during nighttime hours without security measures in place.

Q: If DPH cannot staff these positions, why can SF Community Health Center?

A: Some external agencies have the infrastructure and resources to support these staff for late-night work.

Q: Does WPIC have supervisors available to support staff working until 3am?

A: No, WPIC does not have a full complement of supervisory personnel to support Health Workers until 3am. The existing 24/7 staff in the department are nurses that work in clinics/facilities, not doing street-based work.

Q: How has the contractor been functioning/performing? What is the quality of the contractor's reporting?

A: The PSC request is about contracting out these services, rather than evaluation of a specific contractor's performance or reporting quality. Information on performance and reporting would need to be addressed through a separate process outside of this PSC request.

Q: What do we do about the vacancy rates for Health Workers? The union doesn't want interruption to this work, but wants assurance that vacancy rates will go down.

A: Vacancy rates would need to be addressed through a separate process outside of this PSC request.

As noted by:

*Reanna Albert*  
*PSC Coordinator*

SEIU Request for Information - PSC 5091

Night Navigation and Case Management Services

- 1. Data on Vacancy Rates, Hiring, and Turnover for all classifications that SEIU1021 represents at DPH that will be affected by this contract (Health Worker I-IV). Specifically, provide this data for all of DPH as well as for WPIC, with a comparative analysis reaching back 5 years.**

Health Worker I to IVs will not be affected as the proposed contract is not replacing any civil service positions. We are not requesting this PSC because we can't hire our civil service position classifications. However, please find requested vacancy rates below.

DPH vacancy rates:

Job Code and Title	Vacancy Rate %
2585 - Health Worker 1	26.62%
2586 - Health Worker 2	25.66%
2587 - Health Worker 3	23.15%
2588 - Health Worker 4	18.56%

WPIC vacancy rates:

Job Code and Title	Vacancy Rate %
2585 - Health Worker 1	14%
2586 - Health Worker 2	35%
2587 - Health Worker 3	30%
2588 - Health Worker 4	25%

- 2. A history of night time work (between 5pm and 8am) done by DPH Health Workers, reaching back at least 20 years, with any explanation for where and why it has stopped. Include locations, programs, budgets, and numbers of FTEs associated with this work as well as any contracting out. Before the San Francisco Community Health Center was awarded the Sole Service contract 2 years ago, how did DPH accomplish this work?**

The requested 20 year history of nighttime work across DPH is outside the scope of this PSC. This contract specifically addresses current service gaps in nighttime outreach for people experiencing homelessness with substance use disorder. If SEIU has concerns about historical staffing, those should be appropriately addressed through a separate data request. Prior to San Francisco Community Health Center, nighttime navigation to Medications for Opioid Use Disorder (MOUD) was not provided by the Department.

**3. All documentation regarding the award of the Sole Service contract to the San Francisco Community Health Center for this work.**

There is no contract in place yet with San Francisco Community Health Center. DPH solicited for the services and API Wellness Center (dba San Francisco Community Health Center) is the selected vendor. Attached please find the Request for Proposal (RFP).

**4. All reporting documentation by the San Francisco Community Health Center in keeping with contractor requirements, and the DPH analysis of any of this contractor's reporting going back 5 years.**

For this PSC request, there is no reporting documentation currently available, as the contract with San Francisco Community Health Center is not yet in place.

**5. The vacancy and turnover rates of the San Francisco Community Health Center.**

This request is outside the scope of the PSC. This PSC is about the scope of work to be provided and not San Francisco Community Health Center.

**6. Surveys or reports detailing client satisfaction/performance with the San Francisco Community Health Center.**

For this PSC request, there is no client satisfaction/performance data available because the contract is not yet in place.

**7. The physical location of the RESTORE (Recovery Engagement to Start Treatment for Overdose Response Equity) program.**

610 Geary Street, San Francisco, CA 94102

**8. A list of all WPIC programs, including any that have been shuttered in the past 5 years, as well as any that are in the pipeline for commencement in the next 2 fiscal years.**

- Street Medicine Enhanced Care Management - active
- POET- active, POET has merged with Street Health
- RESTORE - active
- PHACS – active



- PSH Nursing - active
- Managed Alcohol Program – active but no longer in a dedicated stand-alone building
- Alcohol Sobering Center (includes SCOPE) - active
- Medical Respite - active
- MXM Urgent Care - active
- Street Medicine Outreach - active
- Shelter Health - active

**9. A detailed understanding as to why contracting out these services is needed on a long-term basis, given the Department is clear in its PSC Summary that the City neither lacks the necessary facilities, equipment, or expertise to accomplish this work.**

While the City has the necessary facilities, equipment and expertise, WPIC staff are not available to provide these services during nighttime hours, which is when there is a critical need for them. Night navigation services are from 7pm to 3am, seven days a week. Given WPIC staff do not work these hours, contracting is necessary to ensure these essential services are provided.

**10. The final solicitation for this PSC.**

Please see attached solicitation (SFGOV-000010009).

---

**DHRPSC0005091**

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

**Date** Mon 3/17/2025 4:58 PM

**To** carey.dall@seiu1021.org <Carey.Dall@seiu1021.org>

 3 attachments (990 KB)

5091 Response to SEIU Request for Information.pdf; 0000010009 Night Navigation and Daytime Case Management Services Amendment #1.pdf; 0000010009 Night Navigation and Daytime Case Management Services.pdf;

Hi Carey,

Please find attached responses to the Request for Information for PSC 5091 Night Navigation and Case Management Services.

Thanks,  
Reanna

**Reanna Albert (she/her)**

Pre-Award Unit Analyst | PSC Coordinator  
SFDPH Office of Contracts Management & Compliance  
1380 Howard Street, Room 419d  
San Francisco, CA 94103  
reanna.albert@sfdph.org  
628-271-6178



---

**RE: DPH [DHRPSC0005091] submitted for Union Review**

---

**From** Carey Dall <Carey.Dall@seiu1021.org>

**Date** Thu 2/6/2025 9:37 AM

**To** DT Service Now (TIS) <ccsfdt@service-now.com>; Raganold, Emily (DPH) <emily.raganold@sfdph.org>;  
PSCreview <PSCreview@seiu1021.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>

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

Hello -

SEIU 1021 objects to this PSC and requests Meet & Confer. Please let us know the dates you are available.

Thank you.

Regards,

Carey Dall (he/him)  
SEIU Local 1021  
Cell (415) 717-9604

---

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

**Sent:** Wednesday, February 5, 2025 6:18 PM

**To:** emily.raganold@sfdph.org; PSCreview <PSCreview@seiu1021.org>; reanna.albert@sfdph.org

**Subject:** DPH [DHRPSC0005091] submitted for Union Review

**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.

Hello **790 - SEIU, Local 1021, Misc** union representatives,

DPH is requesting your review of PSC [DHRPSC0005091]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2025-04-06.**

**PSC Summary**

=====

**Record Number:** DHRPSC0005091 v 0.01

**Description of Proposed Work:** Night Navigation and Case Management Services

**Request Type:** New

**Approval Type:** CSC Approval

**CSC Review Reason(s):**

✓ CSC Approval by Amount

**Submitting Department:** DPH

**Dept PSC Coordinator:** Reanna Albert

**Dept PSC Coordinator Email:** [reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)

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

**PSC Amount:** \$6,500,000.00

**PSC Duration (months):** 60

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

**Scope of Work:** Contractor will provide services for the Recovery Engagement to Start Treatment for Overdose Response Equity (RESTORE) Program, which is part of the Department of Public Health's (DPH) Whole Person Integrated Care (WPIC) section. This program offers short-term shelter for People Experiencing Homelessness (PEH) with Substance Use Disorder (SUD) so they can they stabilize on Medications for Opioid Use Disorder (MOUD). The goal of the program is to reduce fatal drug overdoses in San Francisco by connecting PEH with essential services such as transportation, ongoing substance use disorder treatment, shelter or housing, and inpatient treatment for substance use disorders. Contractor will also provide ADA-compliant transportation services, using personal vehicles, taxi vouchers, or rideshare options to transport clients between priority neighborhoods, RESTORE sites, and MOUD sites to access services such as shelter, housing, and substance use treatments. Contractor will deploy night navigators in high-priority neighborhoods to navigate clients toward substance use treatment, including assisting them in accessing telehealth services for MOUD treatment. Navigation also includes assisting clients in accessing telehealth medications for MOUD treatment. Contractor will also provide daytime case management for clients enrolled in the RESTORE program to coordinate access to care and ensure clients are connected to the services they need for stabilization.

**Job Class(es):** 2585 - Health Worker 1, 2586 - Health Worker 2, 2587 - Health Worker 3, 2588 - Health Worker 4

**PSC Justification(s)**

=====

✓ Services requiring specialized expertise, knowledge experience

Ref:TIS5649842\_V3FWDfe8nGSIQdpboeVf

# 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:** Troy Williams

**ServiceNow Number:** DHRPSC0005116

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Supplemental Non-Registered Nurse Clinical and Clinical Support Staff Resources

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$12,500,000

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

## Duration

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

**PSC Duration (Months):** 12

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Contractors will provide the San Francisco Health Network (SFHN), which includes San Francisco General Hospital (SFGH), Laguna Honda Hospital (LHH), and Ambulatory Care Services (includes Jail Health Services, Primary Care, Whole Person Integrated Care, Maternal Child Adolescent Health, HIV Health Services) a continuous, reliable source of intermittent, supplemental non-registered nurse (RN) registry clinical nursing staff and clinical support staff to backfill staffing in times of staffing challenges to ensure safe and high-quality patient care.

**Why are these services required and what are the consequences of denial?:** Services are required to ensure SFHN facilities can maintain patient care and reduce adverse outcomes during

unpredictable or temporary staffing shortages. It is a priority for the Department of Public Health (DPH) to have permanent civil service staff caring for the patients in our facilities and programs. However, some circumstances such as high patient census surge, leaves, and/or vacancies, may cause staffing shortages. To ensure the safest conditions for SFHN employees and patients during such scenarios, SFHN relies on non-RN registry clinical staff and clinical support staff. Denial of services would compromise patient care and safety, increase the risk of adverse outcomes, and prevent the Department from maintaining required nurse-to-patient ratios during unexpected staff shortages.

**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?:** DPH has continued to hire for all the job classifications mentioned in this request. However, despite using civil service employees, staffing shortages still occur due to factors such as excess leaves, vacancies, and high patient census surges. The use of supplemental non-RN clinical and clinical support staff resources is a healthcare industry standard and is only used when all other avenues of staffing have been exhausted. In times of urgent staffing needs, it is important to have a reliable and skilled source of supplemental non-RN clinical and clinical support staff resources to ensure patient care is not jeopardized. Additionally, the use of registry resources is monitored by SFHN nursing leadership daily and weekly, as well as in monthly collaboration with SEIU representatives.

## 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 basis during times of staffing shortages. In alignment with healthcare industry standard, the Department expects the intermittent need to be ongoing.

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** For clinical staff, a valid discipline specific license or certification and/or basic life support certification is required. Required skills and expertise are consistent with the requirements for permanent civil service hires. All licenses must be up to date and valid throughout the duration of the contract.

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

**Q5c1) Identify the classifications:** 2303 - Certified Nursing Assistant, 1429 - Nurses Staffing Assistant, 2312 - Licensed Vocational Nurse, 2302 - Nursing Assistant, 1428 - Unit Clerk, 2430 - Medical Evaluations Assistant, 2920 - Medical Social Worker

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

**Q5c3) Why are they not able to perform the services?:** Civil service classifications already exist, and as the Department continues to hire more candidates into permanent civil service positions, there are still circumstances that lead to staffing challenges. Supplemental non-RN clinical and clinical support staff resources are necessary for intermittent, temporary, as-needed services to provide back-up coverage during times of unexpected high patient census, employee leaves and vacancies or when civil service staff are otherwise unavailable to meet the full need of SFHN facilities. It is standard practice in the healthcare industry to retain reliable and skilled supplemental non-RN clinical and clinical support staff resources in the event that any of the aforementioned staffing challenges arise and require coverage.

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

**Q5e) Will contractor train City employees?:** No

**Q5e1) Explain why training of City employees is not required:** Training of City employees is not required because this request is for augmentation of existing staff with clinical nursing and clinical support staff in times of staffing shortages.

**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 is for intermittent and temporary staffing to meet operational needs and coverage gaps. While DPH prioritizes the use of permanent civil service staff at every opportunity available, the ongoing need for supplemental staffing aligns with healthcare industry standards and is expected to be ongoing across SFHN facilities.

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

#### **Union Notifications**

**Job Class(es):** 2303 - Certified Nursing Assistant, 1429 - Nurses Staffing Assistant, 2312 - Licensed Vocational Nurse, 2302 - Nursing Assistant, 1428 - Unit Clerk, 2430 - Medical Evaluations Assistant, 2920 - Medical Social Worker

**Labor Unions:** 250 - SEIU 1021, 790 - SEIU, Local 1021, Misc

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

**Union Review Sent On:** 2/4/2025

**Union Review End Date:** 4/5/2025

**Union Review Duration Met On:** 4/5/2025

#### **Post Union Notification**

**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:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	<a href="mailto:reanna.albert@sfdph.org">reanna.albert@sfdph.org</a>
PSC ServiceNow Record Number:	DHRPSC0005116

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City and County of San Francisco  
**Daniel Lurie, Mayor**

## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

DATE: April 8, 2025

RE: DHRPSC0005116 Supplemental Non-Registered Nurse Clinical and Clinical Support  
Staff Resources – Summary of SEIU 1021 Objection

On February 5, 2025, SEIU Local 1021 objected to DHRPSC0005116. During discussions, the union questioned the \$13 million allocation for RNs and inquired on the amount of registry usage the department is anticipating for the year. Additionally, the union objected to the contract under the Mayor's freeze, claiming it replaces permanent staff. The department clarified that the freeze does not apply to these services and that registry use is essential to maintaining adequate, ongoing staffing levels. The department has provided answers to the union's follow-up questions and remains open to continuing further discussions.

---

**Re: DPH [DHRPSC0005116] submitted for Union Review**

---

**From** Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Date** Thu 3/13/2025 6:16 PM  
**To** pscreview@seiu1021.org <PSCreview@seiu1021.org>

Dear SEIU Local 1021,

DPH recently identified that one job classification was inadvertently omitted from DHRPSC0005116 Supplemental Non-Registered Nurse Clinical and Clinical Support Staff Resources. Specifically, the Surgical Procedures Technician (SPT – 2310) classification was mistakenly left off the original submission due to a clerical error.

This correction does not affect the bargaining unit that represents the job classes of the PSC, as 2310's are also represented by SEIU.

SEIU was originally notified about this PSC request on 2/4/25, and the union review period will end on 4/5/25. This correction does not change the established union review period timeline.

Please let us know if there are any questions.

Thank you,

Reanna

---

**From:** CCSF IT Service Desk <ccsfdt@service-now.com>  
**Sent:** Tuesday, February 4, 2025 5:35 PM  
**To:** Williams, Troy (DPH) <troy.williams@sfdph.org>; PSCreview@seiu1021.org <PSCreview@seiu1021.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Subject:** DPH [DHRPSC0005116] submitted for Union Review

Hello **250 - SEIU 1021, 790 - SEIU, Local 1021, Misc** union representatives,  
DPH is requesting your review of PSC [DHRPSC0005116]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2025-04-05.**

**PSC Summary**

=====

**Record Number:** DHRPSC0005116 v 0.01

**Description of Proposed Work:** Supplemental Non-Registered Nurse Clinical and Clinical Support Staff Resources

**Request Type:** New

**Approval Type:** CSC Approval

**CSC Review Reason(s):**

✓ CSC Approval by Amount

**Submitting Department:** DPH

**Dept PSC Coordinator:** Reanna Albert

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

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

**PSC Amount:** \$12,500,000.00

**PSC Duration (months):** 12

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

**Scope of Work:** Contractors will provide the San Francisco Health Network (SFHN), which includes San Francisco General Hospital (SFGH), Laguna Honda Hospital (LHH), and Ambulatory Care Services (includes Jail Health Services, Primary Care, Whole Person Integrated Care, Maternal Child Adolescent Health, HIV Health Services) a continuous, reliable source of intermittent, supplemental non-registered nurse (RN) registry clinical nursing staff and clinical support staff to backfill staffing in times of staffing challenges to ensure safe and high-quality patient care.

**Job Class(es):** 1428 - Unit Clerk, 1429 - Nurses Staffing Assistant, 2302 - Nursing Assistant, 2303 - Certified Nursing Assistant, 2312 - Licensed Vocational Nurse, 2430 - Medical Evaluations Assistant, 2920 - Medical Social Worker

**PSC Justification(s)**

=====

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

Ref:TIS5646262\_xD2QL5XLbqFdQRjU9LvU



## FW: Nurse Registry PSC

**From** Williams, Ramon (DPH) <ramon.williams@sfdph.org>

**Date** Thu 2/13/2025 12:53 PM

**To** Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Williams, Troy (DPH) <troy.williams@sfdph.org>; Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>

Hi

The Union has asked to reschedule the meeting to the 27<sup>th</sup>.  
We'll make ourselves available on that date.

Best,



**Ramon K. Williams (He, His, Him)**  
Director, Labor Relations  
Labor Relations Team  
San Francisco Department of Public Health  
Laguna Honda Hospital  
375 Laguna Honda Blvd  
San Francisco, CA 94116  
**Teams Phone Number 628-271-6997**

[We Are SFPD](#)

*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:** Carey Dall <Carey.Dall@seiu1021.org>

**Sent:** Thursday, February 13, 2025 11:18 AM

**To:** Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>; Garcia, Paloma (DPH) <paloma.garcia@sfdph.org>; Claude Joseph <Claude.Joseph@seiu1021.org>

**Cc:** Ko, Stephanie (DPH) <stephanie.k.ko@sfdph.org>

**Subject:** RE: Nurse Registry PSC

**Importance:** High

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

Hello Ramon –

Unfortunately the meeting slot for today will not work. My apologies for the last minute notice....

I am polling my team to see if February 27 will work. Please let me know if that date doesn't work for you, or if there are any time slots that day you wish to avoid.

Thank you.

Carey

-----Original Appointment-----

**From:** Williams, Ramon (DPH) <[ramon.williams@sfdph.org](mailto:ramon.williams@sfdph.org)>

**Sent:** Monday, February 10, 2025 3:34 PM

**To:** Kim, Luenna (DPH); Garcia, Paloma (DPH); Claude Joseph; Carey Dall

**Cc:** Ko, Stephanie (DPH)

**Subject:** Nurse Registry PSC

**When:** Thursday, February 13, 2025 2:00 PM-2:30 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

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# 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:** Kenneth Hill

**ServiceNow Number:** DHRPSC0005178

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Culturally Congruent Outreach Services

## Amount

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

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

## Duration

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

**PSC Duration (Months):** 5

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** The contractor will provide bilingual, culturally congruent outreach services to support the Department of Public Health's (DPH) Primary Care Clinics, particularly at the Silver Avenue Family Resource Center. The work will include coordinating activities for the Food Pharmacy program, conducting community outreach to educate patients about available services and enrolling them in the diabetes prevention program, and coordinating and facilitating nutrition classes tailored to seniors. Additionally, the contractor will coordinate and facilitate one six-session series of the Cooking Matters Program, refer patients to additional services such as housing assistance, legal aid, job search support, tax preparation, and financial coaching, and participate in meetings with healthcare providers, clinic staff, and DPH representatives as needed.

**Why are these services required and what are the consequences of denial?:** These services are essential for addressing health disparities within the Latino community in San Francisco. Denial of services would limit access to culturally competent community health support, particularly in diabetes prevention and access to essential resources, which would impede efforts

to prevent diabetes and connect individuals to essential resources.

**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?:** 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 anticipated duration of the project is five months.

**Q5c) How will you ensure the services aren't needed once this PSC request has ended?:** This pilot program will assess the effectiveness of the services and determine long-term needs.

**Q5d) Describe the required skills and expertise needed to perform the services:** Skills and expertise include bilingual communication skills (Spanish fluency), knowledge of culturally congruent community health outreach, expertise in diabetes prevention, and experience in facilitating nutrition and cooking programs.

**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 employees within Primary Care don't fully meet the needs of the Latino community because their roles do not require Spanish fluency or cultural competency, both of which are essential for engaging Spanish-speaking individuals. These roles also lack a focus on outreach, nutrition education, or diabetes prevention, which are key components of the required services. Additionally, the roles do not include tailoring programs to meet the specific cultural needs of the Latino community. Therefore, a bilingual and culturally competent outreach worker is needed to provide effective support.

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

**Q5h) Explain why:** This is a pilot program which will gather data, assess outcomes, and evaluate the feasibility of continuing the work.

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

## Union Notifications

**Job Class(es):** 2586 - Health Worker 2

**Labor Unions:** 790 - SEIU, Local 1021, Misc

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

**Union Review Sent On:** 2/26/2025

**Union Review End Date:** 3/5/2025

**Union Review Duration Met On:** 3/5/2025





City and County of San Francisco  
Daniel Lurie, Mayor

## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

DATE: April 8, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for May 5, 2025 Civil Service Commission Meeting:  
DHRPSC0005178 Culturally Congruent Outreach Services

This is to respectfully request that the above PSC be included for the Civil Service Commission meeting on May 5, 2025. While the PSC is eligible for DHR Admin Approval, we are requesting it be calendared due to the objection received from SEIU Local 1021. The department had a meeting with the union on March 7, 2025, and has since received a written Request for Information. The department is actively working to complete the response and would like to request that the PSC be calendared to avoid delay in the contracting process.

<u>PSC</u>	<u>Union Notification End Date</u>	<u>Summary</u>
DHRPSC0005178	March 5, 2025	<ul style="list-style-type: none"><li>February 26, 2025: PSC was submitted and unions were notified.</li><li>February 26, 2025: SEIU Local 1021 objected to the PSC.</li><li>March 7, 2025: DPH had a meeting with the union.</li></ul>

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



City and County of San Francisco  
**Daniel Lurie, Mayor**

## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

DATE: April 8, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: DHRPSC0005178 Culturally Congruent Outreach Services

### Summary of Union Objection:

On March 7, 2025, DPH met with SEIU Local 1021 to discuss their objection to DHRPSC0005178, which involves culturally congruent outreach services for a five-month pilot program. SEIU raised concerns about contracting out Health Worker II duties. DPH explained that the pilot requires specialized skills not commonly found among current staff and that existing nurses, pharmacists, and nutritionists would not be affected. SEIU indicated they would submit a written Request for Information, which the department has since received and is actively working to complete.

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

**SEIU/DPH Meeting**

**PSC 5178**

Culturally Congruent Outreach Services

March 7, 2025, 2:15pm – 2:47pm

<b>NAME: Carey Dall</b>	
<b>POSITION TITLE: SEIU 1021 Representative</b>	
<b>ORGANIZATION: SEIU 1021</b>	<b>PHONE NO.:</b>
	<b>EMAIL: carey.dall@seiu1021.org</b>
<b>NAME: Blake Gregory, MD</b>	
<b>POSITION TITLE: Director of Primary Care, SF Health Network, Primary Care Section</b>	<b>PHONE NO:</b>
<b>ORGANIZATION: DPH</b>	<b>EMAIL: blake.gregory@sfdph.org</b>
<b>NAME: Reanna Albert</b>	
<b>POSITION TITLE: PSC Coordinator</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH Business Office</b>	<b>EMAIL: reanna.albert@sfdph.org</b>
<b>NAME: Kenneth Hill</b>	
<b>POSITION TITLE: Equity Manager for Primary Care</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH</b>	<b>EMAIL. kenneth.hill@sfdph.org</b>
<b>NAME: Isela Ford</b>	
<b>POSITION TITLE: Director Office of Equity and Community Engagement</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH</b>	<b>EMAIL. isela.ford@sfgov.org</b>
<b>NAME: Laura Ocon</b>	
<b>POSITION TITLE: Health Worker II</b>	<b>PHONE NO:</b>
<b>ORGANIZATION: Potrero Hill Health Center, DPH</b>	<b>EMAIL: laura.ocon@sfdph.org</b>
Page 48	

<b>NAME: My Lan Do Nguyen</b>	
<b>POSITION TITLE: Manager, Pre-Award Unit</b>	<b>PHONE NO.:</b>
<b>ORGANIZATION: DPH Business Office</b>	<b>EMAIL. mylando.nguyen@sfgov.org</b>

NOTES:

Q: Please provide background on why this PSC is needed.

A: The PSC supports a small, time-limited pilot program for culturally competent outreach services at the Silver Avenue Family Health Center. Services are for monolingual Spanish-speaking clients. The program includes food pharmacy services, including fresh produce and meats, cooking demonstrations, health education, and support from a clinical pharmacist and medical provider. The program's goal is to build community connections, address nutritional needs, and link participants to medical care. The selected vendor will handle outreach services. The pilot is set for a duration of five months with a budget of \$6,000 and involves part-time work.

Q: Have you selected a vendor?

A: Yes, the selected vendor is Promotoras SF.

Q: Why is the Health Worker 2 role being contracted out?

A: The Promotoras group has specialized skills that are not part of the standard training for current health worker staff. This pilot serves as a proof of concept to assess the model's effectiveness before committing resources to training existing staff. If it is an effective model, the department can explore training health workers to take on these responsibilities in the future.

Q: Is the idea to contract out work for the nurses, pharmacists, and nutritionists as well?

A: No, there are no plans to contract out these roles. Existing DPH staff in these positions will be leveraged.

Q: Is it common for Health Workers to have the training and experience required for the program?

A: In Primary Care, there isn't an emphasis on nutritional training for health workers, so this is not commonly found in existing health worker staff.

Q: What is the department doing to build vacancy rates for Health Worker 2 positions?

A: At this time, we do not have specific information on what the department is doing to fill Health Worker 2 vacancies. We would need to consult with HR to obtain further details.

Q: What happens if the pilot program is successful and we want to extend it?

A: The contract is for a set duration of five months and an amount of \$6,000. If the program is successful and the department wishes to extend it, a new PSC request would need to be submitted, along with a justification.

Next Steps:

- SEIU will send written Request for Information.

As noted by:  
*Reanna Albert*  
*PSC Coordinator*

---

**Fw: DPH [DHRPSC0005178] submitted for Union Review**

---

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

**Date** Thu 2/27/2025 8:49 AM

**To** carey.dall@seiu1021.org <Carey.Dall@seiu1021.org>; Hill, Kenneth (DPH) <kenneth.hill@sfdph.org>

**Cc** Ocon, Laura (DPH) <laura.ocon@sfdph.org>

3/6 will no longer work. Let me know if either of the other dates will work. Thanks.

---

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

**Sent:** Wednesday, February 26, 2025 6:32 PM

**To:** carey.dall@seiu1021.org <Carey.Dall@seiu1021.org>; Hill, Kenneth (DPH) <kenneth.hill@sfdph.org>

**Cc:** Ocon, Laura (DPH) <laura.ocon@sfdph.org>

**Subject:** Fw: DPH [DHRPSC0005178] submitted for Union Review

Hi Carey,

Apologies, DPH staff availability has changed and we'll need to reschedule. Please let me know if any of these times work next week instead.

3/5 - 3:30 or 4pm

3/6 - 2:30pm

3/7 - 2 or 3pm

Thanks,  
Reanna

---

**From:** Carey Dall <Carey.Dall@seiu1021.org>

**Sent:** Wednesday, February 26, 2025 4:04 PM

**To:** Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Hill, Kenneth (DPH) <kenneth.hill@sfdph.org>

**Cc:** Ocon, Laura (DPH) <laura.ocon@sfdph.org>

**Subject:** RE: DPH [DHRPSC0005178] submitted for Union Review

Reanna –

I can do 10am on March 4, but not 11am.

CD

---

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

**Sent:** Wednesday, February 26, 2025 2:14 PM

**To:** Carey Dall <Carey.Dall@seiu1021.org>; Hill, Kenneth (DPH) <kenneth.hill@sfdph.org>

**Cc:** Ocon, Laura (DPH) <laura.ocon@sfdph.org>

**Subject:** Re: DPH [DHRPSC0005178] submitted for Union Review

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Confirmed for 3/4 at 11am. Thank you.

---

**From:** Carey Dall <[Carey.Dall@seiu1021.org](mailto:Carey.Dall@seiu1021.org)>  
**Sent:** Wednesday, February 26, 2025 1:20 PM  
**To:** Albert, Reanna (DPH) <[reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)>; Hill, Kenneth (DPH) <[kenneth.hill@sfdph.org](mailto:kenneth.hill@sfdph.org)>  
**Cc:** Ocon, Laura (DPH) <[laura.ocon@sfdph.org](mailto:laura.ocon@sfdph.org)>  
**Subject:** RE: DPH [DHRPSC0005178] submitted for Union Review

Hi Reanna,

We can do 10am on both 3/4 and 3/5. Please let us know which works best for you.

Also, please release SEIU 1021 member Laura Ocon (Potrero Hill Health Center) for purposes of the meeting. Thank you.

CD

---

**From:** Albert, Reanna (DPH) <[reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)>  
**Sent:** Wednesday, February 26, 2025 11:56 AM  
**To:** Carey Dall <[Carey.Dall@seiu1021.org](mailto:Carey.Dall@seiu1021.org)>; Hill, Kenneth (DPH) <[kenneth.hill@sfdph.org](mailto:kenneth.hill@sfdph.org)>  
**Subject:** Re: DPH [DHRPSC0005178] submitted for Union Review

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 Carey,

Do any of these times work for SEIU?

March 4 - 10 or 11am

March 5 - 10 or 11am

March 6 - 2 or 3pm

March 7 - 1 or 2pm

Thanks,  
Reanna

---

**From:** Carey Dall <[Carey.Dall@seiu1021.org](mailto:Carey.Dall@seiu1021.org)>  
**Sent:** Wednesday, February 26, 2025 11:04 AM  
**To:** Hill, Kenneth (DPH) <[kenneth.hill@sfdph.org](mailto:kenneth.hill@sfdph.org)>; Albert, Reanna (DPH) <[reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)>  
**Subject:** RE: DPH [DHRPSC0005178] submitted for Union Review

Hello Kenneth,

We might be available Friday afternoon, but next week or thereafter is more likely.

CD

---

**From:** Hill, Kenneth (DPH) <[kenneth.hill@sfdph.org](mailto:kenneth.hill@sfdph.org)>

**Sent:** Wednesday, February 26, 2025 10:56 AM

**To:** Carey Dall <[Carey.Dall@seiu1021.org](mailto:Carey.Dall@seiu1021.org)>; DT Service Now (TIS) <[ccsfdt@service-now.com](mailto:ccsfdt@service-now.com)>; PSCreview <[PSCreview@seiu1021.org](mailto:PSCreview@seiu1021.org)>; Albert, Reanna (DPH) <[reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)>

**Subject:** Re: DPH [DHRPSC0005178] submitted for Union Review

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.

Hey,

I am available today after 1pm, and Friday - my schedule is open.

Please let me know a time that works for you within the specified times.

Best,

---

**From:** Carey Dall <[Carey.Dall@seiu1021.org](mailto:Carey.Dall@seiu1021.org)>

**Sent:** Wednesday, February 26, 2025 10:44 AM

**To:** DT Service Now (TIS) <[ccsfdt@service-now.com](mailto:ccsfdt@service-now.com)>; Hill, Kenneth (DPH) <[kenneth.hill@sfdph.org](mailto:kenneth.hill@sfdph.org)>; PSCreview <[PSCreview@seiu1021.org](mailto:PSCreview@seiu1021.org)>; Albert, Reanna (DPH) <[reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)>

**Subject:** RE: DPH [DHRPSC0005178] submitted for Union Review

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

Hello –

SEIU 1021 objects to this PSC and requests Meet and Confer. Please provide us dates and times for us to meet.

Thank you.

Regards,

Carey Dall (he/him)  
SEIU Local 1021  
Cell (415) 717-9604

---

**From:** CCSF IT Service Desk <[ccsfdt@service-now.com](mailto:ccsfdt@service-now.com)>

**Sent:** Wednesday, February 26, 2025 10:15 AM



To: [kenneth.hill@sfdph.org](mailto:kenneth.hill@sfdph.org); PSCreview <[PSCreview@seiu1021.org](mailto:PSCreview@seiu1021.org)>; [reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)  
Subject: DPH [DHRPSC0005178] submitted for Union Review

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.

Hello **790 - SEIU, Local 1021, Misc** union representatives,

DPH is requesting your review of PSC [DHRPSC0005178]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2025-03-05.**

**PSC Summary**

=====

**Record Number:** DHRPSC0005178 v 0.01

**Description of Proposed Work:** Culturally Congruent Outreach Services

**Request Type:** New

**Approval Type:** DHR Approval

**Submitting Department:** DPH

**Dept PSC Coordinator:** Reanna Albert

**Dept PSC Coordinator Email:** [reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org)

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

**PSC Amount:** \$6,000.00

**PSC Duration (months):** 5

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

**Scope of Work:** The contractor will provide bilingual, culturally congruent outreach services to support the Department of Public Health's (DPH) Primary Care Clinics, particularly at the Silver Avenue Family Resource Center. The work will include coordinating activities for the Food Pharmacy program, conducting community outreach to educate patients about available services and enrolling them in the diabetes prevention program, and coordinating and facilitating nutrition classes tailored to seniors. Additionally, the contractor will coordinate and facilitate one six-session series of the Cooking Matters Program, refer patients to additional services such as housing assistance, legal aid, job search support, tax preparation, and financial coaching, and participate in meetings with healthcare providers, clinic staff, and DPH representatives as needed.

**Job Class(es):** 2586 - Health Worker 2

**PSC Justification(s)**

=====

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

Ref:TIS5700628\_Uhe5VjhXYqVPRKMZsOgP

# 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:** Maya Vasquez

**ServiceNow Number:** DHRPSC0005260

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Nurse Family Partnership

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$360,000

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

## Duration

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

**PSC Duration (Months):** 60

## Funding

**Funding Source:** State Funds

**Special circumstances related to funding:** Yes

**Explain the special circumstances:** Funding is dependent on our implementation of the program which is only possible if we contract with an authorized provider with the necessary proprietary curriculum, training, and support.

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Provide curriculum, training, data support, and consultation to 2830 Public Health Nursing staff to implement a proprietary nurse home visiting program. These services ensure model fidelity and address local needs. This evidence-based program serves low-income, first-time mothers, and supports them through pregnancy and the child's first two years. Services will focus on improving maternal and child health, enhancing parenting skills, and promoting family self-sufficiency.

**Why are these services required and what are the consequences of denial?:** These services provide critical nurse home visiting support for low-income, first-time mothers, and improve health outcomes and family stability. Denial may cause high-risk families to face poorer birth outcomes, increased child health issues, and reduced economic self-sufficiency. Additionally, lack of training and oversight would weaken the program's effectiveness.

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

**How many contracts?:** 1

**Why have you not hired City employees to perform the services?:** City employees do provide nurse home visiting services, but they require proprietary training, curriculum, and data support, which only the authorized provider can supply.

### Board and Commission Approvals

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

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

### Justification

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

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

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

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

### Union Notifications

**Job Class(es):** 2830 - Public Health Nurse

**Labor Unions:** 791 - SEIU 1021 Staff & Per Diem RNs

**Labor Union Email Addresses:** PSCreview@seiu1021.org, epeterson@cirseiu.org, abush@cirseiu.org, snaranjo@cirseiu.org, emathurin@cirseiu.org

**Union Review Sent On:** 3/18/2025

**Union Review End Date:** 4/17/2025

**Union Review Duration Met On:** 4/17/2025

**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:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	<a href="mailto:reanna.albert@dph.hq.ny.gov">reanna.albert@dph.hq.ny.gov</a>
PSC ServiceNow Record Number:	DHRPSC0005260

Page 57

## Personal Service Contract Summary (PSC Form 1)

### PSC Basic Information

**Submitting Department:** MTA

**Submitted By:** Amy Ng

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

**Project Manager:** Amy Ng

**ServiceNow Number:** DHRPSC0005177

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Mobile Parking Meter Payment System and Related Services. Contractor(s) to provide smartphone mobile application, web-client, and interactive voice response services to allow the public to use a mobile device to pay for parking at all metered spaces in the City. Services include software administration, reporting, maintenance and support for the processing of parking meter payments, and software integrations for all systems aspects of parking meter payments.

### Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

### Amount

**PSC Amount:** \$16,740,000

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

### Duration

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

**PSC Duration (Months):** 72

### Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

### Scope of Work

**Clearly describe scope and detail the services to be performed:** Mobile Parking Meter Payment System and Related Services. Contractor(s) to provide smartphone mobile application, web-client, and interactive voice response (IVR) services to allow the public to use a mobile device to pay for parking at all metered spaces in the City., including those under the jurisdiction of the San Francisco Municipal Transportation Agency (SFMTA), the Port of San Francisco, and Treasure Island Development Authority. Services include software administration, reporting,

### Post Union Notification

maintenance and support for the processing of parking meter payments, and software integrations for all systems aspects of parking meter payments. Software systems integrations include those to parking-specific databases, license plate recognition systems, banking, and parking enforcement systems. Services may include optional services for the processing of parking meter payments and mobile app features that increase functionality or convenience such as mobile wallet, maps or corporate accounts.

This is a multi-vendor Solicitation. The SFMTA may award contracts to up to two Proposers that obtain the two highest-ranking scores. Each contract awarded pursuant to this RFP shall be non-exclusive with an original term of four years. The SFMTA at its sole, absolute discretion, shall have two options to extend the term for one additional year, for a total of two additional years

Each contract not to exceed amount is approximately \$8,370,000. This PSC request shall include two contracts, totaling \$16,740,000.

**Why are these services required and what are the consequences of denial?:** SFMTA seeks to continue to provide and expand the adoption of mobile parking payments and sees it as a necessary service for the public in order to provide a convenient alternative to coin and credit card parking meter payment methods at our parking pay stations and parking meters. The service includes IVR (Interactive Voice Response) service which allows parkers to pay by calling a toll-free telephone number. Denial of this service would discontinue the mobile parking payment option for the public's use, which will impact SFMTA's ability to provide convenient alternatives to the public for paying for parking.

**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?:** Mobile Parking Meter Payment Systems and smartphone applications and software integrations require specialized knowledge of the latest parking payment technologies, and integrations with proprietary software systems to which City employees are not authorized to access. Services must be provided by qualified parking meter payment software professionals with experience supporting municipalities in the United States or Canada of similar size and complexity through all phases in the specialized delivery of modern mobile parking payment software applications, systems integrations and maintenance. Although the department has employees in these classifications, the City does not have staff dedicated to working on building, designing and integrating proprietary software for parking meter payments, nor does the City have any authorization to work on proprietary systems of any vendors in the mobile parking payments industry. The services are currently in the request for proposals and solicitation phase, and we do not know which vendor(s) will ultimately provide the services.

## Board and Commission Approvals

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

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

## Justification

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

No

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

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

**Q4 - Does City lacks necessary facilities/equipment?:** 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?:** In addition to the proprietary nature of the work, the services include software integrations that have varying loads over time. The initial integration of the vendor(s) proprietary systems with our SFMTA Parking Data warehouse, and with our enforcement, banking and meter hardware systems will require extensive understanding of complex parking technology and parking payment technologies to deliver a mobile app and a web-client service to meet the proof-of-concept phase so that the City can determine that the services meet the City's requirements. The on-going processing of our meter policies, meter inventory and parking meter rates, along with special events rates will require consistent and on-going integration, maintenance and support from the vendor(s). Additional software integrations are needed through-out the term of the contract(s) whenever integrations with our parking vendors and systems have updates or changes.

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** The skills and expertise needed to perform the services are directly tied to the proprietary nature of the contractor's software. The City has software engineering classifications, however, no City staff has access to, authorization to or knowledge of how to integrate or support the vendor's proprietary systems.

Mobile parking payment software for parking meters is proprietary. The civil service classifications 1043 IS Engineer - Senior and 1070 IS Project Director do not possess the specific knowledge and permissions/authorizations required to work with the vendor's proprietary software. Qualified personnel shall have worked with a variety of similarly-sized municipalities in the United States or Canada to deliver and support the delivery of mobile parking payment technology and software integrations. The selected vendor(s) shall provide technical staff with extensive mobile parking payment application and software integration expertise to properly and reliably provide on-going technical support for mobile parking payments.

## Post Union Notification

The scope of services is currently under solicitation and we do not know which vendor(s) will ultimately be selected for the contract(s).

**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:** Mobile parking payment software for parking meters is proprietary. No City staff has access to, authorization to or knowledge of how to integrate or support the vendor's proprietary systems.

**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:** Mobile parking payment software for parking meters is proprietary. No City staff has access to, authorization to or knowledge of how to integrate or support the vendor's proprietary systems.

**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:** Mobile parking payment software for parking meters is proprietary. No City staff has access to, authorization to or knowledge of how to integrate or support the vendor's proprietary systems.

**Additional information to support your request (Optional):** The scope of services is currently under solicitation and we do not know which vendor(s) will ultimately be selected for the contract(s).

#### Union Notifications

**Job Class(es):** 1070 - IS Project Director, 1043 - IS Engineer-Senior

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

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

**Union Review Sent On:** 2/25/2025

**Union Review End Date:** 3/27/2025

**Union Review Duration Met On:** 3/27/2025



**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 cut out or remove to list contracts; let under this PSC record; these 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 provided 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:	MTA
Dept Name:	San Francisco Municipal Transportation Agency
PSC Coordinator Name:	Amy Nique
PSC Coordinator Email:	<a href="mailto:Amy.Nique@mta.com">Amy.Nique@mta.com</a>
PSC ServiceNow Record Number:	DHRPSC00005177

[illegible]

## Nuque, Amy

---

**From:** Ng, Amy  
**Sent:** Friday, April 4, 2025 11:15 AM  
**To:** Nuque, Amy  
**Cc:** Fuqua, Lorraine; Malone, Rob; Sukhenko, Alexiy  
**Subject:** Re: MTA [DHRPSC0005177]: DHR Admin requires additional information/action from MTA

Amy,

1) We do not have a memo regarding the proprietary nature of the contractor's software because the contracts are under solicitation and we do not know which contractor will ultimately be awarded the contract and pass our proof-of-concept requirements.

The nature of the existing mobile app and web-client software in the mobile parking payments industry is such that each vendor manages and offers their own proprietary software solution to which City workers would not be authorized to do work, including any software integrations, software development or software maintenance. All work must be performed by the contractor's own workforce: this is the proprietary nature of the professional services in these contracts.

2) Yes, confirming that 5149 is a typo and it is meant to refer to 5177.

Amy Ng  
On-Street Parking Programs, Streets Division  
[415-646-2167](tel:415-646-2167) | [amy.ng@sfmta.com](mailto:amy.ng@sfmta.com)



San Francisco Municipal Transportation Agency  
1 South Van Ness Avenue, 3<sup>rd</sup> Floor  
San Francisco, CA 94103

## Personal Service Contract Summary (PSC Form 1)

### PSC Basic Information

**Submitting Department:** MTA

**Submitted By:** Elliot Goodrich

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

**Project Manager:** Pallavi Panyam

**ServiceNow Number:** DHRPSC0005204

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Partner with the Bayview YMCA to host regular classes and group rides to help increase the visibility and confidence of active transportation users within the Bayview Hunters Point community. Courses may include: learn to ride, bike maintenance 101, introduction to biking on city streets, trainer the trainer, etc.

### Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

### Amount

**PSC Amount:** \$219,964

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

- Commodities & Equipment: \$151,426

### Duration

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

**PSC Duration (Months):** 36

### Funding

**Funding Source:** State Funds

**Special circumstances related to funding:** Yes

**Explain the special circumstances:** Funding is from an Active Transportation Program grant.

### Scope of Work

**Clearly describe scope and detail the services to be performed:** Partner with the Bayview YMCA to host regular classes and group rides to help increase the visibility and confidence of active transportation users within the Bayview Hunters Point community. Courses may include: learn to ride, bike maintenance 101, introduction to biking on city streets, trainer the trainer, etc.

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

### Post Union Notification

needed and to be provided by this contract include specialized skills such as equipment problem troubleshooting, physical machinery operation, knowing which skill sets are appropriate for different ages, the ability to coach participants in culturally appropriate manners, message development, creative design, public outreach, and media purchasing. This work requires intermittent peaks in staff time demand which the SFMTA is not able to appropriately staff, nor do our staff have the appropriate resources or expertise to perform this work.

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

#### Board and Commission Approvals

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

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

#### Justification

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

No

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

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

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

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

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

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

Services include a low frequency of bicycle education events with peaks in staff time.

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** The services needed and to be provided by this contract include specialized skills such as equipment problem troubleshooting, physical machinery operation, knowing which skill sets are appropriate for different ages, the ability to coach participants in culturally appropriate manners, message development, creative design, and public outreach.

**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 scope of the future work is unknown. If bicycle education work was awarded funding for ongoing, full-time work, this work could be performed in-house by increasing new civil service positions that could perform this work. Currently this need is not stable for the peak volume of staff hours required, nor is there reliable, long-term funding

**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:** Currently there are no City employees whose job descriptions including performing this work.

#### Post Union Notification

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

**Q5f1) Explain why the work will not be transitioned back to the City:** The scope of the future work is unknown. If bicycle education work was awarded funding for ongoing, full-time work, this work could be performed in-house by increasing new civil service positions that could perform this work. Currently this need is not stable for the peak volume of staff hours required, nor is there reliable, long-term funding

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

**Union Notifications**

**Job Class(es):** 5288 - Transportation Planner II, 5291 - Planner 3

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

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

**Union Review Sent On:** 3/3/2025

**Union Review End Date:** 4/2/2025

**Union Review Duration Met On:** 4/2/2025

## Nuque, Amy

---

**From:** Goodrich, Elliot  
**Sent:** Monday, April 14, 2025 9:24 AM  
**To:** Nuque, Amy  
**Cc:** Panyam, Pallavi  
**Subject:** RE: DHRPSC0005204 v 0.01 - NEED INFORMATIONS

Hi Amy,

Per MTA HR, the only job class 5288 & 5291 can potentially do the scope of work.

**Elliot Goodrich** (he/him)  
Transportation Planner  
Livable Streets  
415.646.4807



# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PRT

**Submitted By:** Alysabeth Alexander-Tut

**Department Coordinator:** Alysabeth Alexander-

Tut,

alysabeth.alexander-tut@sfport.com

**Project Manager:** Toni Autry

**ServiceNow Number:** DHRPSC0005090

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** As-needed services to support the existing staff on short-term tasks related to building service-centered programming within the port including but not limited to cultural events, coaching and training, building curriculum, assistance in building worker pipeline programs, assistance in building technical assistance programs for small businesses, outreach and engagement, and similar projects not yet determined.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$1,650,000

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

## Duration

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

**PSC Duration (Months):** 60

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** This contract is for as-needed services to support our staff when additional assistance, guidance, thinking, and support is needed for specific tasks on long-term projects.

**Why are these services required and what are the consequences of denial?:** The Port employees full time staff to run our worker pipeline, training, cultural programming, and small

business assistance programs. At times, the Port requires extra assistance on one or more of these projects. This PSC will allow our staff to reach a broad stretch of experts when the need arises as we are building new programs. The consequence of denial is that the Port will not have the knowledge to build up as many new programs as possible. The needs are to assist in setting up programs, not running them.

**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:** The Port Commission has given approval for advertisement of contracts related to this PSC, and will have to approve the contracts for award.

**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 Port is launching new initiatives over the coming years, and needs partners to assist when Port staff do not have the knowledge or expertise, in building curriculum, training and supporting staff, or providing expertise in a workforce or business area.

**Q5c) How will you ensure the services aren't needed once this PSC request has ended?:** The Port owns the work product.

**Q5d) Describe the required skills and expertise needed to perform the services:** The contracts will be broad as-needed contracts with experts and experience in running the types of programs the Port is interested in creating: cultural programming, small business technical assistance, worker development programs. The contractor will also have deep relationships into the communities that Port staff do not yet have.

**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 Port is dedicated to creating a more equitable waterfront from recreation to jobs. The Port is not just for tourists! The programs we want to launch will bring a diverse group of San Franciscans to the waterfront, will build pipelines into maritime jobs, and provide technical assistance to help small businesses interested in performing the types of contracting work the Port needs along the waterfront. Each program is not a full time job, but will be carried out by existing Port staff. Our Port staff require the occasional consultant to help build these programs.

## Union Notifications

**Job Class(es):** 2978 - Contract Compliance Officer II, 2992 - Contract Compliance Officer 1, 5502 - Project Manager 1

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

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

**Union Review Sent On:** 2/3/2025

**Union Review End Date:** 3/5/2025

**Union Review Duration Met On:** 3/5/2025

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Ryan Batjiaka

**Department Coordinator:** Shawndrea Hale,  
SHale@sfgwater.org

**Project Manager:** Ryan Batjiaka

**ServiceNow Number:** DHRPSC0004923

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** The San Francisco Public Utilities Commission Wastewater Enterprise will be commissioning a new process to manage gas produced during the normal course of wastewater treatment operations. The equipment in this process will upgrade gas from anaerobic digesters to meet natural gas pipeline standards and inject the upgraded gas into the natural gas pipeline. Wastewater Enterprise does not have the requisite experience or ability to maintain and operate this new process and needs a contractor to perform these duties. This equipment will pressurize gas to levels which require special expertise for equipment operations and maintenance.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$5,750,000

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

## Duration

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

**PSC Duration (Months):** 120

## 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 Wastewater Enterprise operates anaerobic digesters as part of the wastewater treatment process. These anaerobic digesters are used to biologically treat wastewater solids. During this treatment process, methane (natural gas) and other compounds

are created as part of the biological decomposition process. New equipment is being installed at the Southeast Treatment Plant which will purify the gas to meet pipeline standards for natural gas and then inject this gas into the natural gas pipeline.

The purpose of this contract would be to maintain and operate the equipment which purifies and injects the gas. This equipment requires specialized work in running and maintaining high pressure gas upgrading equipment that Wastewater Enterprise does not have experience with.

**Why are these services required and what are the consequences of denial?:** The gas produced by anaerobic digestion must have a place to go, to release it directly to the atmosphere would violate the permit that Wastewater Enterprise has with the Bay Area Air Quality Management District. The digester gas must either go to the gas upgrading equipment or to back up flares. Flaring the digester gas simply burns the gas and converts any methane present to carbon dioxide. Flaring of the digester gas will be restricted in the new permit the Bay Area Air Quality Management District will be granting the Southeast Treatment Plant and flaring the digester gas is problematic for several reasons.

Flaring the digester gas is a waste of a valuable resource. Upgrading the digester gas and injecting it into the gas pipeline allows renewable natural gas to replace fossil fuel natural gas. The digester gas comes from carbon that was recently pulled out of the atmosphere by plants via photosynthesis. People consume carbon in plants (or in animals that ate plants) and this carbon comes to the treatment facility when people flush the toilet. These wastewater solids are treated in anaerobic digesters where microbes take the carbon and turn it into natural gas. Because digester gas comes from recently growing plants it is renewable and does not worsen climate change unlike the use of fossil fuel natural gas.

Flaring of the gas also emits more particulate matter than the gas upgrading and pipeline injection process and the Wastewater Enterprise has made a commitment to the community to reduce particulate matter emissions and improve air quality.

The production of digester gas through the wastewater treatment process is unavoidable. Currently the Wastewater Enterprise uses the digester gas to fuel boilers and run an engine which generates electricity, but more gas is produced than the boilers and engine can use and the engine is frequently offline for maintenance. Consequently, flares are often employed to manage the digester gas. The new equipment will have the ability to take 100% of the gas produced and put it into the natural gas pipeline. This new equipment should dramatically reduce the use of flares to manage biogas.

Without a contract for experts to run and maintain the gas upgrade equipment, Wastewater Enterprise staff would need to work with high pressure gas systems they do not have the experience to run and maintain safely, exposing staff to unnecessary safety risks. While high pressure gas equipment is operated by trained experts daily around the country without issue, accidents with health and safety consequences would be a risk if unqualified and inexperienced personnel were to operate the equipment. Additionally, improper operation of this equipment

and long periods of non-operation due to maintenance challenges would have air quality impacts on the community. Any down time of the equipment due to maintenance challenges would likely result in permit violations due to the use of back up flares for longer than allowed. For the health and safety of both Wastewater Enterprise staff as well as the surrounding community having a contractor that specializes in running and maintaining this equipment is the responsible course of action.

**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:** The contract will be PRO.0334

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

### Justification

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

Yes

**Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing:** The Southeast Treatment Plant's air permit requirements will have strict limitations on the use of flares in the event the gas upgrading equipment is offline. Improper operation of the equipment and non-operation of the equipment due to difficult repairs or improper operations will result in a permit violation.

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

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

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

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

**Q5a) Are the services required on an as-needed, intermittent, or periodic basis?:** No

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** The service requires specialized skills and expertise relating to the upgrading of digester gas to pipeline grade natural gas and expertise with high pressure gas systems.

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

**Q5c1) Identify the classifications:** 7348 - Steamfitter, 7373 - Sr. Stationary Eng, Sew Plant, 7372 - Stationary Eng, Sewage Plant

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

**Q5c3) Why are they not able to perform the services?:** The department currently has 7372 and 7373 classifications. While these classifications operate wastewater treatment facility processes, they do not have the experience or skills to operate high pressure gas upgrade

systems.

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

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

**Q5e1) Clearly describe and detail the training activities:** At the end of the contract term there will be a provision to train City employees if this is the course of action the City wishes to take. It is not clear at this point in time if it will be feasible for City employees to take over the work.

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

**Q5f1) Describe the transition plan, including the anticipated timeline:** At the end of the contract term there will be a provision to train City employees and transition to City operation of the process if this is the course of action the City wishes to take. It is not clear at this point in time if it will be feasible for City employees to take over the work.

**Additional information to support your request (Optional):** The safety of City employees and the surrounding community is the primary reason professionals with specific expertise in gas processes are being sought for this contract.

### Union Notifications

**Job Class(es):** 7348 - Steamfitter, 7373 - Sr. Stationary Eng, Sew Plant, 7372 - Stationary Eng, Sewage Plant

**Labor Unions:** 038 - Plumbers, Local 38, 039 - Stationary Engineers, Local 39

**Labor Union Email Addresses:** larryjr@ualocal38.org, cpark@local39.org

**Union Review Sent On:** 3/13/2025

**Union Review End Date:** 4/12/2025

**Union Review Duration Met On:** 4/12/2025

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Mario Valdez

**Department Coordinator:** Shawndrea Hale,  
SHale@sfgwater.org

**Project Manager:** Mario Valdez

**ServiceNow Number:** DHRPSC0005085

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** PRO.0271 Harrison/Treat Box Sewer Construction Management (CM) Staff Augmentation Services

As part of the SFPUC's Folsom Area Stormwater Improvements, the Harrison/Treat Box Sewer Project's primary goal is to mitigate flooding in the 17th Street and Folsom Street neighborhood area in San Francisco. The construction management staff augmentation services required for the Project include, but are not limited to, construction administration, construction inspection, construct contracts management, and project controls (construction scheduling and cost estimation).

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$4,985,000

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

## Duration

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

**PSC Duration (Months):** 40

## Funding

**Funding Source:** Federal Funds, State 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), a department of the City and County of San Francisco ("City"), seeks to retain the services of a qualified Proposer to provide construction management (CM) staff augmentation services for the Harrison and Treat Box Sewer Project ("Project"). As part of



the SFPUC's Sewer System Improvement Program (SSIP), and more specifically as a part of the Folsom Area Stormwater Improvements, the Project's primary goal is to mitigate flooding in the 17th Street and Folsom Street neighborhood area in San Francisco. The Project work focuses on improvements to over 12,000 linear feet of the area's existing sewer system, including deepening an existing reinforced concrete and brick box sewer, installing new reinforced concrete box sewers, upsizing existing pipe sewers, and installing new auxiliary pipe sewers and junction structures. The CM staff augmentation services required for the Project include, but are not limited to, expertise in construction management processes, contract claims and change order management, construction scheduling, cost estimation, construction sequencing, construction techniques such as deep excavation, specialized shoring, concrete placement, large diameter pipeline welding, coating, cathodic protection, large box sewer construction, construction safety, etc. The SFPUC will manage the staff augmentation team during construction for the Project for approximately 3 years and 4 months.

**Why are these services required and what are the consequences of denial?:** If these services are denied, there will be an impact to Project construction management staffing levels for the Harrison/Treat Box Sewer Project, thus resulting in construction delays, unmanaged and uninspected construction work, significantly increased construction costs, increased risks to quality control and assurance compliance as well as increased risk to Project safety.

**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?:** This request serves as a contingency measure to augment existing City staff to provide additional CM services when required for short term, as needed, intermittent work of limited duration for peak workloads which, once the Project is completed, would not necessitate on-going support. As such, the specialized CM needs for the Project are not consistent or long enough in duration to make it feasible to adopt a new civil service class.

## 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:** SFPUC Commission Approval to award PRO.0271 Harrison/Treat Box Sewer Construction Management Staff Augmentation Services

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

## Justification

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

No

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

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

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

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

**Q5a) Are the services required on an as-needed, intermittent, or periodic basis?:** No

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

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

Expertise in construction management processes, contract claims and change order management, scheduling, project controls, construction sequencing, construction techniques such as deep excavation, specialized shoring, concrete placement, large diameter pipeline welding, coating, cathodic protection, large box sewer construction, construction safety, etc.

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

**Q5c1) Identify the classifications:** 5241 - Engineer, 5207 - Assoc Engineer, 6318 - Construction Inspector

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

**Q5c3) Why are they not able to perform the services?:** Construction management services can and will be performed by City staff whenever possible. This request is meant to "augment" existing City staff on intermittent, short duration construction work when City staff is managing other construction projects.

The level of CM resources required for the project is not a long-term need that would warrant the hiring of new SFPUC personnel; these CM resources are needed in part due to peak workload staffing requirements resulting from the ongoing influx of SSIP construction projects, among others. There is more construction management work than can be performed by in-house SFPUC personnel. Additionally, the specialized CM experience and expertise with project controls services, such as construction scheduling and cost estimation, aren't readily available within the City workforce. If City staffing resources are confirmed to be available prior to the start of construction, then City staff will be prioritized. Once construction begins, and if an SFPUC or SFPW staff person becomes available, then that person may be assigned to the Project to gain experience and training for similar work on future construction projects. Furthermore, this approach helps eliminate the need to contract out additional professional CM services.

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

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

**Q5e1) Clearly describe and detail the training activities:** The SFPUC intends to address future, underdeveloped CM skill sets by directing the contractor to provide up to 8 hours of training in the areas of cost estimation and/or construction scheduling. The occupational types of City employees that will receive the training are primarily engineers (in all disciplines) and construction inspectors.

**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 is a one-time construction project, and the CM staff augmentation services supporting the Project will not be



needed at its completion.

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

**Union Notifications**

**Job Class(es):** 5241 - Engineer, 5207 - Assoc Engineer, 6318 - Construction Inspector

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

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

**Union Review Sent On:** 2/28/2025

**Union Review End Date:** 3/30/2025

**Union Review Duration Met On:** 3/30/2025

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

### Instructions:

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

Step 2: Complete the fields below.

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

### Document Content:

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

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

Dept Acronym:	SFPUC
Dept Name:	San Francisco Public Utilities Commission
PSC Coordinator Name:	Shawndrea Hale
PSC Coordinator Email:	<a href="mailto:shale@sfpwater.org">shale@sfpwater.org</a>
PSC ServiceNow Record Number:	42294 - 23/24

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000035018	11/26/2024	2/25/2029	\$ 10,720,500	42294 - 23/24	The construction management staff augmentation services required for the New CDD Campus at 2000 Marin Project included, but were not limited to, construction administration, construction inspection, construction contracts management, and project controls.

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Nora O'Hagan

**Department Coordinator:** Shawndrea Hale,  
SHale@sfgwater.org

**Project Manager:** Nora O'Hagan

**ServiceNow Number:** DHRPSC0005147

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Switchgear and Switchboard Maintenance

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

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

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

## Duration

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

**PSC Duration (Months):** 36

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Maintenance and testing of existing switchgear and switchboard assemblies at three San Francisco Water Division facilities. This contract is for the inspection, maintenance and testing of nine (9) switchgear, six (6) switchboards, and six (6) transformers.

**Why are these services required and what are the consequences of denial?:** This service is necessary to ensure the existing switchgear and switchboards are properly maintained and operational through the equipment's life cycle. Denial of this service will potentially cause existing switchgear and

switchboards to fail sooner than the life expectancy, and the purchase of replacement equipment earlier than intended.

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

### Board and Commission Approvals

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

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

### Justification

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

No

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

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

**Q4 - Does City lacks necessary facilities/equipment?:** Yes

**Q4a) What facilities or equipment does the City lack that contractor possesses?:** Vacuum Interrupter Tester, Insulation Resistance Tester, Contact Wipe Gauge, Close Spring Gag Plate

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

**Explain why:** Switchgear and switchboard testing is highly specialized and requires either an International Electrical Testing Association (NETA) or National Institute for Certification in Engineering Technologies (NICET) accredited electrical maintenance company following Maintenance Testing Specifications (MTS) standards.

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

### Union Notifications

**Job Class(es):** 7345 - Electrician

**Labor Unions:** 006 - Electrical Workers, Local 6

**Labor Union Email Addresses:** ibew6@ibew6.org

**Union Review Sent On:** 3/4/2025

**Union Review End Date:** 4/3/2025

**Union Review Duration Met On:** 4/3/2025

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Matthew Joe

**Department Coordinator:** Shawndrea Hale,  
SHale@sfgwater.org

**Project Manager:** Deidre Andrus

**ServiceNow Number:** DHRPSC0005172

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** PRO.0288 Technology – Electronic Bill Presentment and Payment

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

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

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

## Duration

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

**PSC Duration (Months):** 60

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Scope of Work/Services to be Contracted Out:

- Bank or third-party Electronic Bill Payment and Presentment System (EBPP) services: Electronic presentment of SFPUC bills to current and future bill pay customers through an EBPP Service.
- Bill pays consolidation services: Consolidation of electronic bill payment volumes produced through the various service providers in the industry.
- Branded EBPP services: Vendor hosted SFPUC branded EBPP Service to electronically deliver bills and accept electronic payments to/from SFPUC.
- Alternate and emerging electronic bill presentment and payment services; optional services and

## Post Union Notification

technologies that help SFPUC increased use of EBPP, reduce paper bills and / or increase electronic payments.

- Marketing and promotion services: Increase enrollment of SFPUC customers into SFPUCs branded EBPP Service.

**Why are these services required and what are the consequences of denial?:** The San Francisco Public Utility Commission's (SFPUC) Customer Services Bureau (CSB) Division desires to replace / renew their current electronic bill payment and presentment vendor (EBPP) whose contract is due to expire. The Customer Services Bureau (CSB) is responsible for the billing and collection of utility services and is the primary point of contact for water and wastewater customers. The CSB maintains over 177,000 water and wastewater service accounts, over 7,175 municipal and retail electric service accounts totaling over one billion dollars in annual revenue. The consequence of denying this request would render CSB and the SFPUC unable to effectively bill and collect electronic funds from customers.

**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?:** No, EBPP requires very specialized engineering, proprietary software and support skills. Developing the skills internally would not be practical or cost effective for the SFPUC or CCSF. For additional clarification, the development and configuration work interfacing Kubra with our customer portal (MyAccount), will be performed by a 1043 (IS Engineer) at the PUC. That work is being done in-house and we are not outsourcing that aspect of work to Kubra.

## Board and Commission Approvals

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

**Provide details related to contracts for which dept comm approval required:** The contract value is over \$1M and will require approval from the San Francisco Public Utilities 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 lack necessary facilities/equipment?:** No

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

Basis

**Q5a) Are the services required on an as-needed, intermittent, or periodic basis?:** No

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** EBPP requires very specialized engineering, proprietary software and support skills. Developing the skills internally would not be practical or cost effective for the SFPUC or CCSF.

**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:** EBPP requires very specialized engineering, proprietary software and support skills. Developing the skills internally would not be practical or cost effective for the SFPUC or CCSF.

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

**Q5e) Will contractor train City employees?:** No

**Q5e1) Explain why training of City employees is not required:** The SFPUC does not have the proprietary software required to perform the tasks.

**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, it wouldn't be efficient for the work to transition back to the City.

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

**Union Notifications**

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

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

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

**Union Review Sent On:** 3/14/2025

**Union Review End Date:** 4/13/2025

**Union Review Duration Met On:** 4/13/2025

**Instructions:**

- Document Content:**

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

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# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Katie Liu

**Department Coordinator:** Shawndrea Hale,  
SHale@sfgwater.org

**Project Manager:** Daniel Whitlock

**ServiceNow Number:** DHRPSC0005243

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Parts, Services and Repairs for IBak Sewer Camera Inspection Equipment

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

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

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

- Commodities & Equipment: \$350,000

## Duration

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

**PSC Duration (Months):** 60

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** SFPUC WWE CSD - Sewer Operations is seeking service to provide technical support, parts, training, repair and services for their IBak sewer camera inspection equipment. This equipment is highly technical and requires mechanical, specialized instrumentation and electronic skills to properly diagnose and repair. There are two aspects to this equipment. There is the computer and software side and robotic hardware side. Most often in order to properly diagnose problems within the robotic cameras they are required to be disassembled and connected to diagnostic software to help identify problems. Video and computer software diagnostics are also required to solve problems with the systems. This service is proprietary as the mfg of the equipment (IBAK) has an authorized

service/repair representative for this specialized equipment.

**Why are these services required and what are the consequences of denial?:** This equipment is vital to meeting the goals and expectations of our mandated Condition Assessment Program and WWE SOPs 5-year business plan. The inspection videos captured under the Condition Assessment Program are used to determine what PUC owned assets are repaired or replaced each year. 15 miles of sewer pipe is replaced each year based on these videos. The WWE is required by the state to reduce and prevent sewer overflows with in the sewer system. This equipment assists in diagnosing the cause of sewer overflows and in turn helps meet federal, state and local regulations. The denial of this request could result in fines and puts the goals, and expectations of associated programs at risk.

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

**How many contracts?:** 1

**Why have you not hired City employees to perform the services?:** Equipment is highly specialized and requires authorized services to perform repairs on the equipment.

### 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:** Contract is \$1 million.

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

### Justification

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

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

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

**Additional information to support your request (Optional):** We currently have PSC # DHRPSC0003610 approved for contract 1000025113 with existing supplier. Unfortunately, the supplier is no longer the exclusive authorized service and parts provider. The contract will be closed and the remainder of the PSC will no longer be required afterwards. The Office of Contract Administration will be creating a new contract with the new exclusive authorized servicer - Municipal Maintenance Equipment - through this PSC request.

SFPUC WWE CSD - Sewer Operations is seeking service to provide technical support, parts, training, repair and services for their IBak sewer camera inspection equipment. This equipment is highly technical and requires mechanical, specialized instrumentation and electronic skills to properly diagnose and repair. There are two aspects to this equipment. There is the computer and software side and robotic hardware side. Most often in order to properly diagnose problems within the robotic cameras they are required to be disassembled and connected to diagnostic software to help identify problems. Video and computer software diagnostics are also required to solve problems with the systems.

## 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, 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, mleach@ibt856.org

**Union Review Sent On:** 4/2/2025

**Union Review End Date:** 4/9/2025

**Union Review Duration Met On:** 4/9/2025

**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:**

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

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March 26, 2025

Re: Sole Source

To whom it may concern:

Municipal Maintenance Equipment is the sole source for RapidView IBAK pipeline inspection and rehabilitation equipment and parts and service in states of California and Nevada (excluding Clark County).

Sincerely,

A handwritten signature in black ink, appearing to read 'Steve Keranko'.

Steve Keranko  
Director of Sales  
RapidView LLC  
574-224-5450 | 800-656-4225 | [skeranko@rapidview.com](mailto:skeranko@rapidview.com)

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**RapidView IBAK North America**  
1828 W. Olson Rd. | Rochester, IN 46975  
Toll Free: (800) 656-4225 | Fax: (574) 223-7953  
Email: [info@rapidview.com](mailto:info@rapidview.com) | [www.rapidview.com](http://www.rapidview.com)

**Past Proven Future Ready**  
Pipeline Inspection and Rehab Equipment

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** ADP

**Submitted By:** Damario Bullard

**Department Coordinator:** Seth Kilbourn,  
seth.kilbourn@sfgov.org

**Project Manager:** Chauncey Robinson

**ServiceNow Number:** DHRPSC0005301

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 26471-18/19

**Brief description of proposed work:** Sex Offender Treatment Services-Containment Model

**Reason for the Request for Amendment:** Extend Duration

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Duration

## Amount

**Previously Approved Amount:** \$3,000,000

**Increase Amount:** \$0

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

**Total Amended Amount:** \$3,000,000

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

## Duration

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

**Previously Approved Duration (months):** 89

**Duration Increase (months):** 16

**Why are you requesting the PSC duration to be increased:** add duration to match active contracts using this PSC Authority, End date

**Total Amended Duration (months):** 105

**First Contract Start Date:** 9/17/2018

**PSC Duration End Date:** 6/18/2027

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

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

**Clearly describe scope and detail the services to be performed:** Comprehensive sex offender/containment model services to clients supervised by the San Francisco Adult Probation Department (SFAPD).

Starting in July 2012, registered sex offenders on parole or probation are required to participate in

sex offender management programs (California Penal Code, § 290.09). Also taking effect in July 2012

was a modification to Chelsea's Law, Assembly Bill 1844, which requires all defendants who are Registered Sex Offenders currently on formal probation for a 290 PC registerable offense to actively

participate in a California Sex Offender Management Board (CASOMB) approved Sex Offender Management Program (California Penal Code Sections 1203.067, 290.09, 9003). Chelsea's Law codified a system called The Containment Model that requires collaboration and communication with

a team comprised of the sex offender treatment provider, probation officer, polygraph examiner, and

a victim advocate when appropriate.

The Containment Model is considered a best practice when working with the sex offender population. This approach utilizes professionals from the fields of specialized mental health treatment, certified postconviction polygraphers, and specially trained community supervision officers (Probation/Parole). These professionals work together to "contain" the offender's behavior

while in the community. The Containment Model is an additional tool the supervision officer uses to

assess the risk an offender poses and develop a plan to mitigate that risk.

**Why are these services required and what are the consequences of denial?:** The Sex Offender Containment Model services are mandated by the State of California (Chelsea's Law, Assembly Bill 1844) and denial of such services would be a violation of the State's mandate and

would negatively impact public safety. Sex Offender services is a core public safety strategy of the

San Francisco Adult Probation Department. Denial of the service would result in a complete absence

of a vital service for high risk adults convicted of sex offenses. Without this service, clients would be

more likely to re-offend, relapse, and/or remain disconnected from critically social and behavioral health services needed to assist their rehabilitative journey.

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

**How many contracts?:** 1



**Why have you not hired City employees to perform the services?:** The services are to be provided by highly specialized mental health physicians, namely forensic psychiatrists, who must possess a current Containment Model Certification from the California Sex Offender Management Board (CASOMB). State of California per Pen. Code, § 290.09, § 1203.067, § 9003. Chelsea's Law, Assembly Bill 1844

## 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?:** No

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** The services are to be provided by highly specialized mental health physicians, namely forensic psychiatrists, who must possess a current Containment model certification from California offender management board (CASOMB).

**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:** Not Applicable

**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:** Not applicable

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

**Q5f1) Explain why the work will not be transitioned back to the City:** Not applicable

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

## Union Notifications

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

**Job Class(es):** 2232 - Senior Physician Specialist, 2551 - Mental Hlth Treatment Spec

**Labor Unions:** 021 - Prof & Tech Eng, Local 21, 164 - Physician/Dentists 8-CC, UAPD

## Post Union Notification



**Labor Union Email Addresses:** L21pscreview@ifpte21.org, pking@uapd.com

**Union Review Sent On:** 3/26/2025

**Union Review End Date:** 4/2/2025

**Union Review Duration Met On:** 4/2/2025

**Instructions:**

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

**Document Content:**

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

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

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PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ADULT PROBATION

Dept. Code: ADP

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 26741 - 18/19)

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

Type of Service: Sex Offender Treatment Services-Containment Model

Funding Source: General Funds

PSC Original Approved Amount: \$2,000,000 PSC Original Approved Duration: 11/01/18 - 10/31/23 (5 years)

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

PSC Mod#2 Amount: no amount added PSC Mod#2 Duration: 11/01/23-03/31/26 (2 years 21 weeks)

PSC Cumulative Amount Proposed: \$3,000,000 PSC Cumulative Duration Proposed: 7 years 21 weeks

**1. Description of Work**

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

Comprehensive sex offender/containment model services to clients supervised by the San Francisco Adult Probation Department (SFAPD).

Starting in July 2012, registered sex offenders on parole or probation are required to participate in sex offender management programs (California Penal Code, § 290.09). Also taking effect in July 2012 was a modification to Chelsea's Law, Assembly Bill 1844, which requires all defendants who are Registered Sex Offenders currently on formal probation for a 290 PC registerable offense to actively participate in a California Sex Offender Management Board (CASOMB) approved Sex Offender Management Program (California Penal Code Sections 1203.067, 290.09, 9003). Chelsea's Law codified a system called The Containment Model that requires collaboration and communication with a team comprised of the sex offender treatment provider, probation officer, polygraph examiner, and a victim advocate when appropriate.

The Containment Model is considered a best practice when working with the sex offender population. This approach utilizes professionals from the fields of specialized mental health treatment, certified postconviction polygraphers, and specially trained community supervision officers (Probation/Parole). These professionals work together to "contain" the offender's behavior while in the community. The Containment Model is an additional tool the supervision officer uses to assess the risk an offender poses and develop a plan to mitigate that risk.

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

The Sex Offender Containment Model services are mandated by the State of California (Chelsea's Law, Assembly Bill 1844) and denial of such services would be a violation of the State's mandate and would negatively impact public safety. Sex Offender services is a core public safety strategy of the San Francisco Adult Probation Department. Denial of the service would result in a complete absence of a vital service for high risk adults convicted of sex offenses. Without this service, clients would be more likely to re-offend, relapse, and/or remain disconnected from critically social and behavioral health services needed to assist their rehabilitative journey.

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.  
26741 - 18/19

D. Will the contract(s) be renewed?  
Pending availability of funds.

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

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

A. Display all that apply

- ☒ Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- ☒ Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. Include a copy of the applicable requirement or mandate.
- ☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

Explain the qualifying circumstances:

The services are to be provided by highly specialized mental health physicians, namely forensic psychiatrists, who must possess a current Containment Model Certification from the California Sex Offender Management Board (CASOMB). State of California per Pen. Code, § 290.09, § 1203.067, § 9003. Chelsea's Law, Assembly Bill 1844

B. Reason for the request for modification:

Add duration because active contracts using this PSC authority are being extended in duration.

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

- A. Specify required skills and/or expertise: Ability to provide Sex Offender services as mandated by the State of California per Pen. Code, § 290.09, § 1203.067, § 9003. Positions require clinical expertise in providing specialized "rehabilitative" forensic mental health services to adult sex offenders who are supervised by the SFAPD. The highly trained specialists must conduct state mandated assessments, write reports, provide focused individual and group therapy sessions and collaborate with probation officers. Additionally, this service requires vast experience providing forensic assessment and treatment services, and to possess a current Certification by the California Sex Offender Management Board (CASOMB).
- B. Which, if any, civil service class(es) normally perform(s) this work? 2232, Senior Physician Specialist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The selected contractor will provide services at their designated location/facility.

**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.  
The services are to be provided by highly specialized mental health physicians, namely forensic psychiatrists, who must possess a current Containment Model Certification from the California Sex Offender Management Board (CASOMB).
- 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. Since the service is so specific, it is best delivered through providers who are experienced in the clinical aspects of working with sex offenders, through the state mandated Containment Model services.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
Not applicable.
- C. Are there legal mandates requiring the use of contractual services?  
Chelsea's Law, Assembly Bill 1844 State of California per Pen. Code, § 290.09, § 1203.067, § 9003.
- 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 07/14/23, the Department notified the following employee organizations of this PSC/RFP request:  
Physicians and Dentists - 8CC; Physicians and Dentists - 11AA;

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

Name: David Agam Phone: (628) 652-2326 Email: david.agam@sfgov.org

Address: 945 Bryant Street, San Francisco, CA 94103

\*\*\*\*\*

#### FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 26741 - 18/19

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 07/21/2023

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ADULT PROBATIONDept. Code: ADPType of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 26741 - 18/19)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Sex Offender Treatment Services-Containment ModelFunding Source: General FundsPSC Original Approved Amount: \$2,000,000 PSC Original Approved Duration: 11/01/18 - 10/31/23 (5 years)PSC Mod#1 Amount: \$1,000,000 PSC Mod#1 Duration: no duration addedPSC Cumulative Amount Proposed: \$3,000,000 PSC Cumulative Duration Proposed: 5 years**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Comprehensive sex offender/containment model services to clients supervised by the San Francisco Adult Probation Department (SFAPD).

Starting in July 2012, registered sex offenders on parole or probation are required to participate in sex offender management programs (California Penal Code, § 290.09). Also taking effect in July 2012 was a modification to Chelsea's Law, Assembly Bill 1844, which requires all defendants who are Registered Sex Offenders currently on formal probation for a 290 PC registerable offense to actively participate in a California Sex Offender Management Board (CASOMB) approved Sex Offender Management Program (California Penal Code Sections 1203.067, 290.09, 9003). Chelsea's Law codified a system called The Containment Model that requires collaboration and communication with a team comprised of the sex offender treatment provider, probation officer, polygraph examiner, and a victim advocate when appropriate.

The Containment Model is considered a best practice when working with the sex offender population. This approach utilizes professionals from the fields of specialized mental health treatment, certified postconviction polygraphers, and specially trained community supervision officers (Probation/Parole). These professionals work together to "contain" the offender's behavior while in the community. The Containment Model is an additional tool the supervision officer uses to assess the risk an offender poses and develop a plan to mitigate that risk.

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

The Sex Offender Containment Model services are mandated by the State of California (Chelsea's Law, Assembly Bill 1844) and denial of such services would be a violation of the State's mandate and would negatively impact public safety. Sex Offender services is a core public safety strategy of the San Francisco Adult Probation Department. Denial of the service would result in a complete absence of a vital service for high risk adults convicted of sex offenses. Without this service, clients would be more likely to re-offend, relapse, and/or remain disconnected from critically social and behavioral health services needed to assist their rehabilitative journey.

- C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.  
Yes. By two competitively procured providers
- D. Will the contract(s) be renewed?  
Pending availability of funds.
- E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:  
Required services are on going.

## 2. Reason(s) for the Request

A. Display all that apply

- ☒ Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- ☒ Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. Include a copy of the applicable requirement or mandate.
- ☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

Explain the qualifying circumstances:

The services are to be provided by highly specialized mental health physicians, namely forensic psychiatrists, who must possess a current Containment Model Certification from the California Sex Offender Management Board (CASOMB). State of California per Pen. Code, § 290.09, § 1203.067, § 9003. Chelsea's Law, Assembly Bill 1844

B. Reason for the request for modification:

Increase PSC amount by 50%

## 3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Ability to provide Sex Offender services as mandated by the State of California per Pen. Code, § 290.09, § 1203.067, § 9003. Positions require clinical expertise in providing specialized "rehabilitative" forensic mental health services to adult sex offenders who are supervised by the SFAPD. The highly trained specialists must conduct state mandated assessments, write reports, provide focused individual and group therapy sessions and collaborate with probation officers. Additionally, this service requires vast experience providing forensic assessment and treatment services, and to possess a current Certification by the California Sex Offender Management Board (CASOMB).
- B. Which, if any, civil service class(es) normally perform(s) this work? 2232, Senior Physician Specialist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The selected contractor will provide services at their designated location/facility.



**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.

The services are to be provided by highly specialized mental health physicians, namely forensic psychiatrists, who must possess a current Containment Model Certification from the California Sex Offender Management Board (CASOMB).

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. Since the service is so specific, it is best delivered through providers who are experienced in the clinical aspects of working with sex offenders, through the state mandated Containment Model services.

**6. Additional Information**

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.

No.

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

Not applicable.

C. Are there legal mandates requiring the use of contractual services?

Chelsea's Law, Assembly Bill 1844 State of California per Pen. Code, § 290.09, § 1203.067, § 9003.

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 09/23/21, the Department notified the following employee organizations of this PSC/RFP request:

Physicians and Dentists - 8CC; Physicians and Dentists - 11AA;

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

Name: Veronica Martinez Phone: 415-553-9250 Email: veronica.martinez@sfgov.org



Address: 880 Bryant Street Room 200, San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 26741 - 18/19

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 10/12/2021

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** BOS

**Submitted By:** Edward de Asis

**Department Coordinator:** Edward de Asis,  
edward.deasis@sfgov.org

**Project Manager:** Edward de Asis

**ServiceNow Number:** DHRPSC0001654

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 41887-20/21

**Brief description of proposed work:** Budget and Legislative Analyst Services

**Reason for the Request for Amendment:** Increase NTE of contract and extend duration of the contract by six years (72 months).

## 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:** \$12,100,000

**Increase Amount:** \$23,900,000

**Why are you requesting the PSC amount to be increased?:** To account for future cost of living increases and to extend the duration of the contract by six years (72 months).

**Total Amended Amount:** \$36,000,000

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

## Duration

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

**Previously Approved Duration (months):** 48

**Duration Increase (months):** 72

**Why are you requesting the PSC duration to be increased:** Department is exercising one option to extend the contract term for six years. The existing contractor provides excellent, top-notch services to the Department and to the City.

**Total Amended Duration (months):** 120

**First Contract Start Date:** 1/1/2022

**PSC Duration End Date:** 1/1/2032

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Post Union Notification

## Scope of Work

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

**Clearly describe scope and detail the services to be performed:** Budget and Legislative Analyst shall provide detailed review of legislation pending before Board Committees and the Board including Annual Appropriation and Salary Ordinance, supplemental appropriation requests, leases, contract agreements, Municipal Code changes and Charter Amendments; provide policy analysis and evaluation of options for legislative initiatives that are of interest to the Board; provide policy analysis and support to the Government Audit and Oversight Committee regarding the Civil Grand Jury Reports; and perform management audits of City departments and programs to assess whether subject departments and programs are achieving economy, efficiency and effectiveness.

**Why are these services required and what are the consequences of denial?:** Budget and Legislative Analyst is a Charter-mandated function for the Board of Supervisors (Charter Section 2.117). Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget Analyst and such appointment shall be made on the basis of qualification by education, training and experience for the position. On December 15, 2020, the Board of Supervisors approved Motion No. M20-0201, directing the Clerk of the Board of Supervisors to initiate a Request for Proposal for the Budget and Legislative Analyst services.

**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?:** Civil services classes are not applicable because the Board of Supervisors has directed the Clerk of the Board to contract out this service. (Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget Analyst. The Board of Supervisors directed the Clerk of the Board to initiate an RFP process to select a Budget and Legislative Analyst by Motion No. M20-0201 approved on December 15, 2020.)

## 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:** Budget and

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

**Provide details related to contracts for which BOS approval will be required?:** Budget and Legislative Analyst Services

### 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?:** No

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

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

Expertise and skills in budget, policy, and legislative analysis, and performance audits.

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

**Q5c1) Identify the classifications:** 1830 - Perf Analyst III Project Mgr, 1823 - Senior Administrative Analyst, 0953 - Dep Dir III, 0952 - Dep Dir II, 1824 - Pr Administrative Analyst

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

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

**Q5c4) Explain why you are not hiring in these classifications:** The Mayor has ordered a hiring freeze citywide. The Department does not have budget to hiring in these classifications. Contracting out services results in cost savings for the City.

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

**Q5e) Will contractor train City employees?:** No

**Q5e1) Explain why training of City employees is not required:** The budget and legislative analyst performs services independently.

**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:** Budget and Legislative Analyst is a Charter-mandated function for the Board of Supervisors (Charter Section 2.117). Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget

Analyst and such appointment shall be made on the basis of qualification by education, training and experience

for the position. On December 15, 2020, the Board of Supervisors approved Motion No. M20-0201, directing the

Clerk of the Board of Supervisors to initiate a Request for Proposal for the Budget and Legislative

Analyst  
services.

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

**Union Notifications**

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

**Job Class(es):** 1830 - Perf Analyst III Project Mgr, 1823 - Senior Administrative Analyst, 0953 - Dep Dir III, 0952 - Dep Dir II, 1824 - Pr Administrative Analyst

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

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

**Union Review Sent On:** 3/28/2025

**Union Review End Date:** 4/4/2025

**Union Review Duration Met On:** 4/4/2025

**Instructions:**

Step 2: Complete the fields below.

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

**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.

[illegible]

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: BOARD OF SUPERVISORS

Dept. Code: BOS

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 41887 - 20/21)

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

Type of Service: Budget and Legislative Analyst Services

Funding Source: General Fund

PSC Original Approved Amount: \$10,500,000 PSC Original Approved Duration: 01/01/22 - 12/31/25 (4 years)

PSC Mod#1 Amount: \$1,600,000 PSC Mod#1 Duration: no duration added

PSC Cumulative Amount Proposed: \$12,100,000 PSC Cumulative Duration Proposed: 4 years

**1. Description of Work**

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

Budget and Legislative Analyst shall provide detailed review of legislation pending before Board Committees and the Board including Annual Appropriation and Salary Ordinance, supplemental appropriation requests, leases, contract agreements, Municipal Code changes and Charter Amendments; provide policy analysis and evaluation of options for legislative initiatives that are of interest to the Board; provide policy analysis and support to the Government Audit and Oversight Committee regarding the Civil Grand Jury Reports; and perform management audits of City departments and programs to assess whether subject departments and programs are achieving economy, efficiency and effectiveness.

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

Budget and Legislative Analyst is a Charter-mandated function for the Board of Supervisors (Charter Section 2.117). Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget Analyst and such appointment shall be made on the basis of qualification by education, training and experience for the position. On December 15, 2020, the Board of Supervisors approved Motion No. M20-0201, directing the Clerk of the Board of Supervisors to initiate a Request for Proposal for the Budget and Legislative Analyst services.

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

Yes

D. Will the contract(s) be renewed?

Yes, there is a possibility of modification for extension up to an additional four years.

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

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

Explain the qualifying circumstances:

Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget Analyst. The Board of Supervisors directed the Clerk of the Board to initiate an RFP process to select a Budget and Legislative Analyst by Motion No. M20-0201 approved on December 15, 2020.

B. Reason for the request for modification:

This modification is needed in order to increase the not-to-exceed amount of the current contract by \$1,600,000 from \$10,500,000 to \$12,100,000 to fund additional performance audits by request of the Board of Supervisors for the current contract term per Board approved motion M23-008.

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

- A. Specify required skills and/or expertise: Budget and Legislative Analyst must have the knowledge and expertise of the best industry practices; knowledge of the history and structure of the City; familiarity with and ability to research City, State, and Federal laws governing the subject matter; urban and fiscal policy expertise; ability to present policy options and implications in a concise and clear manner; ability to work with all members of the Board with a high degree of discretion, integrity, and objectivity.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1830, Perf Analyst III Project Mgr; 0952, Dep Dir II; 0953, Dep Dir III;
- 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 services classes are not applicable because the Board of Supervisors has directed the Clerk of the Board to contract out this service. (Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget Analyst. The Board of Supervisors directed the Clerk of the Board to initiate an RFP process to select a Budget and Legislative Analyst by Motion No. M20-0201 approved on December 15, 2020.)
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: It would not be necessary to adopt a new civil service class to perform this work. If the Board of Supervisors directs the Clerk of the Board to transition this service to be performed by City employees, then the Department will use existing civil service class to perform this work.

**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.  
Hours of training to be determined. The selected contractor will be trained on the use of City's budget and financial system as necessary.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.



F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?  
If so, please explain.  
Yes, PSC 41887-20/21 was approved 3/15/2021

7. **Union Notification:** On 01/27/23, the Department notified the following employee organizations of this PSC/RFP request:  
Prof & Tech Eng, Local 21; Municipal Executive Association;

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

Name: Wilson Ng Phone: 4155547725 Email: wilson.l.ng@sfgov.org

Address: 1 Dr. Carlton B. Goodlett Place Room 244, San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 41887 - 20/21

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 02/06/2023

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: BOARD OF SUPERVISORS -- BOS Dept. Code: BOSType of Request: ☒ Initial ☐ Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval: ☐ Expedited ☒ Regular (☐ Omit Posting)Type of Service: Budget and Legislative Analyst ServicesFunding Source: General Fund PSC Duration: 4 years  
PSC Amount: \$10,500,000 PSC Est. Start Date: 01/01/2022 PSC Est. End Date: 12/31/2025**1. Description of Work****A. Scope of Work:**

Budget and Legislative Analyst shall provide detailed review of legislation pending before Board Committees and the Board including Annual Appropriation and Salary Ordinance, supplemental appropriation requests, leases, contract agreements, Municipal Code changes and Charter Amendments; provide policy analysis and evaluation of options for legislative initiatives that are of interest to the Board; provide policy analysis and support to the Government Audit and Oversight Committee regarding the Civil Grand Jury Reports; and perform management audits of City departments and programs to assess whether subject departments and programs are achieving economy, efficiency and effectiveness.

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

Budget and Legislative Analyst is a Charter-mandated function for the Board of Supervisors (Charter Section 2.117). Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget Analyst and such appointment shall be made on the basis of qualification by education, training and experience for the position. On December 15, 2020, the Board of Supervisors approved Motion No. M20-0201, directing the Clerk of the Board of Supervisors to initiate a Request for Proposal for the Budget and Legislative Analyst services.

**C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.**

This service was provided in the past by a contractor since FY 1978-79. The last PSC number for this service is 4141-08/09.

**D. Will the contract(s) be renewed? Yes, there is a possibility of modification for extension up to an additional**

**2. Union Notification:** On 01/15/2021, the Department notified the following employee organizations of this PSC/RFP request: Municipal Executive Association; Prof & Tech Eng, Local 21

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**PSC# 41887 - 20/21

DHR Analysis/Recommendation:

03/15/2021

Commission Approval Required

Approved by Civil Service Commission

DHR Approved for 03/15/2021

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

A. Specify required skills and/or expertise:

Budget and Legislative Analyst must have the knowledge and expertise of the best industry practices; knowledge of the history and structure of the City; familiarity with and ability to research City, State, and Federal laws governing the subject matter; urban and fiscal policy expertise; ability to present policy options and implications in a concise and clear manner; ability to work with all members of the Board with a high degree of discretion, integrity, and objectivity.

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

0953,0952,1824,1823,1830,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

No.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

Civil services classes are not applicable because the Board of Supervisors has directed the Clerk of the Board to contract out this service. (Charter Section 2.117 states that the Board of Supervisors shall appoint and may remove a Budget Analyst. The Board of Supervisors directed the Clerk of the Board to initiate an RFP process to select a Budget and Legislative Analyst by Motion No. M20-0201 approved on December 15, 2020.)

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

It would not be necessary to adopt a new civil service class to perform this work. If the Board of Supervisors directs the Clerk of the Board to transition this service to be performed by City employees, then the Department will use existing civil service class to perform this work.

**5. Additional Information (if "yes", attach explanation)**

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? Hours of training to be determined. The selected contractor will be trained	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? The proposed work will be performed by a c	<input checked="" type="checkbox"/>	<input type="checkbox"/>

☒ THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 02/22/2021 BY:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: junko.laxamana@sfgov.org

Address: 1 Dr. Carlton B. Goodlett Place Room 244 San Francisco, CA 94102

# 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:** Emily Raganold

**ServiceNow Number:** DHRPSC0004489

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 47885-23/24

**Brief description of proposed work:** Safe Sleeping Drop-in Site

**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
- Requires CSC Approval by Duration

## Amount

**Previously Approved Amount:** \$4,200,000

**Increase Amount:** \$7,550,000

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

**Total Amended Amount:** \$11,750,000

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

## Duration

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

**Previously Approved Duration (months):** 24

**Duration Increase (months):** 36

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

**Total Amended Duration (months):** 60

**First Contract Start Date:** 7/15/2024

**PSC Duration End Date:** 7/15/2029

## Funding

**Funding Source:** State 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:** Contractor will provide a safe sleeping drop-in site and bed facility in San Francisco's Mission district to accommodate individuals experiencing homelessness and substance use disorders. The contractor will offer hospitality services to its visitors. Overdose Prevention Training will also be provided and will cover identifying a potential overdose, response to overdose, naloxone administration, and connection to care services. Linkage to various services will be offered, including substance use treatment, withdrawal management, residential management, residential treatment, and medications for Opioid Use Disorder. Contractor will provide to the Department of Public Health (DPH) de-identified visitor data and client satisfaction survey results.

**Why are these services required and what are the consequences of denial?:** These services are necessary because they provide safety, resources, and support for individuals experiencing homelessness and substance use disorders. Denial of services may cause these individuals to be forced to remain on the street, further increasing their risk of harm, including potential overdoses and the risk of death.

**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?:** While civil service positions exist that can meet this scope of work, the City lacks a sufficient facility to operate these services. Due to the urgency of the overdose and homeless crisis, waiting for the City to secure a facility is infeasible.

## Board and Commission Approvals

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

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

## Justification

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

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

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

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

**Q4 - Does City lacks necessary facilities/equipment?:** Yes

**Q4a) What facilities or equipment does the City lack that contractor possesses?:** The City lacks a facility to operate a safe sleeping site.

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

**Explain why:** The department does not plan to acquire the necessary facilities/equipment because the City does not have an appropriate site. Given the urgency of the overdose and homelessness crisis, delay in services would put vulnerable individuals at an increased risk.

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

#### Union Notifications

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

**Job Class(es):** 2587 - Health Worker 3, 2593 - Health Program Coordinator 3, 1822 - Administrative Analyst, 2119 - Health Care Analyst, 2591 - Health Program Coordinator 2, 2586 - Health Worker 2, 2585 - Health Worker 1, 2589 - Health Program Coordinator 1

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

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

**Union Review Sent On:** 2/7/2025

**Union Review End Date:** 4/8/2025

**Union Review Duration Met On:** 4/8/2025

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: Safe Sleeping Drop-In Site

Funding Source: State Opioid Settlement Dollars

PSC Amount: \$4,200,000

PSC Est. Start Date: 07/01/2024

PSC Est. End Date 06/30/2026

**1. Description of Work**

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

Contractor will provide a safe sleeping drop-in site and bed facility in San Francisco's Mission district to accommodate individuals experiencing homelessness and substance use disorders. The contractor will offer hospitality services to its visitors. Overdose Prevention Training will also be provided and will cover identifying a potential overdose, response to overdose, naloxone administration, and connection to care services. Linkage to various services will be offered, including substance use treatment, withdrawal management, residential management, residential treatment, and medications for Opioid Use Disorder. Contractor will provide to the Department of Public Health (DPH) de-identified visitor data and client satisfaction survey results.

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

These services are necessary because they provide safety, resources, and support for individuals experiencing homelessness and substance use disorders. Denial of services may cause these individuals to be forced to remain on the street, further increasing their risk of harm, including potential overdoses and the risk of death.

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.

This is a new service and has not been provided in the past.

D. Will the contract(s) be renewed?

If there is a continued need and as funding is available.

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

not applicable

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

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

☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

The City lacks a facility to operate a safe sleeping site.

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



- A. Specify required skills and/or expertise: Required skills and expertise include hospitality services, naloxone distribution and training, linkage to care, data collection, and reporting.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1822, Administrative Analyst; 2119, Health Care Analyst; 2585, Health Worker 1; 2586, Health Worker 2; 2587, Health Worker 3; 2589, Health Program Coordinator 1; 2591, Health Program Coordinator 2; 2593, Health Program Coordinator 3;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the contractor will provide a facility for safe sleeping within the Mission district in a location that has been historically trusted by the community and the population experiencing homelessness and substance use disorders.

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

Due to the urgency of the overdose and homeless crisis, there is a need for services to begin as quickly as possible. The city lacks an adequate site.

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

- A. Explain why civil service classes are not applicable.  
While civil service positions exist that can meet this scope of work, the City lacks a sufficient facility to operate these services. Due to the urgency of the overdose and homeless crisis, waiting for the City to secure a facility is infeasible.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. N/A

**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 training will be provided.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

**7. Union Notification: On 03/22/2024, the Department notified the following employee organizations of this PSC/RFP request:  
Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; 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: Reanna Albert Phone: 628-271-6178 Email: reanna.albert@sfdph.org

Address: 1380 Howard Street San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 47885 - 23/24

DHR Analysis/Recommendation:

action date: 07/15/2024

Commission Approval Required

Approved by Civil Service Commission

07/15/2024 DHR Approved for 07/15/2024

**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 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:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	<a href="mailto:reanna.albert@sfph.org">reanna.albert@sfph.org</a>
PSC ServiceNow Record Number:	DHRPSC0004489 v 1.01

[illegible]

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Amelia Clark

**Department Coordinator:** Shawndrea Hale,  
SHale@sfgwater.org

**Project Manager:** Ellen Levin

**ServiceNow Number:** DHRPSC0003544

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 38318-21/22

**Brief description of proposed work:** Technical services related to proprietary software

**Reason for the Request for Amendment:** Extending the contract for another 3 years.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

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

## Amount

**Previously Approved Amount:** \$99,670

**Increase Amount:** \$104,462

**Why are you requesting the PSC amount to be increased?:** We are extending the contract for another 3 years to continue necessary services, and need additional budget.

**Total Amended Amount:** \$204,132

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

- On-premise Software Support (without Professional Services): \$108,132

## Duration

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

**Previously Approved Duration (months):** 36

**Duration Increase (months):** 36

**Why are you requesting the PSC duration to be increased:** To continue necessary services.

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

**First Contract Start Date:** 8/1/2022

**PSC Duration End Date:** 7/31/2028

## 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:** San Francisco Public Utility Commission (SFPUC) has selected KISTERS North America (KISTERS) to provide various consulting and professional services to enhance the SFPUC's ability to work with the KISTERS products that SFPUC already have in use. This contract renews an existing License and Maintenance agreement and includes charges for the support and maintenance of those current software needs. The contract also includes as-needed professional services to support the WISKI system.

The SFPUC has been using WISKI (Water Information Systems KISTERS) for over a decade to support Hetch Hetchy Water and Power (HHWP), Natural Resources and Land Mangement (NRLM), and Water Supply and Treatment (WST) Divisions in the Water Enterprise. The software has been purchased. Annual license and maintenance fees are accounted for in this contract.

SFPUC requires on-going specialized support to maintain and improve the WISKI database. This support includes but is not limited to customer support conversations that exceed 30-minutes in length; trainings to SFPUC staff on WISKI or related tools, cleanup of the database; scripting by KISTERS staff of advanced calculation agents, reporting tools, and data transfer tools; review of existing codebase; troubleshooting of errors and slowness issues; systems administration support for issues related to the software product suite; and specialized support for implementation of software upgrades. Functional, design, and performance specifications will be developed by SFPUC staff for each individual task. KISTERS will provide a quote and estimated timeline for completion of each task based on the specifications and will proceed with work after receiving approval from SFPUC staff.

**Why are these services required and what are the consequences of denial?:** The SFPUC has been using WISKI (Water Information Systems KISTERS) for over a decade to support Hetch Hetchy Water and Power (HHWP), Natural Resources and Land Mangement (NRLM), and Water Supply and Treatment (WST) Divisions in the Water Enterprise. If we are not permitted to perform these enhancements, it will render the software virtually useless and detrimentally effect those business operations which rely upon it.

**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?:** Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

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

**Union Notifications**

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

**Job Class(es):** 1044 - IS Engineer-Principal, 1054 - IS Business Analyst-Principal, 1063 - IS Programmer Analyst-Senior

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

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

**Union Review Sent On:** 3/28/2025

**Union Review End Date:** 4/4/2025

**Union Review Duration Met On:** 4/4/2025

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC

Dept. Code: PUC

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

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

Type of Service: Technical services related to proprietary software

Funding Source: PUC Operating

PSC Amount: \$99,670

PSC Est. Start Date: 08/01/2022

PSC Est. End Date  
07/31/2025

**1. Description of Work**

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

San Francisco Public Utility Commission (SFPUC) has selected KISTERS North America (KISTERS) to provide various consulting and professional services to enhance the SFPUC's ability to work with the KISTERS products that SFPUC already have in use. This contract renews an existing License and Maintenance agreement and includes charges for the support and maintenance of those current software needs. The contract also includes as-needed professional services to support the WISKI system.

The SFPUC has been using WISKI (Water Information Systems KISTERS) for over a decade to support both Hetch Hetchy Water and Power (HHWP) and Water Supply and Treatment (WST). The software has been purchased. Annual license and maintenance fees are accounted for in this contract.

SFPUC requires on-going specialized support to maintain and improve the WISKI database. This support includes but is not limited to customer support conversations that exceed 30-minutes in length; trainings to SFPUC staff on WISKI or related tools, cleanup of the database; scripting by KISTERS staff of advanced calculation agents, reporting tools, and data transfer tools; review of existing codebase; troubleshooting of errors and slowness issues; systems administration support for issues related to the software product suite; and specialized support for implementation of software upgrades. Functional, design, and performance specifications will be developed by SFPUC staff for each individual task. KISTERS will provide a quote and estimated timeline for completion of each task based on the specifications and will proceed with work after receiving approval from SFPUC staff.

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

The SFPUC has been using WISKI (Water Information Systems KISTERS) for over a decade to support both Hetch Hetchy Water and Power (HHWP) and Water Supply and Treatment (WST). If we are not permitted to perform these enhancements, it will render the software virtually useless and detrimentally effect those business operations which rely upon it.

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.  
Previous PSC: 36554 - 14/15

D. Will the contract(s) be renewed?

This contract may be extended for an additional 3 years.

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

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

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

☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

Proprietary and specialized skills required.

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

A. Specify required skills and/or expertise: Expertise in enhancing the KISTERS Data Acquisition Tool (KiDAT), performing system changes to the SFPUC WISKI time series management software installation, and providing advance WISKI and KiScript training to the SFPUC.

B. Which, if any, civil service class(es) normally perform(s) this work? 1044, IS Engineer-Principal; 1054, IS Business Analyst-Principal; 1063, IS Programmer Analyst-Senior;

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

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

None - cannot because software is proprietary.

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

A. Explain why civil service classes are not applicable.

Civil Service classes are not applicable because the software solution is proprietary, highly complex and require specialized skills.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. Civil Service classes are not applicable because the software solution is proprietary, highly complex and require specialized skills.

**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.

Yes. Software Support Training: SFPUC staff require periodic advanced training

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 06/02/2022, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21

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

Name: Kristen McGuire Phone: 415-551-4377 Email: kmcguire@sfgwater.org

Address: 525 Golden Gate, 5th Floor San Francisco, CA

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 38318 - 21/22

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 07/21/2022



KISTERS North America, Inc.  
2999 Douglas Blvd STE 180  
Roseville, CA 95661, USA  
Telephone: +1 (916) 723-1441  
Facsimile: +1 (916) 774-1520  
<https://www.kisters.net/>



TO: Amelia G. Clark  
San Francisco Public Utilities Commission  
Hetch Hetchy Water & Power  
P.O. Box 160  
Moccasin, CA 95637

March 03, 2025

**Subject: Sole Source- KISTERS Environmental Data Management Software**

Dear Ms Clark,

KISTERS North America, Inc. is the only representative in North America authorized to sell, install implement and to provide support and maintenance contracts for our line of time series based products Hydstra, WISKI, BelVis and AquisNet.

The software used by San Francisco Public Utilities Commission is WISKI and currently there are no other companies trained or authorized to support this product. The performance, quality, features and/or uniqueness of the software may be compromised if supported by a vendor not familiar with the system. It is this unique capability and service that makes the purchase of the support and maintenance from KISTERS essential to the project

Regards,

A handwritten signature in blue ink, appearing to read 'Matt Ables'.

Matt Ables  
KISTERS North America, Inc.

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** PUC

**Submitted By:** Shawndrea Hale

**Department Coordinator:** Shawndrea Hale,  
SHale@sfgwater.org

**Project Manager:** Carolyn Chiu

**ServiceNow Number:** DHRPSC0005323

**Version:** 1.01

**Version Type:** Amendment

**Legacy PSC #:** 44553-16/17

**Brief description of proposed work:** Sewer System Improvement Program Construction Management Services (PRO.0026,28,68,104) PRO.0068 Biosolids Digester Facilities CM Staff Augmentation Services

**Reason for the Request for Amendment:** The schedule for the Southeast Plant Biosolids Digester Facilities Project (BFDP) is longer than originally anticipated due to project complexity and size. An amendment to add contract duration and value is being requested for the PRO.0068 contract to ensure continued construction management services are available through construction completion and closeout of the project.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Duration

## Amount

**Previously Approved Amount:** \$125,680,626

**Increase Amount:** \$31,500

**Why are you requesting the PSC amount to be increased?:** It is requested the PSC amount increase to address the added cost of extending the contract duration for PRO.0068 to meet the current project schedule for the Biosolids Digester Facilities Project.

**Total Amended Amount:** \$125,712,126

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

## Duration

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

**Previously Approved Duration (months):** 136

**Duration Increase (months):** 43

**Why are you requesting the PSC duration to be increased:** It is requested that the PSC duration be increased in line with the current schedule to complete the Biosolids Digester Facilities Project .

**Total Amended Duration (months):** 179

**First Contract Start Date:** 6/12/2017

**PSC Duration End Date:** 5/12/2032

## 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 San Francisco Public Utilities Commission (SFPUC) intends to award up to three (3) contracts ranging from \$15 million to \$35 million each to provide professional construction management (CM) services on an as-needed basis to support SFPUC staff on various Sewer System Improvement Program (SSIP) projects. These additional CM services will support existing staff on various SSIP projects including construction of the new headworks and biosolids digester facilities at the Southeast Water Pollution Control Plant (SEP) as well as major improvements and upgrades at other various wastewater treatment facilities. Additionally, as-needed CM staff may be required to support the SFPUC's Construction Management Bureau's organizational effort and may, for example, include adding on a short-term basis, Construction Engineer(s), Inspector(s), Safety Manager(s), and Cost Estimator(s).

**Why are these services required and what are the consequences of denial?:** The SFPUC does not have the staff resources to perform all of the required work nor could enough current staff be transferred from other City departments, e.g., SF Public Works. Additionally, no new hires could be added to meet the timing and/or requirements of the limited duration and specialized expertise for this proposed work effort. If denied, there would not be adequate staff and the necessary CM expertise to manage the construction of these projects, thus increasing the overall likelihood of inadequate performance on SSIP projects, which comprise a multi-billion dollar capital improvement program.

**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:** Contracts over 1 million

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

**Provide details related to contracts for which BOS approval will be required?:** Contracts over 10 million and 10 years

## Post Union Notification

## 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?:** No

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

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

Construction management skills include pre-construction services, contract administration, inspection services, contracts management, and project controls with expertise in the CM/GC project delivery method and in wastewater treatment facility construction including: contractor means and methods, safety regulations, water quality standards, system shutdowns and start-up procedures, equipment and performance testing, compliance with latest building codes, and claims expertise. These specialized skills and knowledge are essential for maintaining treatment plant operations and service to the customers during the overall SSIP construction period.

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

**Q5c1) Identify the classifications:** 5241 - Engineer, 5211 - Eng/Arch/Landscape Arch Sr, 6319 - Senior Const Inspector, 6318 - Construction Inspector

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

**Q5c3) Why are they not able to perform the services?:** Current civil service classes are not applicable because they do not have the specialized experience and knowledge to adequately manage the construction associated with large, complex wastewater treatment facilities, which are not the kind of projects these classes were set up to handle. Construction Engineers and Inspectors are needed to perform construction anagement work for SSIP projects, but this level of resources is not a long-term need that would warrant the hiring of new SFPUC personnel.

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

**Q5e) Will contractor train City employees?:** No

**Q5e1) Explain why training of City employees is not required:** Training will not be provided. However, the SFPUC has previously used resources from SF Public Works to support the operation, maintenance, and repair of its existing wastewater treatment facilities. As such, the SFPUC and SF Public Works will continue to partner, but on a larger scale, by augmenting existing CM staff resources to meet the specialized needs and peak workload demands of the SSIP construction projects.

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

**Q5f1) Explain why the work will not be transitioned back to the City:** The specialized needs of construction management for SSIP projects, e.g., performance testing and start-up activities of wastewater treatment facilities, are not consistent or long enough in duration to make it feasible

to adopt a new civil service class or to transition back to the City.

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

**Union Notifications**

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

**Job Class(es):** 5241 - Engineer, 5212 - Engineer/Architect Principal, 5211 - Eng/Arch/Landscape Arch Sr, 6319 - Senior Const Inspector, 6318 - Construction Inspector

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

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

**Union Review Sent On:** 4/2/2025

**Union Review End Date:** 4/9/2025

**Union Review Duration Met On:** 4/9/2025

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION

Dept. Code: PUC

Type of Request: ☐ Initial ☒ Modification of an existing PSC (PSC # 44553 - 16/17)

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

Type of Service: Sewer System Improvement Program Construction Management Services (PRO.0026,27,28,68,104).

Funding Source: SSIP Funded

PSC Original Approved Amount: \$67,000,000 PSC Original Approved Duration: 03/01/17 - 11/01/25 (8 years 35 weeks)

PSC Mod#1 Amount: \$25,000,000 PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$7,000,000 PSC Mod#2 Duration: no duration added

PSC Mod#3 Amount: \$10,000,000 PSC Mod#3 Duration: no duration added

PSC Mod#4 Amount: \$12,000,000 PSC Mod#4 Duration: 03/22/23-04/22/23 (0 sec)

PSC Mod#5 Amount: no amount added PSC Mod#5 Duration: 06/12/23-06/30/28 (5 years 10 weeks)

PSC Mod#6 Amount: \$4,680,626 PSC Mod#6 Duration: no duration added

PSC Cumulative Amount Proposed: \$125,680,626 PSC Cumulative Duration Proposed: 11 years 17 weeks

**1. Description of Work**

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

The San Francisco Public Utilities Commission (SFPUC) intends to award up to three (3) contracts ranging from \$15 million to \$35 million each to provide professional construction management (CM) services on an as-needed basis to support SFPUC staff on various Sewer System Improvement Program (SSIP) projects. These additional CM services will support existing staff on various SSIP projects including construction of the new headworks and biosolids digester facilities at the Southeast Water Pollution Control Plant (SEP) as well as major improvements and upgrades at other various wastewater treatment facilities. Additionally, as-needed CM staff may be required to support the SFPUC's Construction Management Bureau's organizational effort and may, for example, include adding on a short-term basis, Construction Engineer(s), Inspector(s), Safety Manager(s), and Cost Estimator(s).

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

The SFPUC does not have the staff resources to perform all of the required work nor could enough current staff be transferred from other City departments, e.g., SF Public Works. Additionally, no new hires could be added to meet the timing and/or requirements of the limited duration and specialized expertise for this proposed work effort. If denied, there would not be adequate staff and the necessary CM expertise to manage the construction of these projects, thus increasing the overall likelihood of inadequate performance on SSIP projects, which comprise a multi-billion dollar capital improvement program.

**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 44553 - 16/17

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

No.

**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 construction of the SSIP projects will span a time period of approximately eight (8) years and eight (8) months. This duration is due in large part to the sequencing of the construction work since the footprint for all of these construction projects is confined primarily to the wastewater treatment facilities located in San Francisco. In short, there is a large volume of construction work to be completed in a very small work area. Consequently, the as-needed CM services will be required throughout this entire construction duration.

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



A. Display all that apply

☒ Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Explain the qualifying circumstances:

The work under this contract requires specialized experience and knowledge to adequately manage the construction associated with large, complex wastewater treatment facilities.

B. Reason for the request for modification:

This Modification is being requested to increase funding by \$4,680,626. This professional services agreement reflects the increased level of effort needed to implement the re-scoping of the construction contract (WW-628) and to support the project through final completion. Construction was delayed by another concurrent construction contract.

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

A. Specify required skills and/or expertise: Construction management skills include pre-construction services, contract administration, inspection services, contracts management, and project controls with expertise in the CM/GC project delivery method and in wastewater treatment facility construction including: contractor means and methods, safety regulations, water quality standards, system shutdowns and start-up procedures, equipment and performance testing, compliance with latest building codes, and claims expertise. These specialized skills and knowledge are essential for maintaining treatment plant operations and service to the customers during the overall SSIP construction period.

B. Which, if any, civil service class(es) normally perform(s) this work? 5211, Eng/Arch/Landscape Arch Sr; 5241, Engineer; 6318, Construction Inspector; 6319, Senior Const Inspector;

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.

Current civil service classes are not applicable because they do not have the specialized experience and knowledge to adequately manage the construction associated with large, complex wastewater treatment facilities, which are not the kind of projects these classes were set up to handle. Construction Engineers and Inspectors are needed to perform construction management work for SSIP projects, but this level of resources is not a long-term need that would warrant the hiring of new SFPUC personnel.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: The specialized needs of construction management for SSIP projects, e.g., performance testing and start-up activities of wastewater treatment facilities, are not consistent or long enough in duration to make it feasible to adopt a new civil service class.

**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.  
Training will not be provided. However, the SFPUC has previously used resources from SF Public Works to support the operation, maintenance, and repair of its existing wastewater treatment facilities. As such, the SFPUC and SF Public Works will continue to partner, but on a larger scale, by augmenting existing CM staff resources to meet the specialized needs and peak workload demands of the SSIP construction projects.

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.  
HDR Engineering (PRO.0028)

7. **Union Notification:** On 04/24/24, the Department notified the following employee organizations of this PSC/RFP request:  
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Architect & Engineers, Local 21;

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

Name: Shawndrea Hale Phone: (415) 551-4540 Email: shale@sfwater.org

Address: 525 Golden Gate Avenue, 8th Floor, San Francisco, CA 94102

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44553 - 16/17

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 05/06/2024