



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Number: _____ - _____ -
2. For Civil Service Commission Meeting of: June 16th, 2025
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda
 Human Resources Directors Report
4. Subject: Review of Request of Approval of Proposed Personal Services Contracts
5. Recommendation: Review & Approve
6. Report prepared by: DHR on Behalf of CSC Telephone number:
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

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

**Executive Officer
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

Attachment

CSC RECEIPT STAMP

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PSC Requests Scheduled for 6/16/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0005241 v 0.01	DPH	New	\$4,200,000	\$4,200,000	Hepatitis C Virus (HCV) Treatment and Navigation Services	48	48
DHRPSC0005245 v 0.01	DPH	New	\$30,000,000	\$30,000,000	Hospital and Community Clinic Sites Unarmed Security Guard Services	60	60
DHRPSC0005278 v 0.01	DPH	New	\$30,000,000	\$30,000,000	Wraparound Services for Children, Youth, and Families	60	60
DHRPSC0005289 v 0.01	DPH	New	\$16,000,000	\$16,000,000	Provide program administration services, financial management and reporting, performance and quality management and service delivery in support of projects for Department of Public Health clients.	48	48
DHRPSC0005360 v 0.01	ECN	New	\$780,000	\$780,000	Data System Hosting, Maintenance, and Enhancement Services: The Office of Economic and Workforce Development (OEWD) is seeking proposals from qualified vendors to host, maintain, and enhance two web-based data management systems: WorkforceCentral and SmallBusinessCentral. These integrated systems track workforce, community, and economic development services funded through a combination of federal and state grants and local funding sources.	48	48

PSC Requests Scheduled for 6/16/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0005346 v 0.01	HRD	New	\$3,000,000	\$3,000,000	<p>General Investigation and Special Investigation Unit Services for Workers' Compensation.</p> <p>Services provided by the General Investigative Contractor will include establishing the claim, investigating and interviewing witnesses, preparing written reports to the City's Worker's Compensation Division and/or the Third Party Administration (TPA), verify and surveil subject, attend periodic meetings, submit monthly status reports and perform a variety of investigations which include - Activity Check, Social Media, and Electronic Databases, and provide courtroom testimony as necessary.</p> <p>Services provided by the Special Investigative Unit (SIU) Contractor will include establishing the claim, complete an SIU assessment, prepare written reports, provide recommendations regarding further handling and investigations, meet and confer with the SIU Coordinator, investigate subject, collaborate with the District Attorney, provide reports on trends and patterns to the SIU Coordinator.</p>	60	60

PSC Requests Scheduled for 6/16/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0005114 v 0.01	HSA	New	\$2,310,000	\$2,310,000	<p>The Elder Abuse Prevention Program, emanating from the Older Americans Act Title VII, seeks to enable older individuals and adults with disabilities to maintain their well-being through locally developed community-based systems of services to strengthen and implement programs for the prevention, detection, assessment, and treatment of elder abuse. The Department of Disability and Aging Services seeks to effectuate the coordination of interventions and prevention with adult protective services, law enforcement, courts, and other entities.</p> <p>The relevant service areas focus on training in abuse identification and mandated reporting to all agencies as defined by State law, and the establishment and coordination of Multi-Disciplinary Team (MDT) meetings on a regular basis for the benefit of Adult Protective Services (APS) clients through the facilitation of meetings, and in compliance with California law and state mandates. These meetings will gather the appropriate professionals for the review of active APS cases to support the resolution of challenging situations facing our clients (and closed cases in the instance of Elder and Disabled Death Review Team meetings).</p>	48	48

PSC Requests Scheduled for 6/16/2025

PSC	Department	Type of Approval	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration
DHRPSC0005372 v 0.01	REG	New	\$6,717,624	\$6,717,624	This contract is a continuation of an existing lease for voting equipment and associated maintenance. These services are required to ensure the City has a certified, accessible, and fully functional voting system in place for conducting local, state, and federal elections in compliance with California Elections Code and City Charter requirements.	60	60
DHRPSC0005418 v 0.01	SHF	New	\$2,700,000	\$2,700,000	A comprehensive Incarcerated Person Communications System inclusive of a jail telephone system, video visitation system, public telephone, correctional-grade tablet system, and a visitation scheduling application.	36	36
DHRPSC0003683 v 1.01	PUC	Amendment	\$84,947	\$284,947	Monitoring system for San Juaquin Pipeline # 3	43	84
DHRPSC0002074 v 1.01	TTX	Amendment	\$0	\$2,175,000	Debt Collection Software	120	240
		Total	\$95,792,571	\$98,167,571			

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: Nikole Trainor

ServiceNow Number: DHRPSC0005241

Version: 0.01

Version Type: New

Brief description of proposed work: Hepatitis C Virus (HCV) Treatment and Navigation Services

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$4,200,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 48

Funding

Funding Source: City Funds, State Funds

Special circumstances related to funding: Yes

Explain the special circumstances: California Department of Public Health (CDPH) funding requirements mandate that at least 50% of funds be allocated to local community-based organizations (CBOs). To comply with this requirement, general funds are used to supplement CDPH funds, which ensures agencies meet grant goals and objectives.

Scope of Work

Clearly describe scope and detail the services to be performed: Provide Hepatitis C Virus (HCV) treatment navigation and low-threshold treatment services in a high-impact setting for clients disproportionately affected by HCV, including individuals with histories of incarceration, homelessness, or substance use. Services will include drop-in treatment, linkage to care, post-treatment support to confirm successful cure by sustained virologic response (SVR), and outreach to engage new clients and reconnect those lost to care. To reduce barriers to treatment, services

will offer mobile testing and treatment equipment, wellness checks, appointment reminders, accompaniment to medical visits, medication storage, and onsite Medi-Cal enrollment assistance.

Why are these services required and what are the consequences of denial?: Services are required because HCV Treatment and Navigation services address barriers that marginalized populations, such as those experiencing homelessness, incarceration, or substance use, face when accessing care. Without these supports, many high-risk individuals may fall through the cracks, which will result in both individual and community health consequences. Denial of services will cause increased HCV cases/transmission and missed prevention opportunities. Providing these essential services ensures treatment access and ultimately saves lives while protecting San Francisco's most vulnerable populations.

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

How many contracts?: 4

Why have you not hired City employees to perform the services?: Per CDPH funding guidelines, 50% of the funding must be allocated to community-based organizations (CBOs) to expand services beyond the Department of Public Health.

Board and Commission Approvals

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

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

Justification

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

Yes

Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing:

CDPH funding requirements mandate that at least 50% of funds be allocated to local CBOs. To comply with this requirement, general funds are used to supplement CDPH funds, which ensures agencies meet grant goals and objectives.

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 department does not have mobile drop-in locations or treatment equipment located in high-impact communities, nor the necessary medication storage facilities necessary for secure and efficient distribution.

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

Explain why: CDPH funding requirements mandate that at least 50% of funds be allocated to local CBOs. These community partners already possess the necessary facilities/equipment to deliver these services in high-impact areas.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2587 - Health Worker 3, 2930 - Behavioral Health Clinician, 2586 - Health Worker 2, 2585 - Health Worker 1, 2932 - Sr Behavioral Health Clinician, 2588 - Health Worker 4

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 3/18/2025

Union Review End Date: 5/17/2025

Union Review Duration Met On: 5/17/2025

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:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@sfdpb.org
PSC ServiceNow Record Number:	DHRPSC0005241



City and County of San Francisco
Daniel Lurie, Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: May 20, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for June 16, 2025 Civil Service Commission Meeting:
DHRPSC0005241 Hepatitis C (HCV) Treatment and Navigation Services

This is to respectfully request that the above PSC be included for the Civil Service Commission meeting on June 16, 2025. Below is a summary of the department's communications with SEIU Local 1021. The department met with the union in April and has since followed up three times to inquire about the status of their written Request for Information but has not received a response. As such, the department is requesting that the PSC proceed to the Civil Service Commission to prevent delays in the contracting process.

<u>PSC</u>	<u>Union Notification End Date</u>	<u>Summary</u>
DHRPSC0005241	May 17, 2025	<ul style="list-style-type: none">• March 18, 2025: PSC was submitted and union was notified.• April 17, 2025: DPH had a meeting with SEIU Local 1021 regarding their objection to the PSC.• April 30, May 8, and May 19: DPH followed up with the union to inquire about the status of their written Request for Information, but has not received a response.

We appreciate your time and consideration. Please let us know if you need further information.
I can be reached at 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: May 20, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR
FROM: Reanna Albert, PSC Coordinator, Department of Public Health
RE: DHRPSC0005241 v 0.01 Hepatitis C (HCV) Treatment and Navigation Services

Summary of Union Objection:

On April 17, 2025, DPH met with SEIU Local 1021 to discuss this PSC. The union's objection focused on why the HCV treatment and navigation services are being contracted out rather than performed by DPH civil service staff. SEIU questioned why Health Workers are not providing these services. DPH responded that State funding requires partnership with community-based organizations (CBOs) and that 50% of the funds must go to CBOs. SEIU indicated they would follow up with a written Request for Information.

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



Outlook

Re: DPH [DHRPSC0005241] submitted for Union Review

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

Date Mon 5/19/2025 10:17 AM

To Carey Dall <Carey.Dall@seiu1021.org>; Trainor, Nikole (DPH) <nikole.trainor@sfdph.org>; Grinstein, Rachel (DPH) <rachel.grinstein@sfdph.org>

Cc Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>

Hi Carey,

Following up. Please us know when we can expect to receive this RFI.

The PSC is getting scheduled for CSC on 6/16/25.

Thanks,
Reanna

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

Sent: Thursday, May 8, 2025 3:27 PM

To: Carey Dall <Carey.Dall@seiu1021.org>; Trainor, Nikole (DPH) <nikole.trainor@sfdph.org>; Grinstein, Rachel (DPH) <rachel.grinstein@sfdph.org>

Cc: Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>

Subject: Re: DPH [DHRPSC0005241] submitted for Union Review

Hi Carey,

Following up on the RFI and checking in on when we can expect to receive it.

Thanks,
Reanna

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

Sent: Wednesday, April 30, 2025 4:05 PM

To: Carey Dall <Carey.Dall@seiu1021.org>; Trainor, Nikole (DPH) <nikole.trainor@sfdph.org>; Grinstein, Rachel (DPH) <rachel.grinstein@sfdph.org>

Cc: Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>

Subject: Re: DPH [DHRPSC0005241] submitted for Union Review

Hi Carey,

Thanks again for meeting with us on 4/17. Following up to see when we can expect to receive the union's Request for Information regarding this PSC.

Thanks,
Reanna

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Thursday, March 27, 2025 2:18 PM
To: Carey Dall <Carey.Dall@seiu1021.org>; Trainor, Nikole (DPH) <nikole.trainor@sfdph.org>; Grinstein, Rachel (DPH) <rachel.grinstein@sfdph.org>
Cc: Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>
Subject: Re: DPH [DHRPSC0005241] submitted for Union Review

Confirmed, thank you.

From: Carey Dall <Carey.Dall@seiu1021.org>
Sent: Thursday, March 27, 2025 10:05 AM
To: Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Trainor, Nikole (DPH) <nikole.trainor@sfdph.org>; rachel.grinstein1@sfdph.org <rachel.grinstein1@sfdph.org>
Cc: Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>
Subject: RE: DPH [DHRPSC0005241] submitted for Union Review

Hello Reanna –

Let's do April 17 at 330pm.

Please have Laura Ocon and Brandon Dawkins released for this meeting. Thank you.

Regards,
Carey

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Wednesday, March 26, 2025 10:26 AM
To: Carey Dall <Carey.Dall@seiu1021.org>; Trainor, Nikole (DPH) <nikole.trainor@sfdph.org>; rachel.grinstein1@sfdph.org; PSCreview <PSCreview@seiu1021.org>
Subject: Re: DPH [DHRPSC0005241] 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,

Thanks for letting us know. Please advise if any of the following times will work for SEIU.

April 8 - 4pm
April 10 - 4pm
April 17 - 3:30pm

Thanks,
Reanna

From: Carey Dall <Carey.Dall@seiu1021.org>
Sent: Tuesday, March 18, 2025 10:52 AM
To: DT Service Now (TIS) <ccsfdt@service-now.com>; Trainor, Nikole (DPH) <nikole.trainor@sfdph.org>; rachel.grinstein1@sfdph.org <rachel.grinstein1@sfdph.org>; PSCreview <PSCreview@seiu1021.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Subject: RE: DPH [DHRPSC0005241] 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. Please provide dates and times for meet and confer.

Mahalo.

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

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Tuesday, March 18, 2025 10:47 AM
To: nikole.trainor@sfdph.org; rachel.grinstein1@sfdph.org; PSCreview <PSCreview@seiu1021.org>; reanna.albert@sfdph.org
Subject: DPH [DHRPSC0005241] 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 [DHRPSC0005241]. 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 2025-05-17.**

PSC Summary

=====

Record Number: DHRPSC0005241 v 0.01

Description of Proposed Work: Hepatitis C Virus (HCV) Treatment and Navigation 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

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

PSC Amount: \$4,200,000.00

PSC Duration (months): 48

Funding Source(s): City Funds, State Funds

Special Funding Circumstances: California Department of Public Health (CDPH) funding requirements mandate that at least 50% of funds be allocated to local community-based organizations (CBOs). To comply with this requirement, general funds are used to supplement CDPH funds, which ensures agencies meet grant goals and objectives.

Scope of Work: Provide Hepatitis C Virus (HCV) treatment navigation and low-threshold treatment services in a high-impact setting for clients disproportionately affected by HCV, including individuals with histories of incarceration, homelessness, or substance use. Services will include drop-in treatment, linkage to care, post-treatment support to confirm successful cure by sustained virologic response (SVR), and outreach to engage new clients and reconnect those lost to care. To reduce barriers to treatment, services will offer mobile testing and treatment equipment, wellness checks, appointment reminders, accompaniment to medical visits, medication storage, and onsite Medi-Cal enrollment assistance.

Job Class(es): 2585 - Health Worker 1, 2586 - Health Worker 2, 2587 - Health Worker 3, 2588 - Health Worker 4, 2930 - Behavioral Health Clinician, 2932 - Sr Behavioral Health Clinician

PSC Justification(s)

- Regulatory or legal requirements disallow use of City employees
- Service for which City lacks the necessary facilities/equipment

Ref:TIS5749712_uf9nQpx4nJILt1hFC7aq

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: My Lan Do Nguyen

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

Project Manager: Basil Price

ServiceNow Number: DHRPSC0005245

Version: 0.01

Version Type: New

Brief description of proposed work: Hospital and Community Clinic Sites Unarmed Security Guard Services

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$30,000,000

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

within Department designated turn-around times.

Why are these services required and what are the consequences of denial?: Security services are critical for the protection of patients, visitors and staff and to ensure the safety and order within facilities. A safe and secure environment is the responsibility of complying with accreditation and licensing, as well as federal, state, and local regulatory agencies. The Department has recognized that the need for security as a major public safety measure. Denial of this service would leave the facilities vulnerable to safety risk, and potentially at risk of lawsuits and denial of reimbursements, especially from federal and/or State payors.

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

How many contracts?: 2

Why have you not hired City employees to perform the services?: The San Francisco Sheriff's Office has provided these services but acknowledged that they are experiencing significant staffing challenges, and are unable to provide uninterrupted, 24 hours/7days per week coverage as is required of most of the hospital positions. When the Sheriff's Office can fill their vacant positions, they will resume providing this service.

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

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

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

Q5b) Why do you believe this to be a transitional or short-term situation?: When the Sheriff's Department can fill their vacant positions, they will resume providing this service.

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

Q5d) Describe the required skills and expertise needed to perform the services: All security

staff must possess a current license by the appropriate agency, such as the California Security Guard Registration Card issued by the State of California Bureau of Security and Investigative Services. They must also be trained in patrol techniques, report-writing, communication, access control, conflict resolution and de-escalation techniques.

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

Q5f) Explain why the employees are not able to perform these services: The Sheriff's Department continues to experience significant staffing challenges and are unable to provide uninterrupted, 24 hours/7 days per week/365 days per year coverage required for each position.

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

Q5h) Explain why: The Sheriff's Department's persistent staffing challenges mean we cannot immediately discontinue contracted services. The need to maintain uninterrupted, 24/7/365 coverage requires us to continue these services to ensure public safety and operational stability, even after individual incidents are resolved

Additional information to support your request (Optional):

Union Notifications

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

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 3/13/2025

Union Review End Date: 5/12/2025

Union Review Duration Met On: 5/12/2025



City and County of San Francisco
Daniel Lurie, Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: May 15, 2024

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for June 16, 2025 Civil Service Commission Meeting:
DHRPSC0005245 Hospital and Community Clinic Sites Unarmed Security Guard Services

This is to respectfully request that the above PSC be included for the Civil Service Commission meeting on June 16, 2025. The PSC was submitted March 13, 2025 and the 60-day union notification period ended May 12, 2025. Below is a summary of the Department's ongoing communications with SEIU Local 1021.

PSC	Union Notification End Date	Summary
DHRPSC0005245	5/12/25	<ul style="list-style-type: none">• 3/13/25: PSC was submitted and SEIU was notified• 3/14/25 and 4/15/25: Union objected• 4/18/25: Pre-Award Unit emailed SEIU offering dates• 4/18/25: Guidance received indicating DPH Labor Relations should lead scheduling• 4/22/25: Labor Relations emailed SEIU requesting their availability• 4/23/25: SEIU responded, stating they would provide availability by next week• 5/7/25: SEIU emailed Pre-Award Unit asking for dates to meet• 5/7/25: Pre-Award Unit asked SEIU if they had reached out to Labor Relations• 5/12/25: SEIU asked Pre-Award Unit for DPH availability• 5/14/25: Labor Relations followed up with SEIU requesting union's availability• Meeting is tentatively scheduled for 5/29/25

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



RE: DPH [DHRPSC0005245] submitted for Union Review

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

Date Fri 3/14/2025 12:11 PM

To DT Service Now (TIS) <ccsfdt@service-now.com>; Price, Basil (DPH) <basil.price@sfdph.org>; PSCreview <PSCreview@seiu1021.org>; Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.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 and confer. Please provide us dates.

Thank you.

Regards,

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

From: CCSF IT Service Desk <ccsfdt@service-now.com>
Sent: Thursday, March 13, 2025 2:07 PM
To: basil.price@sfdph.org; PSCreview <PSCreview@seiu1021.org>; kelly.hiramoto@sfdph.org; mylando.nguyen@sfdph.org; reanna.albert@sfdph.org
Subject: DPH [DHRPSC0005245] 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 [DHRPSC0005245]. 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 2025-05-12.**

PSC Summary

Record Number: DHRPSC0005245 v 0.01

Description of Proposed Work: Hospital and Community Clinic Sites Unarmed Security Guard Services

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

CSC Approval by Amount

Submitting Department: DPH

Dept PSC Coordinator: Kelly Hiramoto

Dept PSC Coordinator Email: kelly.hiramoto@sfdph.org

PSC Amount: \$30,000,000.00

PSC Duration (months): 60

Funding Source(s): City Funds

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

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

PSC Justification(s)

=====

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

Ref:TIS5739024_mM0rMtIUI8XI12DctAHM

FW: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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

Date Tue 4/15/2025 3:04 PM

To Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Cc Kim, Luenna (DPH) <luenna.kim@sfdph.org>

Good afternoon,
Not sure who manages the DPH Solicitations email but
The union has reached out to meet about this PSC,

Reanna and Kelly,
Please let us know if you'd like DPH Labor to handle first.

Thanks,



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 SFDPH

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: Oumar Fall <Oumar.Fall@SEIU1021.ORG>

Sent: Tuesday, April 15, 2025 3:02 PM

To: DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>; Williams, Ramon (DPH)

<ramon.williams@sfdph.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>

Cc: Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Khalil Kaid <Khalil.Kaid@seiu1021.org>; Derek Arthur <Derek.Arthur@seiu1021.org>

Subject: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

To whom it may concern

SEIU Local 1021 is requesting to meet and confer over this contracting out of the work performed by our members and the hiring of an unarmed security service.

Feel free to reach out to me to schedule a meeting to confer over the impacts of this service.

In Unity,

Oumar Fall
SEIU Local 1021
SF Field Director
Cell: (415) 307-3244
Office: (415) 848-3676
Email: oumar.fall@seiu1021.org



Re: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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

Date Fri 4/18/2025 9:58 AM

To Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Oumar Fall <oumar.fall@seiu1021.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>

Cc Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Khalil Kaid <Khalil.Kaid@seiu1021.org>; Derek Arthur <Derek.Arthur@seiu1021.org>

Hi Oumar,

Thanks for reaching out. Below is DPH staff availability for a meeting. Please let me know what works best for SEIU.

5/7 - 2pm

5/8 - 2pm or 3pm

5/13 - 3pm

Thanks,

Reanna

From: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>

Sent: Tuesday, April 15, 2025 3:13 PM

To: Oumar Fall <oumar.fall@seiu1021.org>; DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Cc: Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Khalil Kaid <Khalil.Kaid@seiu1021.org>; Derek Arthur <Derek.Arthur@seiu1021.org>

Subject: Re: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

Hello,

Thank you for reaching out.

[@Albert, Reanna \(DPH\)](#) is DPH's PSC Coordinator. She will follow up on the request to meet.

Have a great day!

My Lan

My Lan Do Nguyen (she/her)

Manager of Contractual Pre-Award, Compliance and Training Services
San Francisco Department of Public Health

Office of Contract Management and Compliance
101 Grove St., Room 410
San Francisco, CA 94102
mylando.nguyen@sfdph.org
628-271-7580 (WRK-Teams)

From: Oumar Fall <Oumar.Fall@SEIU1021.ORG>
Sent: Tuesday, April 15, 2025 3:01 PM
To: DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>
Cc: Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Khalil Kaid <Khalil.Kaid@seiu1021.org>; Derek Arthur <Derek.Arthur@seiu1021.org>
Subject: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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Feel free to reach out to me to schedule a meeting to confer over the impacts of this service.

In Unity,

Oumar Fall
SEIU Local 1021
SF Field Director
Cell: (415) 307-3244
Office: (415) 848-3676
Email: oumar.fall@seiu1021.org





Outlook

Re: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

From Rivera, Hector (DPH) <hector.rivera1@sfdph.org>

Date Tue 4/22/2025 3:24 PM

To Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Oumar Fall <oumar.fall@seiu1021.org>; Fisher, Denise (DPH) <denise.fisher@sfdph.org>; Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Crumpton, Marc (DPH) <marc.crumpton@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>

Cc Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>; DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Hello Oumar,

Can the union please share some dates and times that you are available to meet in the next few weeks?

Thanks and best regards,



SFDPH

HUMAN RESOURCES
LABOR RELATIONS

• INVESTIGATIONS •

Héctor Rivera (He, His, Him)

Principal HR Analyst, HR Labor
Relations

Zuckerberg General Hospital, San
Francisco

1001 Potrero Ave, San Francisco,
CA 94110

San Francisco Department of
Public Health

Direct Line 415-813-8214

We Are SFDPH

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From: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>

Sent: Tuesday, April 22, 2025 3:17 PM

To: Oumar Fall <oumar.fall@seiu1021.org>; Fisher, Denise (DPH) <denise.fisher@sfdph.org>; Rivera, Hector (DPH) <hector.rivera1@sfdph.org>; Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Crumpton, Marc (DPH) <marc.crumpton@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>

Cc: Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>; DPH-SFDPH

Solicitations <sfdph.solicitations@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Subject: Re: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

Hi Oumar,

Thanks so much for reaching out with your request to meet about DHRPSC0005245 for unarmed security services. I've looped in the DPH Labor Relations Team so they can coordinate directly with you to find a time that works.

Have a great day!

My Lan

My Lan Do Nguyen (she/her)

Manager of Contractual Pre-Award, Compliance and Training Services

San Francisco Department of Public Health

Office of Contract Management and Compliance

101 Grove St., Room 410

San Francisco, CA 94102

mylando.nguyen@sfdph.org

628-271-7580 (WRK-Teams)

From: Oumar Fall <Oumar.Fall@SEIU1021.ORG>

Sent: Tuesday, April 22, 2025 3:12 PM

To: DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>

Cc: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Claude Joseph <Claude.Joseph@seiu1021.org>;

Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Elizabeth Travelslight

<Elizabeth.Travelslight@seiu1021.org>

Subject: RE: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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Hi Nguyen

SEIU Local 1021 would like to meet over this PSC requesting some unarmed security guards services throughout DPH.

Looking forward to hearing from you on the request to meet and confer as soon as possible.

Sincerely,

Oumar Fall
SEIU Local 1021
SF Field Director
Cell: (415) 307-3244
Office: (415) 848-3676
Email: oumar.fall@seiu1021.org



From: DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>
Sent: Tuesday, April 22, 2025 11:09 AM
To: DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>
Cc: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Subject: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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Hello,

Please see the attached documents for SFGOV- 0000010377 SFDPH RFP Unarmed Security Services:

1. SFGOV-10377 Unarmed Security Guard Services RFP Flyer
2. SFGOV-10377 Unarmed Security Guard Services RFP Addendum No. 1
3. SFGOV-10377 Unarmed Security Services RFP Pre-Proposal Meeting Slides

Thank you!

San Francisco Department of Public Health
Office of Contract Management and Compliance
sfdph.solicitations@sfdph.org
[Sign up](#) to receive our future emails.

From: DPH-SFDPH Solicitations
Sent: Friday, April 11, 2025 3:42 PM
To: DPH-SFDPH Solicitations
Subject: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

Distribution Notice
City and County of San Francisco
Department of Public Health



SOURCING EVENT ID: SFGOV- 0000010377

REQUEST FOR PROPOSALS (RFP)

UNARMED SECURITY GUARD SERVICES

The Department of Public Health (“City” or “DPH”) is requesting proposals from qualified firms to provide the City with **unarmed security guard services**. The scope of work will consist of 24/7 unarmed security services, including holidays, with full-time and partial-day guards, on-site security supervisor(s), and roving patrols. This solicitation will result in the award of **one contract** for the premises listed below.

1. **Zuckerberg San Francisco General Hospital (ZSFGH)**. Located at 1001 Potrero Avenue, San Francisco, CA 94110
2. **Laguna Honda Hospital (LHH)**. Located at 375 Laguna Honda Blvd., San Francisco, CA 94116
3. **Community Clinic Sites**. Community Clinic Sites operated by DPH. The sites listed in this solicitation are where unarmed security guards are currently needed, but during the term of the contract, the City may expand services to additional sites as required.

Schedule of Events

Activity	Time	Due Date
RFP Notice Published		4/11/2025
Pre-Proposal Conference	11:00AM – 12:00PM PST	4/17/2025
Deadline for Questions	5:00PM PST	4/24/2025
Deadline to Submit Proposals	2:00PM PST	5/08/2025
Estimated Short-Listing Notification for Oral Interviews		5/22/2025
Estimated Oral Interviews		5/29/2025
Estimated Announcement of Intent to Award		June 2025
Health Commission Review and Approval		July 2025
Estimated Start Date		8/01/2025

To receive a copy of this Solicitation, please go to (search Event ID listed above):

<https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>

Or contact:

My Lan Do Nguyen, SFDPH Office of Contract Management & Compliance

Email: mylando.nguyen@sfdph.org Phone: (628) 271-7580

PROPOSALS ARE DUE ON OR BEFORE 2:00 PM PST, May 8, 2025

San Francisco Department of Public Health
Office of Contract Management and Compliance
sfdph.solicitations@sfdph.org
[Sign up](#) to receive our future emails.

RE: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

From Oumar Fall <Oumar.Fall@SEIU1021.ORG>

Date Wed 4/23/2025 3:16 PM

To Rivera, Hector (DPH) <hector.rivera1@sfdph.org>; Nguyen, My Lan Do (DPH) <mylano.nguyen@sfdph.org>; Fisher, Denise (DPH) <denise.fisher@sfdph.org>; Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Crumpton, Marc (DPH) <marc.crumpton@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>

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Hi Hector

The Union will get back to you on our availability by next week.

Sincerely,

Oumar Fall
SEIU Local 1021
SF Field Director
Cell: (415) 307-3244
Office: (415) 848-3676
Email: oumar.fall@seiu1021.org



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Sent: Tuesday, April 22, 2025 3:24 PM

To: Nguyen, My Lan Do (DPH) <mylano.nguyen@sfdph.org>; Oumar Fall <Oumar.Fall@SEIU1021.ORG>; Fisher, Denise (DPH) <denise.fisher@sfdph.org>; Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Crumpton, Marc (DPH) <marc.crumpton@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>

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Subject: Re: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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Hello Oumar,

Can the union please share some dates and times that you are available to meet in the next few weeks?

Thanks and best regards,



Héctor Rivera (He, His, Him)

Principal HR Analyst, HR Labor Relations

Zuckerberg General Hospital,
San Francisco

1001 Potrero Ave, San Francisco,
CA 94110

San Francisco Department of
Public Health

Direct Line 415-813-8214

[We Are SFDPH](#)

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Have a great day!

My Lan

My Lan Do Nguyen (she/her)

Manager of Contractual Pre-Award, Compliance and Training Services
San Francisco Department of Public Health
Office of Contract Management and Compliance
101 Grove St., Room 410
San Francisco, CA 94102

mylando.nguyen@sfdph.org

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Subject: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

Distribution Notice
City and County of San Francisco
Department of Public Health



SOURCING EVENT ID: SFGOV- 0000010377
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Re: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

From Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>

Date Wed 5/7/2025 3:16 PM

To Oumar Fall <oumar.fall@seiu1021.org>; Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Najuawanda Daniels <Najuawanda.daniels@seiu1021.org>; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Khalil Kaid <Khalil.Kaid@seiu1021.org>

Cc Rivera, Hector (DPH) <hector.rivera1@sfdph.org>; Fisher, Denise (DPH) <denise.fisher@sfdph.org>; Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Crumpton, Marc (DPH) <marc.crumpton@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>; DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>

Hi Omar,

Has the Union reached out to DPH Labor to schedule a meeting?

Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

OF Oumar Fall <Oumar.Fall@SEIU1021.ORG> Wed 4/23/2025 3:16 PM

To: Rivera, Hector (DPH); Nguyen, My Lan Do (DPH); Fisher, Denise (DPH); Hoffer, Daniel (DPH); Crumpton, Marc (DPH); Williams, Ramon (DPH); Claude Joseph; Carey Dall <Carey.Dall@seiu1021.org>; Daniel Becker; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>; +2 others

Hi Hector

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Sincerely,

Oumar Fall
SEIU Local 1021
SF Field Director
Cell: (415) 307-3244
Office: (415) 848-3676
Email: oumar.fall@seiu1021.org



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My Lan

Manager of Contractual Pre-Award, Compliance and Training Services
San Francisco Department of Public Health
Office of Contract Management and Compliance
101 Grove St., Room 410
San Francisco, CA 94102
mylando.nguyen@sfdph.org
628-271-7580 (WRK-Teams)

From: Oumar Fall <Oumar.Fall@SEIU1021.ORG>
Sent: Wednesday, May 7, 2025 2:32 PM
To: DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>; Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Najuawanda Daniels <najuawanda.daniels@seiu1021.org>; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Khalil Kaid <Khalil.Kaid@seiu1021.org>
Cc: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Subject: RE: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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

Hi Nguyen

SEIU Local 1021 is requesting to meet and confer over the PSC that impacts the work performed by our members. Please provide us with some dates to meet because we have previously made that request but have yet to hear from you.

Sincerely,

Oumar Fall
SEIU Local 1021
SF Field Director
Cell: (415) 307-3244
Office: (415) 848-3676
Email: oumar.fall@seiu1021.org



From: DPH-SFDPH Solicitations <sfdph.solicitations@sfdph.org>
Sent: Wednesday, May 7, 2025 8:58 AM
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Hello,

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Thank you!

San Francisco Department of Public Health
Office of Contract Management and Compliance

sfdph.solicitations@sfdph.org

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From: DPH-SFDPH Solicitations

Sent: Tuesday, April 22, 2025 11:08 AM

To: DPH-SFDPH Solicitations

Cc: Nguyen, My Lan Do (DPH)

Subject: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

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From: DPH-SFDPH Solicitations

Sent: Friday, April 11, 2025 3:42 PM

To: DPH-SFDPH Solicitations

Subject: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

Distribution Notice
City and County of San Francisco
Department of Public Health



SOURCING EVENT ID: SFGOV- 0000010377

REQUEST FOR PROPOSALS (RFP)

UNARMED SECURITY GUARD SERVICES

The Department of Public Health ("City" or "DPH") is requesting proposals from qualified firms to provide the City with **unarmed security guard services**. The scope of work will consist of 24/7 unarmed security services, including holidays, with full-time and partial-day guards, on-site security supervisor(s), and roving patrols. This solicitation will result in the award of **one contract** for the premises listed below.

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Or contact:

My Lan Do Nguyen, SFDPH Office of Contract Management & Compliance

Email: mylando.nguyen@sfdph.org Phone: (628) 271-7580

PROPOSALS ARE DUE ON OR BEFORE 2:00 PM PST, May 8, 2025

San Francisco Department of Public Health
Office of Contract Management and Compliance
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Re: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

From Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>

Date Mon 5/12/2025 2:32 PM

To Oumar Fall <oumar.fall@seiu1021.org>; Claude Joseph <Claude.Joseph@seiu1021.org>; Carey Dall <Carey.Dall@seiu1021.org>; Najuawanda Daniels <najuawanda.daniels@seiu1021.org>; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Khalil Kaid <Khalil.Kaid@seiu1021.org>; Rivera, Hector (DPH) <hector.rivera1@sfdph.org>

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[@Rivera, Hector \(DPH\)](#), please see Oumar's email below and advise on your team's availability. Thanks!

My Lan

My Lan Do Nguyen (she/her)

Manager of Contractual Pre-Award, Compliance and Training Services

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OF Oumar Fall<Oumar.Fall@SEIU1021.ORG>

To: Rivera, Hector (DPH); Nguyen, My Lan Do (DPH); Fisher, Denise (DPH); Hoffer, Daniel (DPH); Crumpton, Marc (DPH); Williams, Ramon (DPH)

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Wed 4/23/2025 3:16 PM

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SOURCING EVENT ID: SFGOV- 0000010377

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PROPOSALS ARE DUE ON OR BEFORE 2:00 PM PST, May 8, 2025

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FW: Distribution Notice: SFGOV- 0000010377 SFDPH RFP Unarmed Security Services

From Fisher, Denise (DPH) <denise.fisher@sfdph.org>

Date Wed 5/14/2025 3:53 PM

To Oumar Fall <oumar.fall@seiu1021.org>

Cc Price, Basil (DPH) <basil.price@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Hoffer, Daniel (DPH) <daniel.hoffer@sfdph.org>; Rivera, Hector (DPH) <hector.rivera1@sfdph.org>; Rocas, Bernadette (DPH) <bernadette.rocas@sfdph.org>; Andino, Niike (DPH) <niike.andino@sfdph.org>

Hi Oumar,

We are following up on your availability to meet regarding the SFDOG RFP Unarmed Security Services Contract. Please let us know your availability for next week. We can make ourselves available but please send us some possible dates and times so that we can schedule. Thanks.

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SF Field Director

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Reply | Reply all | Forward | ...

Wed 4/23/2025 3:16 PM

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1. **Zuckerberg San Francisco General Hospital (ZSFGH)**. Located at 1001 Potrero Avenue, San Francisco, CA 94110
2. **Laguna Honda Hospital (LHH)**. Located at 375 Laguna Honda Blvd., San Francisco, CA 94116
3. **Community Clinic Sites**. Community Clinic Sites operated by DPH. The sites listed in this solicitation are where unarmed security guards are currently needed, but during the term of the contract, the City may expand services to additional sites as required.

Schedule of Events

Activity	Time	Due Date
RFP Notice Published		4/11/2025
Pre-Proposal Conference	11:00AM – 12:00PM PST	4/17/2025
Deadline for Questions	5:00PM PST	4/24/2025
<u>Deadline to Submit Proposals</u>	<u>2:00PM PST</u>	<u>5/08/2025</u>
Estimated Short-Listing Notification for Oral Interviews		5/22/2025
Estimated Oral Interviews		5/29/2025
Estimated Announcement of Intent to Award		June 2025
Health Commission Review and Approval		July 2025
Estimated Start Date		8/01/2025

To receive a copy of this Solicitation, please go to (search Event ID listed above):
[**https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx**](https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx)

Or contact:

My Lan Do Nguyen, SFDPH Office of Contract Management & Compliance

Email: mylando.nguyen@sfdph.org Phone: (628) 271-7580

PROPOSALS ARE DUE ON OR BEFORE 2:00 PM PST, May 8, 2025

San Francisco Department of Public Health
Office of Contract Management and Compliance
sfdph.solicitations@sfdph.org
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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: Laura Moye

ServiceNow Number: DHRPSC0005278

Version: 0.01

Version Type: New

Brief description of proposed work: Wraparound Services for Children, Youth, and Families

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$30,000,000

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, State Funds, Federal Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Provide wraparound (WRAP) services to support children, youth, and their parents or caregivers involved in the child welfare or juvenile probation systems. WRAP services are family-centered, strength-based, and tailored to individual needs. Services provide access to natural supports, professional services, and community-based resources. These services help children remain in or return to a family setting. Services will include:

-Intensive Care Coordination which includes comprehensive assessments of needs, individualized and family care planning and coordination of support services.

-Case Management services which will assist beneficiaries in accessing medical, educational,

social, prevocational, vocational, rehabilitation, and other community services.

-Intensive Home-Based Services will offer individualized, strength-based interventions designed to improve mental health conditions that interfere with a client's functioning and are aimed at helping the client build skills necessary for successful functioning in the home and community.

-Mental Health Services will include individual or group therapy aimed at reducing mental disability and improving or maintaining functioning.

-Child-Family Team Meetings will provide a strength-based, needs-driven team planning process to create individualized services and support for children, youth, and their families. This process facilitates access to natural, professional, community-based activities and opportunities to support children to return to or continue living in a family setting.

-Crisis Intervention will include responding to and managing crises 24 hours a day, 7 days a week.

-Medication Support will include prescribing, administering, dispensing, and monitoring psychiatric medications or biologicals which are necessary to alleviate symptoms of mental illness.

Why are these services required and what are the consequences of denial?: Services are required because California and Welfare Institutions Code (WIC § 5867 et seq) mandates community-based mental health services for children, particularly those with serious emotional disturbances, including those in the child welfare and juvenile justice systems. Denial of services will create a challenge for the department to fully comply with WIC § 5867 et seq., and could result in legal, financial, and operational consequences. Additionally, without these services children and youth may face worsening mental health, increased institutionalization, and deeper involvement in the juvenile probation system.

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

How many contracts?: 2

Why have you not hired City employees to perform the services?: The department has employees in these classifications; however, CYF civil service clinics do not operate 24/7, which is required for this scope of work. These services will continue to be delivered in partnership with a community-based organization that has the infrastructure and expertise to deliver intensive family-centered care in community and home settings, while ensuring 24/7 crisis response to support the best outcomes for children and families.

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:

Licensed therapist with expertise providing individual and group psychotherapy to children and adults with complex needs.

Ability to prepare psychological reports presenting diagnostic findings, interview findings, clinical evaluations, and recommendations for treatment and rehabilitation.

Ability to facilitate Child Family Team meetings and serve as the Intensive Care Coordinator for all clients.

Skilled at completing the Child and Adolescent Needs Assessment (CANS).

Experience working with county, court and school systems to coordinate care.

Ability to respond to and triage mental health crises 24 hours a day, 7 days a week.

Knowledge of process to facilitate emergency short-term placement as needed.

Knowledge of and ability to implement principles of the Core Practice Model of Continuum Care Reform.

Ability to deliver services in at least 2 threshold languages.

Experience providing services in home and community settings.

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

Q5c1) Identify the classifications: 2587 - Health Worker 3, 2930 - Behavioral Health Clinician, 2586 - Health Worker 2, 2242 - Sr Psychiatric Physician Spec, 2574 - Clinical Psychologist, 2932 - Sr Behavioral Health Clinician

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

Q5c3) Why are they not able to perform the services?: Civil service clinics within the Children, Youth and Families (CYF) System of Care do not operate 24 hours a day / 7 days a week which is required for this scope of work.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: Yes

Q5e1) Clearly describe and detail the training activities: Training will be provided to CYF employees on California Department of Social Services (CDSS) wraparound curriculum.

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 department has employees in these classifications; however, CYF civil service clinics do not operate 24/7, which is required for this scope of work. These services will continue to be delivered in partnership with a community-based organization that has the infrastructure and expertise to deliver intensive family-centered care in community and home settings, while ensuring 24/7 crisis response to support the best outcomes for children and families.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2587 - Health Worker 3, 2930 - Behavioral Health Clinician, 2586 - Health Worker 2, 2242 - Sr Psychiatric Physician Spec, 2574 - Clinical Psychologist, 2932 - Sr Behavioral Health Clinician

Labor Unions: 164 - Physician/Dentists 8-CC, UAPD, 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: pkng@uapd.com, PSCreview@seiu1021.org

Union Review Sent On: 3/19/2025

Union Review End Date: 5/18/2025

Union Review Duration Met On: 5/18/2025



City and County of San Francisco
Daniel Lurie, Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: May 21, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for June 16, 2025 Civil Service Commission Meeting:
DHRPSC0005278 Wraparound Services for Children, Youth and Families

This is to respectfully request that the above PSC be included for the Civil Service Commission meeting on June 16, 2025. Below is a summary of the department's communications with SEIU Local 1021. The department met with the union in April and responded to their Request for Information. The union has since provided follow-up comments, and the department is currently preparing a response. The department is requesting to calendar this item to avoid delays in delivering essential services and the contracting process.

<u>PSC</u>	<u>Union Notification End Date</u>	<u>Summary</u>
DHRPSC0005278	May 18, 2025	<ul style="list-style-type: none">• March 19, 2025: PSC was submitted and union was notified.• April 10, 2025: DPH had a meeting with SEIU Local 1021 regarding their objection to the PSC.• May 2, 2025: DPH responded to the union's written Request for Information.

We appreciate your time and consideration. Please let us know if you need further information.
I can be reached at 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: May 21, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: DHRPSC0005278 v 0.01 Wraparound Services for Children, Youth and Families

Summary of Union Objection:

On April 10, 2025, DPH met with SEIU Local 1021 to discuss this PSC. The union's objection focused on whether the wraparound services could be performed by civil service staff rather than a contractor. They questioned why existing DPH programs and classifications, such as BHS teams or Health Worker IVs, could not provide the services, and expressed concern over the five-year duration of the contract.

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

SEIU Request for Information – PSC 5278 Wraparound Services for Children, Youth and Families

1. A list of department decision makers who determined the need to contract out these services.

These are Human Services Agency (HSA) placements, so they do the RFP (decision makers) and based on the result of their solicitation we contract for the Specialty Mental Health Services within their placement.

2. A detailed breakdown of what “wraparound” services will be provided between 5pm and 8am.

The contractor provides regular services such as In Home Behavioral Support (IHBS) or Intensive Care Coordination (ICC) in the evenings as needed by the children and their families. This can look like supporting a child with their parents at bedtime.

Given the traumatic experiences that our clients have been through bedtimes can be difficult for them. The Wraparound will safety plan with the caregiver to develop a plan to support the client and caregiver at night. If needed the team may support them in the home at bedtime to help ensure that the family feels supported. The families that the contractor works with are often busy and being able to hold Child and Family Team meetings during the day may not fit their schedule. The Wraparound team will facilitate Child and Family Team meetings in the evening to meet the family's schedule.

The contractor provides crisis response services through their 24/7 crisis support program. Youth and families can call at any time of day or night to speak with a highly trained staff member who offers crisis interventions and coaching. Some examples of this are clients who need temporary housing, such as a shelter bed, or a client who is actively suicidal.

Crisis line staff members will dispatch on call staff members (the on call pool is made up of program staff members) when in person support for a crisis is needed. The contractor provides this service within 90 mile radius of service from San Francisco. Some examples of this are supporting a parent and child in conflict resolution to full suicide assessments.

The contractor's crisis support services coordinate with Child Crisis when needed, for instance when a client needs a 5585/5150 assessment. Child Crisis will consult with the contractor on next steps to determine if the client needs to be assessed. On call staff will take lead on coordinating services and work with Child Crisis and other necessary providers/emergency response providers. In these situations, Child Crisis will often ask the contractor to transport the client to the hospital or help the parents do this with their support. Child Crisis may meet the contractor at the hospital for them to do the psychiatric hold assessment. There are times when Child Crisis will come to the home, but they will not enter the home if the family does not allow them to. In these situations, staff may enter the home if it's safe to help deescalate the situation. On call staff members and the Wraparound team take the lead on coordinating services in these situations outside of anything that can only be done by Child Crisis.

If a psychiatric hold is not initiated, then Child Crisis will leave. On call staff members will stay with the family to support in helping ensure that that client has deescalated and is back to baseline. On call staff members will stay with the client and their family until they are safe and deescalated.

On call staff members can provide planned support in the evenings and weekends to help prevent a client crisis. The contractor does planned services in the evenings and weekends for clients who have safety concerns or risk behaviors. An example is a client who displays para-suicidal behaviors and ideations who needs support during the weekend. Another example is when a youth goes home from a psychiatric hospitalization and will need help stabilizing in the evening or weekends. The Wraparound team will plan with the Child and Family Team to develop an after hours safety plan. This can include phone calls to in person support. The in person support will include IHBS and can include ICC services that are needed to help stabilize the youth as they reintegrate into their home.

One of the core aspects of Wraparound is developing natural supports for the youth and their families. The contractor is able to provide planned supports on the weekends or evenings to take clients to see family members, to attend celebrations, and to attend special family events. The contractor works to strengthen the natural support system to be the one to take the clients to these events if needed.

Seneca Families of Agencies is a named community partner in the Children's Continuum of Care. Wraparound is one of the programs that will be included in the

pilot to stabilize youth, minimize placement disruptions and unnecessary psychiatric hospitalization, improve safety and improve well-being outcomes.

3. An accurate list of the impacted DPH classifications. (During our 4/10 meeting we learned that RNs and HW4s were included. Are Nurse Practitioners?)

2587 Health Worker 3

2588 Health Worker 4

2930 Behavioral Health Clinician

2932 Sr Behavioral Health Clinician

2242 Sr Psychiatric Physician Specialist

2574 Clinical Psychologist

2320 Registered Nurse

4. Evaluation metrics and impact analysis conducted to assess the contractor's performance and service deliverables.

This is outside the scope of this PSC request.

5. The PSC initial submission form, any modifications or amendments submitted thereafter if applicable.

See attached PSC Form. This PSC is a new request so there have not been any modifications submitted.

6. For modifications to existing PSC: provide justifications for modifications.

N/A. See response to Question #5.

7. Information on vendors and contracts used previously and a copy of the contract with the associated vendors, all invoices, and performance evaluations for services rendered.

This is outside the scope of this PSC request.

8. Annual breakdown of all billing by DPH to MediCal for these services, and a similar breakdown of MediCal reimbursements, going back 10 years.

This is outside the scope of this PSC request.

9. The city classifications, departments, programs or entities who have performed similar work in the past and present.

The relevant classifications have been provided in the PSC.

10. Any department documents including strategic plans, department policies and procedures, legal and funding requirements, audits, etc that led to the decision to contract out these services.

DPH does not have any documents responsive to this request. Given our contracts are contingent on HSA, any relevant documentation would need to be provided by HSA.

11. Any feasibility studies and department assessments that may have been done to confirm that services cannot be performed by civil service employees in the past, present or future.

None. DPH would have to do a feasibility study similar to HSA's.

12. Any decision-making or planning by DPH for the feasibility study mandated by the Civil Service Commission on April 7, 2025 for the associated HSA PSC 0005086.

DPH wasn't part of HSA's submission which was heard at CSC on April 7, 2025.

13. Comparative vacancy data for the past three years for all SEIU classifications in your department that may perform this work or may perform this work along with the contractor selected.

We are working with DPH HR to obtain current vacancy rate data and will follow up as soon as it is available. However, data for the past three years is outside the scope of this PSC request.

Update 5/7/25: see requested vacancy rates below.

Job Code	Vacancy Rate
2242	9.06%
2320	5.22%
2574	21.83%
2587	23.15%
2588	24.75%
2930	15.21%
2932	18.57%



Outlook

RE: SEIU 1021 RFI - PSC 0005278 (Wraparound Services for Children, Youth and Families)

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

Date Wed 5/7/2025 6:26 PM

To Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Farahmand, Farahnaz (DPH) <farahnaz.farahmand@sfdph.org>

Cc Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Daniela Gonzalez <Daniela.Gonzalez@seiu1021.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Oumar Fall <oumar.fall@seiu1021.org>

Hello Reanna –

Thank you for your patience in awaiting our response.

With the exception of the Department's answer to question three, the responses provided in your updated document are totally wanting.

SEIU 1021 contends that every question we have asked falls into the scope of the PSC request. Our logic is simple: the quality of the work done by any vendor with whom DPH contracts will have impacts on the working conditions of our members. In this case, Seneca and Edgewood have done business with DPH for 10 years (according to the DPH team with whom we met on April 10). We therefore have a right to information about the contractor's performance, their cost to the City, their cost to MediCal, and the other information regarding the contractor that we requested. Please provide full answers to all of the questions we submitted on April 18.

Furthermore, we request more detail about the "wraparound" services that are planned for after-hours. To give us an idea of what is intended beyond generalities about evening meetings, family gatherings and the like, please provide us with specifics about what wraparound services the vendor(s) have been providing during their time contracting with the Department, and how these services differ from what DPH staff currently provide.

Finally, please provide a full explanation of the history of these services in San Francisco. We expect a detailed answer to our ninth question, beyond a list of classifications impacted.

Given the PSC is calendarized for June 16, we are open to meeting in the coming weeks to seek agreement on this PSC. Once we have the full body of information we've requested, we will be in a position to offer proposals for purposes of driving towards agreement. Please let us know when your team is available.

Thank you.

Regards,

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

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Wednesday, May 7, 2025 2:51 PM
To: Carey Dall <Carey.Dall@seiu1021.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Farahmand, Farahnaz (DPH) <farahnaz.farahmand@sfdph.org>
Cc: Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Daniela Gonzalez <Daniela.Gonzalez@seiu1021.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>
Subject: Re: SEIU 1021 RFI - PSC 0005278 (Wraparound Services for Children, Youth and Families)

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,

See attached updated RFI for PSC 5278 for Wraparound Services for Children, Youth and Families. This version includes the requested vacancy rates data.

Please let us know if the union has any additional questions.

Thanks,
Reanna

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Friday, May 2, 2025 2:31 PM
To: Carey Dall <Carey.Dall@seiu1021.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Farahmand, Farahnaz (DPH) <farahnaz.farahmand@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Cc: Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Daniela Gonzalez <Daniela.Gonzalez@seiu1021.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>
Subject: Re: SEIU 1021 RFI - PSC 0005278 (Wraparound Services for Children, Youth and Families)

Hi Carey,

Attached are the requested responses to the RFI for PSC 5278 for Wraparound Services for Children, Youth and Families.

Please let us know if the union has any additional questions.

Thanks,
Reanna

From: Carey Dall <Carey.Dall@seiu1021.org>
Sent: Friday, April 18, 2025 4:47 PM
To: Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Farahmand, Farahnaz (DPH) <farahnaz.farahmand@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Cc: Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Daniela Gonzalez

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Dear Reanna et al –

Thank you for meeting with us on April 10 to confer about PSC 0005278 (Wraparound Services for Children, Youth and Families). Please provide the following information regarding this PSC within 10 days:

- A list of department decision makers who determined the need to contract out these services.
- A detailed breakdown of what “wraparound” services will be provided between 5pm and 8am.
- An accurate list of the impacted DPH classifications. (During our 4/10 meeting we learned that RNs and HW4s were included. Are Nurse Practitioners?)
- Evaluation metrics and impact analysis conducted to assess the contractor’s performance and service deliverables.
- The PSC initial submission form, any modifications or amendments submitted thereafter if applicable.
- For modifications to existing PSC: provide justifications for modifications
- Information on vendors and contracts used previously and a copy of the contract with the associated vendors, all invoices, and performance evaluations for services rendered.
- Annual breakdown of all billing by DPH to MediCal for these services, and a similar breakdown of MediCal reimbursements, going back 10 years.
- The city classifications, departments, programs or entities who have performed similar work in the past and present.
- Any department documents including strategic plans, department policies and procedures, legal and funding requirements, audits, etc that led to the decision to contract out these services.
- Any feasibility studies and department assessments that may have been done to confirm that services cannot be performed by civil service employees in the past, present or future.
- Any decision-making or planning by DPH for the feasibility study mandated by the Civil Service Commission on April 7, 2025 for the associated HSA PSC 0005086.

- Comparative vacancy data for the past three years for all SEIU classifications in your department that may perform this work or may perform this work along with the contractor selected.

For our next meeting, please provide dates/times and the release of the following SEIU 1021 members as representatives and subject matter experts of the union:

- Laura Ocon
- Joseph Duncan
- Brandon Dawkins

Thank you.

Regards,

Carey Dall

SEIU Local 1021

Cell (415) 717-9604

Join SEIU 1021 today!

<http://join1021.org?LUID=CDall>

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Kelly Hiramoto

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

Project Manager: Michelle Ruggels

ServiceNow Number: DHRPSC0005289

Version: 0.01

Version Type: New

Brief description of proposed work: Provide program administration services, financial management and reporting, performance and quality management and service delivery in support of projects for Department of Public Health clients.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$16,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 48

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Provide program administration services, financial management and reporting, performance/quality management and service delivery in support of specific behavioral health programs for Department of Public Health (DPH) clients. These services include managing funds for designated behavioral health projects, provide timely and accurate financial and annual audit reports, manage/monitor subcontractor performance and provide human resource management specific to accomplishing project goals.

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

ongoing services. Denial of services would directly impact the ability of the Department of Public Health to ensure ongoing project delivery and result in an increase in behavioral health and physical issues that negatively impact communities.

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

How many contracts?: 4

Why have you not hired City employees to perform the services?: The Department is in the process of evaluating whether some functions could be performed using civil service staff in the future given adequate time for planning and transition. However, to the degree that the Department can create civil service positions to replace contracted positions supported under this PSC, the Department will require time to complete the civil service hiring process. The process requires each position by classification, beginning with inclusion of the proposed new positions in the annual budget process, the development of an exam, the creation of a hiring list, and the interview process. Funding availability would require the creation of new civil service positions to be a multi-year process, and not all functions may be appropriate for civil service, depending on the scope and functions.

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: Yes

Provide details related to contracts for which BOS approval will be required?: Per Admin Code Sec. 9.118, Contracts requiring anticipated expenditures by the City and County of ten million dollars, or the modification or amendments to such contract or agreement having an impact of more than \$500,000 shall be subject to approval of the Board of Supervisors

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: Fiscal intermediary services, including administrative infrastructure support, human resource

management, and coordination of subcontractors, consultants, and staff for various Systems of Care at DPH.

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

Q5c1) Identify the classifications: 1823 - Senior Administrative Analyst, 2587 - Health Worker 3, 2591 - Health Program Coordinator 2, 2586 - Health Worker 2, 1635 - Health Care Billing Clerk 1, 1654 - Accountant III

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

Q5c3) Why are they not able to perform the services?: The Department is in the process of evaluating whether some functions could be performed using civil service staff in the future given adequate time for planning and transition. However, to the degree that the Department can create civil service positions to replace contracted positions supported under this PSC, the Department will require time to complete the civil service hiring process. The process requires each position by classification, beginning with inclusion of the proposed new positions in the annual budget process, the development of an exam, the creation of a hiring list, and the interview process. Funding availability would require the creation of new civil service positions to be a multi-year process, and not all functions may be appropriate for civil service, depending on the scope and functions.

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 Department continues to evaluate programs to create civil service positions to replace contracted position to bring the services into the existing civil service infrastructure to continue the functions.

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

Q5f1) Describe the transition plan, including the anticipated timeline: To the degree that the Department can create civil service positions to replace contracted positions supported under this PSC, the Department will require time to complete the civil service hiring process. The process requires each position by classification, beginning with inclusion of the proposed new positions in the annual budget process, the development of an exam, the creation of a hiring list, and the interview process. Funding availability would require the creation of new civil service positions to be a multi-year process, and not all functions may be appropriate for civil service, depending on the scope and functions.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1823 - Senior Administrative Analyst, 2587 - Health Worker 3, 2591 - Health Program Coordinator 2, 2586 - Health Worker 2, 1635 - Health Care Billing Clerk 1, 1654 - Accountant III

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: 3/20/2025

Union Review End Date: 5/19/2025

Union Review Duration Met On: 5/19/2025

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

Instructions:

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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:	reanna.albert@sfdfdh.org
PSC ServiceNow Record Number:	DHRP5C0005289



City and County of San Francisco
Daniel Lurie, Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: May 20, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for June 16, 2025 Civil Service Commission Meeting:
DHRPSC0005289 Program Administration Services

This is to respectfully request that the above PSC be included for the Civil Service Commission meeting on June 16, 2025. Below is a summary of the department's communications with SEIU Local 1021. The department met with the union in April and is actively working on providing written response to their Request for Information. The department is requesting that the PSC proceed to the Civil Service Commission to prevent delays in the contracting process.

<u>PSC</u>	<u>Union Notification End Date</u>	<u>Summary</u>
DHRPSC0005289	May 19, 2025	<ul style="list-style-type: none">• March 20, 2025: PSC was submitted and union was notified.• April 29, 2025: DPH had a meeting with SEIU Local 1021 regarding their objection to the PSC.

We appreciate your time and consideration. Please let us know if you need further information.
I can be reached at 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: May 20, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR
FROM: Reanna Albert, PSC Coordinator, Department of Public Health
RE: DHRPSC0005289 v 0.01 Program Administration Services

Summary of Union Objection:

On April 29, 2025, DPH met with SEIU Local 1021 to discuss this PSC. The union's objection focused on why program administration services remain contracted instead of being filled by civil service staff and raised concerns about the \$16 million amount. DPH explained the contract has been significantly reduced from 73 to 9 positions, most of which are temporary, grant-funded, or tied to short-term projects.

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



Outlook

PSC 5289 - Request For Information

From Carey Dall <Carey.Dall@seiu1021.org>
Date Fri 5/9/2025 4:52 PM
To Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Cc Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>

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

Reanna –

Thank you for meeting with SEIU 1021 regarding PSC 5289 (Program Administration). Please provide the following information related to the Department's attempt to contract out these services:

- The names of vendors and contracts used previously to contract out these services, and a copy of the contracts with the associated vendors.
- All invoices and DPH performance evaluations for services rendered by vendors to whom these services were contracted out.
- The city classifications, departments or entities that performed these services in the past.
- Any department documents including strategic plans, department policies and procedures, legal and funding requirements, audits, etc that led to the decision to contract out these services.
- A list of department decision makers who determined the need to contract out these services.
- Any feasibility studies and department assessments done to confirm that these services cannot be performed by civil service employees in the past, present or future.
- Vacancy report for all SEIU classifications in your department that may perform this work or may perform this work along with the contractor selected.
- Evaluation metrics and impact analysis conducted to assess the contractor's performance and service deliverables.
- The specific DPH behavioral health programs, and any other DPH programs or systems of care, that will be supported by the vendor.
- The total number of staff the vendor will be employing under this PSC.
- The status of contract negotiation with the chosen vendor.

If you have any questions or require additional clarity about elements of this RFI, please do not hesitate to contact me. Thank you.

Regards,

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

Re: DPH & SEIU: PSC 5289 Program Administration

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

Date Thu 4/10/2025 5:57 PM

To Carey Dall <Carey.Dall@seiu1021.org>

Cc Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; locon@ymail.com <locon@ymail.com>

Thanks Carey - invite sent for 4/15 at 10am.

From: Carey Dall

Sent: Thursday, April 10, 2025 1:19 PM

To: Albert, Reanna (DPH)

Cc: Dawkins, Brandon (DPH); locon@ymail.com

Subject: RE: DPH & SEIU: PSC 5289 Program Administration

Hi Reanna –

I can do 4/15 in the morning; 4/22 at 2pm is going to be tough (we're doing a big lunch time action that day), but 3pm would probably be doable.

Thanks,

CD

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

Sent: Thursday, April 10, 2025 9:13 AM

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

Cc: Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; locon@ymail.com

Subject: Re: DPH & SEIU: PSC 5289 Program Administration

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,

Reaching out regarding rescheduling this meeting. Please let me know what works best for SEIU.

4/15 - 3pm

4/18 - 10am or 11am

4/22 - 2pm

4/23 - 2pm

Thanks,

Reanna

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

Sent: Tuesday, April 8, 2025 12:10 PM

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

Page 72

Cc: Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; locon@ymail.com <locon@ymail.com>
Subject: Re: DPH & SEIU: PSC 5289 Program Administration

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

Hey all -

Unfortunately I came down sick today, and cannot make the 2pm meeting.

Apologies,
Carey

> On Apr 1, 2025, at 12:04 PM, Albert, Reanna (DPH) <reanna.albert@sfdph.org> wrote:
>
>
>
> -----Original Appointment-----
> From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
> Sent: Thursday, March 27, 2025 3:10 PM
> To: Albert, Reanna (DPH); Ruggels, Michelle (DPH); Carey Dall; Dawkins, Brandon (DPH); Ocon, Laura (DPH)
> Cc: Nguyen, My Lan Do (DPH); Baker, Kim (DPH)
> Subject: DPH & SEIU: PSC 5289 Program Administration
> When: Tuesday, April 8, 2025 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).
> Where: Microsoft Teams Meeting
>
> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
>
> Microsoft Teams Need help?<<https://aka.ms/JoinTeamsMeeting?omkt=en-US>>
> Join the meeting now<https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjM4YzViYzUtYTY0YS00ZDMxLTk4YWUtMzMxNDkyYjNmMGRk%40thread.v2/0?context=%7b%22Tid%22%3a%2222d5c2cf-ce3e-443d-9a7f-dfcc0231f73f%22%2c%22Oid%22%3a%220c94efe5-613b-478b-b4b0-cf6e9ce3e800%22%7d>
> Meeting ID: 214 567 124 309
> Passcode: vq27mN75
>
> Dial in by phone
> +1 415-906-4659,,573406659#<<tel:+14159064659,,573406659>> United States, San Francisco
> Find a local number<<https://dialin.teams.microsoft.com/6ab5bcf2-34a3-4844-8511-4e51fb43f358?id=573406659>>
> Phone conference ID: 573 406 659#
> For organizers: Meeting options<https://teams.microsoft.com/meetingOptions/?organizerId=0c94efe5-613b-478b-b4b0-cf6e9ce3e800&tenantId=22d5c2cf-ce3e-443d-9a7f-dfcc0231f73f&threadId=19_meeting_MjM4YzViYzUtYTY0YS00ZDMxLTk4YWUtMzMxNDkyYjNmMGRk%40thread.v2&messageId=0&language=en-US> | Reset dial-in
> PIN<<https://dialin.teams.microsoft.com/usp/pstnconferencing>>
>

>
> <meeting.ics>

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ECN

Submitted By: Andres Coronado Salas

Department Coordinator: Jenny Collins,

Jenny.Collins@sfgov.org

Project Manager: Jenny Collins

ServiceNow Number: DHRPSC0005360

Version: 0.01

Version Type: New

Brief description of proposed work: Data System Hosting, Maintenance, and Enhancement Services: The Office of Economic and Workforce Development (OEWD) is seeking proposals from qualified vendors to host, maintain, and enhance two web-based data management systems: WorkforceCentral and SmallBusinessCentral. These integrated systems track workforce, community, and economic development services funded through a combination of federal and state grants and local funding sources.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$780,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 48

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The Office of Economic and Workforce Development (OEWD) is seeking proposals from qualified vendors to host, maintain, and enhance two web-based data management systems: WorkforceCentral and SmallBusinessCentral. These integrated systems track workforce, community, and economic development services funded through a combination of federal and state grants and local funding sources. This Scope of Work outlines required services but is not exhaustive of all

potential tasks that may be necessary during the contract period.

1. System Maintenance and Development
2. System Documentation
3. Data Security & Protection of Client Data
4. Application Hosting and Maintenance
5. Developer, Technical, and End User Support
6. Vendor Transition Plan

Why are these services required and what are the consequences of denial?: OEWD has developed two web-based data management systems in order to track program data as required by funders. Ongoing data tracking is required in order to remain in 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?: This work requires qualified providers to have extensive experience as an application service provider for a fully-hosted, web-based application with similar functionality to OEWD's existing Workforce Central and Small Business Central database, experience maintaining customer service and technical support, as well as experience maintaining confidential client information. Because all of the system's work requires highly specialized skills and a full understanding of all system elements, it would not be feasible to hire City employees to perform the services.

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

Q4a) What facilities or equipment does the City lack that contractor possesses?: OEWD inquired with DTIS about providing these services, but DTIS declined, stating that this project is not within their typical scope of work. Other City agencies we approached have contracted this work out to professional services vendors.

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

Explain why: The provider will "host" the application on their servers, which will be customized to the needs of OEWD, which is contracting for the professional services.

Additional information to support your request (Optional):

Union Notifications

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

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

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 4/16/2025

Union Review End Date: 5/16/2025

Union Review Duration Met On: 5/16/2025

CSC Bundle – DHRPSC0005360

2. All Prior Approved PSC Summaries (Form 1) for this PSC record (if any)

Not applicable.

List of Previously Approved Contracts for Similar Services (Measured 3 years from the PS

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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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.

Dept Acronym:	ECN		
Dept Name:	Office of Economic and Workforce Development		
PSC Coordinator Name:	Andres Coronado Salas or Jenny Collins		
PSC Coordinator Email:	andres.salas@sfgov.org or jenny.collins@sfgov.org		
PSC ServiceNow Record No.:	DHRPSC0006360		

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
1000024377	7/1/2023	6/30/2025	\$ 1,180,000	36583-15/16	IT Database Maintenance - Workforce Central - 1st Amendment

CSC Bundle – DHRPSC0005360

4. Proprietary Services Letter (if any)

Not applicable.

5. Union Waiver (if any)

Not applicable.

6. Optional Docs (if any)

Not applicable.

7. **If there was an objection by the union, draft and include a memo summarizing the objection and the results of the discussions. Attach to the memo any written communications with the union at the end of the bundle.**

Not applicable.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HRD

Submitted By: Linda Rainaldi

Department Coordinator: Christina Brusaca,

christina.brusaca@sfgov.org

Project Manager: Julian Robinson

Brief description of proposed work: General Investigation and Special Investigation Unit Services for Workers' Compensation.

Services provided by the General Investigative Contractor will include establishing the claim, investigating and interviewing witnesses, preparing written reports to the City's Worker's Compensation Division and/or the Third Party Administration (TPA), verify and surveil subject, attend periodic meetings, submit monthly status reports and perform a variety of investigations which include - Activity Check, Social Media, and Electronic Databases, and provide courtroom testimony as necessary.

Services provided by the Special Investigative Unit (SIU) Contractor will include establishing the claim, complete an SIU assessment, prepare written reports, provide recommendations regarding further handling and investigations, meet and confer with the SIU Coordinator, investigate subject, collaborate with the District Attorney, provide reports on trends and patterns to the SIU Coordinator.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$3,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 60

Funding

Funding Source: City Funds

Post Union Notification

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The Contractor shall provide: investigations, witness interviews, surveillance, activity check investigations, background investigations (including Internet searches), timely preparation of written investigation reports, preparation and submission of Suspected Fraudulent Claim Referral Forms (FD-1) and/or Documented Referrals, and related administrative services.

Why are these services required and what are the consequences of denial?: The Department of Human Resources ("DHR") Workers' Compensation Division requires both general investigation and specialized investigation unit services to effectively determine benefit eligibility and to prosecute Workers' Compensation fraud. Denial of these services would result in increased costs and liability to the City and County of San Francisco caused by Workers' Compensation fraud.

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

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

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

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

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

Investigative services are assigned on an as-needed basis and performed on-demand. Based on the nature of the work it is difficult to determine consistent on-going requirements and as a result must be handled as-needed.

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

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

Investigators must maintain a private investigator license and have a minimum of 10 years of experience performing investigative work.

Q5c) Does City have classifications with the required specialized skills or expertise?: No

Q5c1) Should City develop a classification to perform these services?: No

Q5c2) Explain why new a job classification is not feasible: A new job class is not feasible as the intent of the contracted work is to maintain a neutral third party for work performance to maintain impartiality and reduce any conflict of interest.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: Yes

Q5e1) Clearly describe and detail the training activities: Special Investigative Unit may train employees on how to complete reports, fact finding, etc.

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: Work is expected to be contracted out in order to maintain a neutral third party and reduce any conflict of interest between interested parties.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2966 - Welfare Fraud Investigator, 2967 - Sup Welfare Fraud Investigator

Labor Unions: 965 - Sup Probation Ofcr, Op Eng 3

Labor Union Email Addresses: mbeauchamp@oe3.org

Union Review Sent On: 4/22/2025

Union Review End Date: 5/22/2025

Union Review Duration Met On: 5/22/2025

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HSA

Submitted By: Patrick Garcia

Department Coordinator: Leslie Lau,
leslie.lau1@sfgov.org

Project Manager: Akiles Ceron

ServiceNow Number: DHRPSC0005114

Version: 0.01

Version Type: New

Brief description of proposed work: The Elder Abuse Prevention Program, emanating from the Older Americans Act Title VII, seeks to enable older individuals and adults with disabilities to maintain their well-being through locally developed community-based systems of services to strengthen and implement programs for the prevention, detection, assessment, and treatment of elder abuse. The Department of Disability and Aging Services seeks to effectuate the coordination of interventions and prevention with adult protective services, law enforcement, courts, and other entities.

The relevant service areas focus on training in abuse identification and mandated reporting to all agencies as defined by State law, and the establishment and coordination of Multi-Disciplinary Team (MDT) meetings on a regular basis for the benefit of Adult Protective Services (APS) clients through the facilitation of meetings, and in compliance with California law and state mandates. These meetings will gather the appropriate professionals for the review of active APS cases to support the resolution of challenging situations facing our clients (and closed cases in the instance of Elder and Disabled Death Review Team meetings).

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$2,310,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 48

Funding

Funding Source: State Funds, City Funds

Post Union Notification

Special circumstances related to funding: Yes

Explain the special circumstances: This is a recurring grant that has been issued by Adult Protective Services and these services are a requirement under California Welfare & Institutions Code 15655.5 and 15760. These services have been in place for several contracting cycles through grant agreements.

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

- Facilitate twice monthly Adult Maltreatment Multi-Disciplinary Team Meetings (Minimum 16 Meetings)
- Coordinate and facilitate at least 4 additional meetings open to public/external partner contribution
- Facilitate Bi-annual Feedback/Evaluation Meetings covering the HRSN MDT, Adult Maltreatment MDT, and EDDRT. (minimum 2 Meetings)
- Establish a series of Elder and Disabled Death Review Team meetings. Awardee will schedule the Review Team meetings, prepare agendas, and take minutes. (12 meetings)
- Provide at least one annual update/orientation re the Adult Maltreatment MDT to APS staff to help ensure understanding of the MDT's role in facilitating multi-disciplinary discussions of APS cases. (1 Presentation)
- Annually, carry out a satisfaction survey with Adult Maltreatment MDT partners, High Risk Self Neglect MDT partners, and APS staff to evaluate effectiveness of the Contractor's coordination efforts. (1 Survey)
- Annually, carry out a satisfaction survey with aging and disability community-based partners, to evaluate the effectiveness of the quarterly MDT meetings and determine programmatic areas that need to be changed or updated. (1 Survey)
- Establish and facilitate High-Risk Self-Neglect Meetings to coordinate professionals relevant to this type of need, scheduling the meetings, preparing agendas, taking minutes, and tracking client outcomes.

Why are these services required and what are the consequences of denial?: These services are required to comply with the State mandates for APS to provide training in abuse identification and mandated reporting to all agencies as defined by State law, and to use multidisciplinary teams to coordinate interventions and services on behalf of APS clients. Denying this request would prevent the City's APS program from fulfilling its mandates and constituent older adults and adults with disabilities would live though unreported abuse and an ineffective response system to get them out of harm's way.

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 activity is distinct from

protective service work, which is the primary activity required by the California Welfare and Institutions Code for adult protective service work.

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: Human Services Agency (HSA) Disability and Aging Services (DAS) 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: •

Special skills in organizing, coordinating, and facilitating meetings with professionals including attorneys, gerontologists, medical practitioners, and social service Community Based Organizations (CBOs).

- Expertise in the field of addressing barriers for older adult and adults with disabilities, and victims of abuse.
- Cultural understanding of ethnic and cultural communities in the SF Bay Area
- Experience tracking and documenting client referrals and reporting to City including reports for California Department of Aging (CDA)

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

Q5c1) Identify the classifications: 1823 - Senior Administrative Analyst, 1232 - Training Officer, 2917 - Program Support Analyst

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

Q5c3) Why are they not able to perform the services?: For the mandated reported training component, they are as needed. Currently, there are no Training Officers (1232) that have the expertise or knowledge to conduct the training as described for this contract.

In regards to Senior Contract Managers (1823) and Program Support Analyst (2917), both positions must have extensive knowledge of specific definitions of elder abuse and detailed understanding of the California Elder Abuse and Dependent Adult Civil Protection Act (EADACPA). With all the sections pertaining to the rules on confidentiality, limitations on prosecution under this legislation, and interactions of multidisciplinary team members, including

a robust knowledge of each MDT member's mission and scope and a detailed understanding of the senior and persons with disabilities justice act to successfully manage these three groups.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: City employees do not need to be trained on the activity because the activity is not within the scope of our staff – it is to train external partners on identifying and reporting alleged abuse, neglect, and exploitation.

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

Q5f1) Explain why the work will not be transitioned back to the City: There is a level of specialization associated with the work. Additionally, there are no existing job classification that provides the full scope of services within this RFP, so multiple job classes / positions be needed to cover this work, but would not be enough volume to justify a full FTE for relevant classifications.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1823 - Senior Administrative Analyst, 1232 - Training Officer, 2917 - Program Support Analyst

Labor Unions: 021 - Prof & Tech Eng, Local 21, 535 - SEIU 1021

Labor Union Email Addresses: L21pscreview@ifpte21.org, PSCreview@seiu1021.org

Union Review Sent On: 4/8/2025

Union Review End Date: 6/7/2025

Union Review Duration Met On:

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

Instructions:

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

Dept Acronym:	HSA
Dept Name:	Human Services Agency
PSC Coordinator Name:	Elizabeth Leone
PSC Coordinator Email:	Elizabeth.Leone@sigov.org
PSC ServiceNow Record No.:	DHRPSC0005114

From: [Cohen, Allan \(HSA\)](#)
To: [Garcia, Patrick \(HSA\)](#); [Genevieve Vigil](#); [De Leon, Andrea \(HSA\)](#); [Palma, Mirna \(HSA\)](#); [Seisdedos, Benjamin \(HSA\)](#); [Ceron, Akiles \(HSA\)](#); [Lau, Leslie \(HSA\)](#); [Varela, Daniel \(HSA\)](#); [Aguirre, Alan \(HSA\)](#); [Campos Salas, Miguel \(HSA\)](#)
Subject: RE: SEIU 1021 Meeting: DHRPSC0005114
Date: Friday, May 23, 2025 8:16:18 AM

Hello Patrick,

My apologies for the delay in responding. Yes, the Union agrees to waive the additional notification time.

Allan Cohen
SEIU 1021 Steward
DAS Representative

From: Garcia, Patrick (HSA) <patrick.garcia@sfgov.org>
Sent: Monday, May 19, 2025 10:38 AM
To: Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Cohen, Allan (HSA) <allan.cohen@sfgov.org>; De Leon, Andrea (HSA) <andrea.deleon@sfgov.org>; Palma, Mirna (HSA) <mirna.palma@sfgov.org>; Seisdedos, Benjamin (HSA) <ben.seisdedos@sfgov.org>; Ceron, Akiles (HSA) <akiles.ceron@sfgov.org>; Lau, Leslie (HSA) <leslie.lau1@sfgov.org>; Varela, Daniel (HSA) <daniel.varela@sfgov.org>; Aguirre, Alan (HSA) <alan.aguirre@sfgov.org>; Campos Salas, Miguel (HSA) <miguel.campos@sfgov.org>
Subject: RE: SEIU 1021 Meeting: DHRPSC0005114

Good morning Genevieve and Allan,

Please confirm receipt of the response. In addition, inquiring about the request to waive the notification time.

Thanks!

Patrick Garcia
Senior Contract Manager
Human Services Agency
Patrick.Garcia@SFgov.org
(415) 557-5597

From: Garcia, Patrick (HSA)
Sent: Tuesday, May 13, 2025 11:45 AM

To: Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Cohen, Allan (HSA) <allan.cohen@sfgov.org>; De Leon, Andrea (HSA) <andrea.deleon@sfgov.org>; Palma, Mirna (HSA) <mirna.palma@sfgov.org>; Seisdedos, Benjamin (HSA) <ben.seisdedos@sfgov.org>; Ceron, Akiles (HSA) <akiles.ceron@sfgov.org>; Lau, Leslie (HSA) <leslie.lau1@sfgov.org>; Varela, Daniel (HSA) <daniel.varela@sfgov.org>; Aguirre, Alan (HSA) <alan.aguirre@sfgov.org>; Campos Salas, Miguel (HSA) <miguel.campos@sfgov.org>

Subject: RE: SEIU 1021 Meeting: DHRPSC0005114

Good afternoon Geneveive and Allan,

Thanks for coming to the Thursday meeting. To summarize, HSA stated it would conduct a feasibility study to determine if there are city classifications appropriate for the scope of work to be brought in-house. The feasibility study involves assessment of the program itself, including a review of the RFP, as well as working with programs directly to determine what qualifications/training are needed to complete the work, and assessing the actual number of positions required to do the work in-house. The tentative timeline for completing this study will be a year, depending on workload. If the Assessments team's review determines that Civil Services classifications can do this work, this will be passed to our budget and program management teams who will do the final determination and approval.

We will memorialize this in the PSC by attaching this summary to the Personal Civil Services packet, which the CSC commissioners will review.

In addition, we're requesting the union waive the remaining notification time. The current review period will end on 6/7/25, pushing this item to be scheduled in July 2025, putting us at risk of a potential gap in services. If the union agrees to waive the remaining time, we can schedule this in a CSC meeting in June 2025 to prevent this issue.

Thank you for your consideration.

Patrick Garcia
Senior Contract Manager
Human Services Agency
Patrick.Garcia@SFgov.org
(415) 557-5597

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

From: Garcia, Patrick (HSA)
Sent: Thursday, May 1, 2025 10:52 AM
To: Garcia, Patrick (HSA); Genevieve Vigil; Cohen, Allan (HSA); De Leon, Andrea (HSA); Palma, Mirna (HSA); Seisdedos, Benjamin (HSA); Ceron, Akiles (HSA); Lau, Leslie (HSA); Varela, Daniel (HSA);

Aguirre, Alan (HSA); Campos Salas, Miguel (HSA)

Subject: SEIU 1021 Meeting: DHRPSC0005114

When: Thursday, May 8, 2025 9:00 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

This meeting is in regards to DHRPSC0005114

Microsoft Teams [Need help?](#)

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Meeting ID: 292 485 012 002 9

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Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: REG

Submitted By: Amanda Wentworth

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

Project Manager: Mayank Patel

ServiceNow Number: DHRPSC0005372

Version: 0.01

Version Type: New

Brief description of proposed work: This contract is a continuation of an existing lease for voting equipment and associated maintenance. These services are required to ensure the City has a certified, accessible, and fully functional voting system in place for conducting local, state, and federal elections in compliance with California Elections Code and City Charter requirements.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$6,717,624

Does contract include items other than services?: Yes

- Commodities & Equipment: \$1

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 a continuation of an existing lease for voting equipment and associated maintenance; Department of Elections must initiate a new agreement because the previous contract expired. Dominion Voting Systems will continue to lease voting equipment to the City and provide support to ensure the system remains operational. This includes ballot programming, equipment maintenance, and technical support before and during elections. All services are bundled into the lease to support the ongoing use of the existing voting system throughout the contract term.

Why are these services required and what are the consequences of denial?: These services are required to ensure the City has a certified, accessible, and fully functional voting system in place for conducting local, state, and federal elections in compliance with California Elections Code and City Charter requirements. Dominion provides the proprietary equipment and system software used by the City, and the associated support is necessary to program ballots, maintain system integrity, and troubleshoot equipment during live elections. Without this contract, the City would lack the technical capability and legal certification to administer elections, placing election operations, public confidence, and legal compliance at serious risk. Delaying or denying the contract would disrupt election planning, voter access, and the City's ability to meet mandated election deadlines.

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 require proprietary knowledge and tools specific to Dominion Voting System (DVS), which City employees do not have access to. While other certified vendors exist, they outsource ranked-choice voting (RCV) services, whereas DVS is the sole vendor that can process RCV internally, which is essential for meeting the Department's requirements to maintain control of the election results.

Board and Commission Approvals

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

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

Justification

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

No

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

Q3 - Are these proprietary services City is not authorized to do?: 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): Pricing is bundled and cannot be itemized; however, the majority of the contract is for equipment leasing and standard maintenance support.

Union Notifications

Job Class(es): 1052 - IS Business Analyst, 1766 - Media Production Tech, 1041 - IS Engineer-Assistant, 1063 - IS Programmer Analyst-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21, 016 - Theatrical Stage Emp, Local 16

Labor Union Email Addresses: L21pscreview@ifpte21.org, jb@local16.org

Union Review Sent On: 4/18/2025

Union Review End Date: 5/18/2025

Union Review Duration Met On: 5/18/2025

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

Instructions:

- Step 1: Download and save this template to your desktop.
- Step 2: Complete the fields below.

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

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

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

Dept Acronym:	REG
Dept Name:	Department of Elections
PPSC Coordinator Name:	Amanda Wentworth
PPSC Coordinator Email:	amanda.wentworth@sfgov.org
PPSC ServiceNow Record No.:	DHRPSC0005372

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
1000013873	1/1/2019	3/31/2025	\$ 12,687,000	48420-17/18	This contract is a continuation of an existing lease for voting equipment and associated maintenance. These services are required to ensure the City has a certified, accessible, and fully functional voting system in place for conducting local, state, and federal elections in compliance with California Elections Code and City Charter requirements.

April 3, 2025

John Arntz
Director of Elections
1 Carlton B. Goodlett Place, Rm. 48
San Francisco, CA 94102

RE: Dominion Voting Systems – Sole Source Provider

Dear Mr. Arntz:

Dominion Voting Systems, Inc. (“Dominion”) designs, manufactures, licenses, and provides services, including preventative maintenance services, for its voting systems.

Dominion is the sole source provider for Ranked Choice Voting (RCV) functionality as it pertains to San Francisco and the Dominion Democracy Suite Voting System. The RCV module is a certified component of Democracy Suite and allows all functionality to be executed from within the system. This RCV encoding, eliminates the need to export any data outside of the certified system for third-party applications which further enhances the security and auditability of the RCV data.

Please contact me if you have any questions.

Sincerely,



John Poulos
President and CEO

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: SHF

Submitted By: Henry Gong

Department Coordinator: Henry Gong,
henry.gong@sfgov.org

Project Manager: James Quanico

ServiceNow Number: DHRPSC0005418

Version: 0.01

Version Type: New

Brief description of proposed work: A comprehensive Incarcerated Person Communications System inclusive of a jail telephone system, video visitation system, public telephone, correctional-grade tablet system, and a visitation scheduling application.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$2,700,000

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: The Contractor shall provide, install and maintain an Incarcerated Person Communications System, inclusive of a telephone system, video visitation system, public telephone, correctional-grade table system and a visitation scheduling application.

The Contractor shall provide a turn-key incarcerated person telephone calling solution which shall include, without limitation incarcerated person telephone calls and visitation sessions provided through the Proposer's Incarcerated Person Communication System (IPCS). Proposer shall install and operate all incarcerated person and visitation telephones, and related equipment.

Post Union Notification

Page 1 of 4

05/19/2025

Proposer must integrate IPTS with the City's Systems Providers including but not limited to, Commissary, Jail Management System, and Proposer's Tablet Program. Proposer's Proposal shall include all wiring for the incarcerated person and visitation telephones and installation of incarcerated person telephones, visitation telephones, and related hardware and software at no additional cost to City, and shall enable incarcerated persons at the Jail Facilities to complete, without limitation, free local, long distance and/or international calls through the IPTS. Phone calls and Video Visitation Sessions will be at no cost to the Incarcerated Individual.

The Contractor shall provide correctional-grade mobile device/tablet solution ("Tablets") with a 1:1 Tablet to incarcerated person ratio. The Tablets shall, at a minimum, have the capability to access various applications including VVS scheduling software and completion of onsite and remote video visitation sessions, electronic messaging, educational programming, instructional materials, entertainment content, media, incarcerated person requests, medical requests, grievances and commissary ordering. Proposer's Proposal shall include all wiring and installation for the incarcerated person Tablets and the related hardware and software at no additional cost to City.

Why are these services required and what are the consequences of denial?: An incarcerated Person Communication System is required by the Board of State and Community Corrections, California Title 15 - Minimum Standards for Local Detention Facilities, Section 1067, Access to Telephone. The denial of this service will result in a non-compliance to the California Title 15.

In addition, this service provides the incarcerated the ability to communicate and remain connected with families and friends during incarceration. Studies have shown continued communications with family and friends reduces recidivism post incarceration.

Denial of this service will equate to a loss of communication for the incarcerated and may increase recidivism rate.

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 incarcerated Person Communication System requires extensive experience and knowledge with correctional telephone systems, correctional infrastructures, and Federal Communication Commissions. Contractor must be able to install, operate and manage a turnkey incarcerated calling solution.

The Contractor must provide a sufficient number of lines, ports, channels, and WiFi datapoints to ensure the incarcerated are allowed to place calls 99.8% of the time.

The Sheriff's Office does not have the expertise or equipment to successfully deliver an

Incarcerated Person Communication System to support an incarcerated population of 1300 allocated across two jail facilities.

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

Q4a) What facilities or equipment does the City lack that contractor possesses?: The contractor will provide the lines, ports, channels, correctional grade phones, tablets, and equipment, offsite redundancy and applications to manage, operate, and support this infrastructure.

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

Explain why: The Sheriff's Office does not have the expertise or the resource to successfully deliver an Incarcerated Person Communication System to support an incarcerated population of 1300 allocated across two jail facilities.

Additional information to support your request (Optional):

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, plangroferslocal40@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,

Post Union Notification

PSCreview@seiu1021.org, L21pscreview@ifpte21.org, president@twusf.org,
president@sfsheriffsmsa.org, cjohnson@bac3-ca.org, mhenneberry@teamsters853.org,
staff@sfmea.com, mleach@ibt856.org

Union Review Sent On: 5/8/2025

Union Review End Date: 5/15/2025

Union Review Duration Met On: 5/15/2025

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.
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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:	SHF
Dept Name:	Sheriff's Office
PSC Coordinator Name:	Henry Gong
PSC Coordinator Email:	henry.gong@sfjeov.org
PSC ServiceNow Record Number:	DHRPSC005418

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
1000017882	8/1/2020	7/31/2025	\$ 2,583,942	PSC 40238-19/20	Incarcerated Communications Services and additional technologies.



OFFICE OF THE SHERIFF CITY AND COUNTY OF SAN FRANCISCO

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



**PAUL MIYAMOTO
SHERIFF**

May 19, 2025

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

Executive Officer Eng,

The Sheriff's Office posted the union notification on May 8, 2025 for DHRPSC0005418.

The PSC is for the Sheriff's Office to enter into a contract for a comprehensive Incarcerated Person Communications System inclusive of a jail telephone system, video visitation system, correctional-grade tablet system and a visitation scheduling application.

On May 13, 2025, Naj Daniels, SEIU Field Representative, and Phelicia Jones, Lead Rehabilitation Services Coordinator, requested to meet regarding this PSC.

SEIU wanted to understand more about the program and if any of their SEIU classification's work/workload will be affected by the new Incarcerated Person Communications System Contract.

On May 15, 2025, Chief James Quanico and I had a Teams Meeting with Ms. Daniels and Ms. Jones.

We provide clarification that the new Incarcerated Person Communication System is providing the identical telephone system in the jails and will be a seamless transition for the staff.

The new tablets for the incarcerated population will have similar applications as the current tablets. The new tablets will allow the incarcerated to submit action requests, grievances, and access to education program, order commissary and confirm trust account balances.

The new contract will provide improved efficiencies as it will bundle together a comprehensive phone, tablet, video visitation, and scheduling software under a single provider. This will provide the incarcerated the option to make phone calls on a traditional wall phone and/or via the tablets.

The new contract will have no impacts to the SEIU 8420 – Rehabilitation Services Coordinators' workload. The incarcerated Action Request Forms reviewed by the 8420 will continue to be access electronically via a software application.

Fingerprint Technicians, SEIU 8249 and 8250, do not utilize the Incarcerated Communication System and will not be impacted by the new contract.

At the completion of our meeting, Ms. Daniels and Ms. Jones did not have any objections to DHRPSC0005418.

Sincerely,



Henry Gong
PSC Coordinator – Sheriff's Office

Cc: Chief James Quanico
Najuawanda Daniels
Phelicia Jones

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department:

Submitted By: Evan Parvis

Department Coordinator: Shawndrea Hale,

SHale@sfwater.org

Project Manager: Michael Brennan

ServiceNow Number: DHRPSC0003683

Version: 1.01

Version Type: Amendment

Legacy PSC #: 48868-21/22

Brief description of proposed work: Monitoring system for San Juaquin Pipeline # 3

Reason for the Request for Amendment: Exercise the period of performance option under Contract ID 1000025417 (para 2.2) for extended warranty and maintenance. This amendment covers the duration of the agreement and costs previously negotiated under Contract ID 1000025417.

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: \$200,000

Increase Amount: \$84,947

Why are you requesting the PSC amount to be increased?: PSC amount increased to cover the remaining amount for the additional years 4 through 7 per Contract 1000025417.

Note, the total Contract amount is \$284,947 (\$119,539 3-year base term; and \$165,408 4-year option term). This amendment extends the total funding for the entire Contract term (base + option).

Total Amended Amount: \$284,947

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 41

Duration Increase (months): 43

Why are you requesting the PSC duration to be increased: It corresponds with Contract ID 1000025417 para 2.2 "Options" to renew the agreement for of 4 additional years.

Note, the total contract period of performance is 84 months (36 months for the base term and

48 months for the option term). This amendment extends the period of performance for the entire contract term (base + option).

Total Amended Duration (months): 84

First Contract Start Date: 8/22/2022

PSC Duration End Date: 8/21/2029

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: Unchanged from Contract ID 1000025417:

In February of 2009, Pure Technologies installed and commissioned a SoundPrint Acoustic FiberOptic (AFO) . The previous warranty of the system was under contract 000000347. This AFO monitoring system that detects, records, and locates acoustic events associated with the breaking of prestressing wires found in the Prestressed Concrete Cylinder Pipe (PCCP) that makes up the San Joaquin Pipeline #3. This system allows the City and County of San Francisco to quickly respond and repair pipeline failures at the point of failure.

The current effort for the maintenance and warranty was awarded under Contract 1000025417. The Contractor provides an extended warranty and maintenance services to monitor and ensure the structural integrity of the San Joaquin Pipeline System.

Why are these services required and what are the consequences of denial?: This is necessary to allow CCSF to repair pipeline failures at the point of failure by detecting failures immediately. Denial of this would result in potential catastrophic failure, replacement of possibly miles of pipeline, costing the City millions of dollars in repair and possible interruption of water delivery to the City.

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): -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, sfpoa@icloud.com, b.rod07@yahoo.com, PSCreview@seiu1021.org, L21pscreview@ifpte21.org, president@twusf.org, president@sfsheriffsmsa.org, cjohnson@bac3-ca.org, mhenneberry@teamsters853.org, staff@sfmea.com, mleach@ibt856.org

Union Review Sent On: 5/14/2025

Union Review End Date: 5/21/2025

Union Review Duration Met On: 5/21/2025

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: Monitoring system for San Joaquin Pipeline # 3

Funding Source: 24970-298646-10000-10029984+0004-527610 PSC Duration: 3 years 21 weeks

PSC Amount: \$200,000

1. Description of Work

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

This AFO system is a full-time monitoring system that detects, records, and locates acoustic events associated with the breaking of pre-stressing wires found in the Pre-stressed Concrete Cylinder Pipe (PCCP) that makes up the San Joaquin Pipeline #3. This system allows Hetch Hetchy to monitor potential failures and respond to repairs quickly.

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

This is necessary, to allow CCSF to repair pipeline failures at the point of failure by detecting failures immediately. Denial of this would result in potential catastrophic failure, replacement of possibly miles of pipeline, costing the City millions of dollars in repair and possible interruption of water delivery to the City.

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

Yes, this has been used for the past 10+ years. The most recent agreement governing it's maintenance covered the term October 4, 2015 to October 4, 2020. This was done through a City Contract Blanket Authorization # BPUH16000064.

D. Will the contract(s) be renewed?

yes

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

N/A

2. Reason(s) for the Request

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

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

B. Explain the qualifying circumstances:

The service provided by this pipeline monitoring system is immediately needed to prevent potential catastrophic failure of San Joaquin Pipeline #3. This will allow the City to repair any damage at a small scale, before a larger, more impactful damage may occur.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: This is proprietary equipment that monitors the pipeline.
- B. Which, if any, civil service class(es) normally perform(s) this work? none
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, this entire pipeline monitoring system is not currently possessed by the City. It is proprietary equipment used specifically for pipeline failure monitoring.

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

No service is available within the City resources.

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

- A. Explain why civil service classes are not applicable.
Civil Service does not have this product or do this type of monitoring.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. This is specific monitoring equipment and is not needed anywhere else in the city 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 contact? If so, please explain what that will entail; if not, explain why not.
No. Civil Service does not have this product or do this type of monitoring.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?

If so, please explain.

No.

7. Union Notification: On 12/10/2021, the Department notified the following employee organizations of this

PSC/RFP request:

all unions were notified

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

Name: Shawndrea Hale Phone: (415) 551-4540 Email: shale@sfgov.org

Address: 525 Golden Gate Ave 8th FL San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48868 - 21/22

DHR Analysis/Recommendation:

action date: 02/07/2022

Commission Approval Required

Approved by Civil Service Commission

02/07/2022 DHR Approved for 02/07/2022



**San Francisco
Water Power Sewer**
Operator of the Hetch Hetchy Regional Water System

Post Office Box 160
Moccasin, CA 95347
T 209.989.2012
F 209.989.2104
Junction of Hwy 49 and Hwy 120

MEMORANDUM

DATE: August 4, 2015

TO: Jaci Fong, Purchaser and Director
Office of Contract Administration

FROM: Margaret Hannaford, Division Manager *SMW*
Hetch Hetchy Water and Power

SUBJ: OCA Sole Source Justification – Pure Technologies (#49381)

The purpose of this memorandum is to request an OCA Sole Source Waiver for Pure Technologies - requisition number RQUH16000397.

Hetch Hetchy Water and Power currently maintains a contract with Pure Technologies in order to monitor Prestressed Cylindrical Concrete Pipe (PCCP) in San Joaquin Pipeline Number 3 (SJPL 3). This contract was established in October of 2010 and expires in October of 2015.

SJPL 3 is critical to HHWP's delivery of millions of gallons of water per day to the City and County of San Francisco. The PCCP portion of SJPL 3 is the most vulnerable section of pipe. Corrosion of the steel prestressing strands could compromise the structural integrity of the PCCP and lead to pipe failure. The PCCP section of SJPL 3 was previously scheduled for replacement; however, the project was cancelled due to insufficient funding. As a mitigation strategy, HHWP established a contract with Pure Technologies to monitor the structural integrity of the pipeline in order to prevent unplanned outages and limit the potential for catastrophic failures. Pure Technologies provides this critical service to HHWP with a proprietary fiber optic acoustic detection and location system *already installed* on the SJPL 3. This currently installed system is only compatible with Pure Technologies' assets. Additionally, based on research conducted by our Engineering Department, there are no other vendors in the marketplace who provide this same structural monitoring and support services as Pure Technologies.

The cost for a new five year contract with Pure Technologies is \$837,000 for a five year period; this includes monitoring, warranty and emergency call out services. HHWP's engineering staff and Division Manager has worked tirelessly with Pure Technology to ensure that we receive the exact services required at the fairest possible price.

Pure Technologies is an HRC compliant vendor with the City and County of San Francisco.

Thank you for your consideration of this request.

Edwin M. Lee
Mayor

Ann Malter Coen
President

Francesca Vietor
Vice President

Vince Courtney
Commissioner

Anson Moran
Commissioner

Ike Kwon
Commissioner

Harlan L. Kelly, Jr.
General Manager



Sole Source Waiver Request

Administrative Code Section 21.5(b) provides that commodities or services available only from a sole source shall be procured in accordance with Purchaser's regulations. Purchaser's regulations provide that, "If a department needs a commodity or service which is unique and which is known to be provided by only one vendor, then only one price quotation is solicited from the single vendor. The requesting department must submit documentation to the Purchaser justifying the transaction as a sole source. From time to time, the Purchaser may conduct a formal bid to determine the continuing validity of the sole source determination." (Procurement Instruction 12.06, Exhibit A, Section IX.D, dated April 28, 1989)

Directions: Use this form to justify a sole source transaction. The department requestor must complete the information below and attach a written memo with appropriate supporting documentation to justify this request. The memo must provide specific and comprehensive information that explains why the requested transaction should be considered a sole source. Departments are encouraged to consult with the Human Rights Commission and the City Attorney prior to submitting this request.

Department:	HHW&P	Date Submitted:	8/3/15
Contact:	Alan Thoburn	Phone:	209-989-2059
Vendor Name:	Pure Technology	Vendor:	#49381
Type of Contract:	Commodity Other	Professional Service	Non-Professional Service <input checked="" type="checkbox"/>
Amount:	\$837,000	ADPICS Doc #:	BPW/H10000064

Describe the product or service: See justification.

Has the Human Rights Commission granted a sole source waiver on this transaction? **Compliant Vendor**
If yes, when was the sole source granted? _____ Please attach a copy of the HRC Waiver.

Check the appropriate statement. Attach a memo and documentation to address the questions following each statement.

Goods or services are available from only one source.

Explain why this is the only product or service that will meet the City's needs. Why is this the only vendor or contractor that can provide the services or products? What steps were taken to verify that the goods or services are not available from another source? Explain what efforts were made to obtain the best possible price. Why do you feel the price to be fair and reasonable? How was this vendor chosen? How long has the vendor been providing goods or services for your department?

Only one prospective vendor is willing to enter into a contract with the City.

Explain why no other vendors are willing to contract with the City. If there are compliance issues, what have you done to get other possible sources to become compliant? Have you contacted HRC? Have you received a waiver from HRC?

Item has design and/or performance features that are essential to the department, and no other source satisfies the City's requirements.

Explain why the design/performance features are essential. Have you contacted other suppliers to evaluate items/services with similar features and capabilities? If no, explain why not. If yes, list the suppliers and explain why their goods or services do not meet the department's needs.

Licensed or patented good or service.

Provide proof that the license or patent limits the availability of the product or service to only one source.

Other: _____ 15 ALW 102 000 64 15 ALW 102 000 64 15 ALW 102 000 64

INITIALS: JMW/MS/MS/MS
DATE: 08/03/04 BY: JMW/MS/MS/MS
RECEIVED: 08/03/04 BY: JMW/MS/MS/MS

INSTRUCTIONS:

The Sole Source request must be approved before the department makes a commitment to the vendor, and before funds are encumbered. If the Sole Source request is denied, the department will be advised to conduct a competitive process to select the vendor/contractor. If the Sole Source request is to extend an existing professional service contract, attach a copy of the original contract and any prior sole source determinations made by HRC or Purchasing. When processing professional service contracts and modifications for signature, attach the approved sole source waiver form to the contract documents.

This form is required for every transaction, contract, or contract modification that the department wishes to be treated as a sole source. For additional information call the Purchaser assigned to your department.

The Department Head must sign this request before it is sent to OCA-Purchasing.

This Sole Source request is being submitted by:

Department Head Signature: J. Andrew Ladd Date: 8-5-2015

Name of Department: HEALTH & SAFETY DIVISION AND PLANT

OCA Review and Approval:

Sole Source Approved: Sole Source Denied:

Reason for Determination

P-PE HAS A PATHFED SYSTEM AND THEREFORE NO ONE CAN
MIX IN OUR FIBER OPTICS TO ENGINEER BREAKS IN OUR
WATER SYSTEM AND CAN ALREADY MATCH HEAVY IF THERE ARE ISSUES
WITH NEW FIBER PLANT STAFF SIGN APPROVAL.

OCA Staff: Heather Ladd

Date: 8/18/15

OCA Staff: James L. Benkawamura

Date: 8/18/15

OCA Director: Tom Jones

Date: 8-20-15

April 14, 2015

Hetch Hetchy Water & Power Department
San Francisco Public Utilities Commission
P. O. Box 160
Moccasin, CA 95347

Attention: Jared P. Dunn HHWP Engineering

Subject: PCCP Inspection and Monitoring

Dear Jared:

Pure Technology Ltd. ("Pure") is the developer of the P-Wave® Electromagnetic inspection technology as well as the SoundPrint® AFO (Acoustic Fiber Optic) fiber optic monitoring system. Pure has pioneered both the electromagnetic non-destructive testing technology used to locate and quantify broken prestressing wires in concrete cylinder pipe, and the AFO system used to monitor breaks of those wires by capturing the number and location of breaks in real time. Several patents and applications relevant to both the P-Wave inspection technology as well as the AFO monitoring system are listed below. They include advanced non-contact pipe wall assessment technology, monitoring technology, and analysis technology. The patents and applications that are or are intended to be applicable to the U.S.A. are included here.

Issued Patents related to P-Wave Electromagnetic inspection – *The following patents have issued in the U.S. and are in force at this date*

- P-Wave® Electromagnetic (Patent No. 5127823, 6791318 and 6781369)

Issued Patents related to SoundPrint® AFO (Acoustic Fiber Optic) fiber optic monitoring system – *The following patents have issued in the U.S. and are in force at this date*

- Fibre Optic Sensor Method And Apparatus (Patent No. 7,564,540)

Pure Technologies U.S. Ltd. is not aware of any other pipeline inspection systems or pipeline monitoring systems offering these capabilities and features.

Yours truly,

Pure Technologies U.S. Ltd.

John Gallaher
Regional Vice President

Hetch Hetchy Water & Power Department
San Francisco Public Utilities Commission
P. O. Box 160
Moccasin, CA 95347

Attention: Jared P. Dunn HHWP Engineering

Subject: **PCCP Inspection and Monitoring**

Dear Jared:

Pure Technology Ltd. ("Pure") is the developer of the P-Wave[®] Electromagnetic inspection technology as well as the SoundPrint[®] AFO (Acoustic Fiber Optic) fiber optic monitoring system. Pure has pioneered both the electromagnetic non-destructive testing technology used to locate and quantify broken prestressing wires in concrete cylinder pipe, and the AFO system used to monitor breaks of those wires by capturing the number and location of breaks in real time. The U.S. patents applicable to P-Wave inspection technology and the AFO monitoring system are listed below. They include advanced non-contact pipe wall assessment technology, monitoring technology, and analysis technology.

P-Wave[®] Electromagnetic inspection

- P-Wave[®] Electromagnetic: Patent Nos. 5127823, 6791318 and 6781369

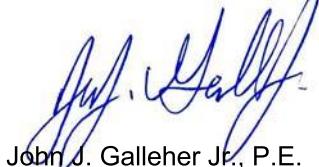
SoundPrint[®] AFO (Acoustic Fiber Optic) fiber optic monitoring

- Fibre Optic Sensor Method And Apparatus: Patent No. 7,564,540

Pure Technologies U.S. Ltd. is not aware of any other pipeline inspection systems or pipeline monitoring systems offering these capabilities and features.

Yours truly,

Pure Technologies U.S. Ltd.



John J. Galleher Jr., P.E.

Vice President, Western Region

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: TTX

Submitted By: Patrick Pacleb

Department Coordinator: Patrick Pacleb,

patrick.pacleb@sfgov.org

Project Manager: Patrick Pacleb

ServiceNow Number: DHRPSC0002074

Version: 1.01

Version Type: Amendment

Legacy PSC #: 49381-16/17

Brief description of proposed work: Debt Collection Software

Reason for the Request for Amendment: Software licensing contract adding additional years for the license. This software is for delinquent collections software for CCSF. The professional services are hours related to configurations needed for state, local, and federal requirements. We are not adding more money to prof services. We are only adding money for software licensing.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Duration

Amount

Previously Approved Amount: \$2,175,000

Increase Amount: \$0

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

Total Amended Amount: \$2,175,000

Does contract include items other than services?: Yes

- Cloud-Based Software Licenses and Support (without Professional Services): \$5,158,083

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 120

Duration Increase (months): 120

Why are you requesting the PSC duration to be increased: Making an option for prof services to be available for the term of the contract. Not adding more money to prof services only adding money for software licensing.

Total Amended Duration (months): 240

First Contract Start Date: 12/1/2016

PSC Duration End Date: 12/1/2036

Funding

Funding Source: City Funds

Post Union Notification

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: Proprietary software that is being licensed. This is a bank of hours for the company to configure the product due to federal, state, and local requirements.

Why are these services required and what are the consequences of denial?: We could not effectively collect debt and be in compliance with debt collection requirements. For example, uncompliance with state law as it pertains to healthcare debt could result in a fine per violation.

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

Board and Commission Approvals

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

Will any contracts under this PSC require Board of Supervisors approval: Yes

Provide details related to contracts for which BOS approval will be required?: Extending beyond 10 years.

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): 1062 - IS Programmer Analyst, 1061 - IS Program Analyst-Assistant, 1064 - IS Prg 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: 5/21/2025

Post Union Notification

Union Review End Date: 5/28/2025

Union Review Duration Met On: 5/28/2025

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: TREASURER/TAX COLLECTOR -- TTXDept. Code: TTXType of Request: Initial Modification of an existing PSC (PSC #)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Debt Collection SoftwareFunding Source: General FundPSC Amount: \$1,450,000PSC Est. Start Date: 12/01/2016PSC Est. End Date 11/30/2021**1. Description of Work**

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

The proposed work will include the planning, testing, programming, training, support, and maintenance of the software.

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

Collection Solutions Software Incorporated won the software contract through the Request For Proposal in 2015 and we will need to migrate over to and configure their software to maintain our delinquent account inventory and debt collection processes before the contract with our current vendor, Columbia Ultimate Business Software expires in June 30, 2017. The initial services are short term and specialized due to the software being completely owned and maintained by Collection Solutions Software Incorporated. If these services were denied it will severely impact the critical and essential municipal revenue recovery work performed by the Business of Delinquent Revenue, which manages a portfolio of more than half a million delinquent municipal debts that comprises more than \$600 million in receivables.

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

These services are currently being provided by Columbia Ultimate Business Software (CUBS) and supported by our department's Information Technology staff on premise. Our contract with Columbia Ultimate Business Software is set to expire on June 30, 2017.

D. Will the contract(s) be renewed?

It could possibly be renewed for additional terms if needed, but our goal is to replace the current software with a newer system to better meet the demands of the Department.

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 debt collection software will be the primary database for the entirety of the Business of Delinquent Revenue's ongoing delinquent collections work, which encompasses a comprehensive debt recovery process being conducted on a large existing inventory of accounts that will go beyond 5 years, and the continuous assignment of new delinquent accounts from various City Departments.

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 required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

B. Explain the qualifying circumstances:

The project requires expertise in the configuration, setup and installation of proprietary software.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Extensive knowledge and expertise on how to configure, program, train users of various levels, (i.e. collectors, system administrators, etc) and how to support and maintain the IMPACT HD 2.0 software, which is a proprietary software owned by Collection Solutions Software Incorporated.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1061, IS Program Analyst-Assistant; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the software will be hosted by Collection Solutions Software Incorporated. The data centers that will host the software, as well as the back-up data centers, will be provided by the contractor.

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

Collection Solutions Software Incorporated owns, maintains, supports and will host the software. These services cannot be provided by any other resources in the City.

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

- A. Explain why civil service classes are not applicable.
Job classes 1061, 1062, 1063, 1064 do not have expertise in the configuration, setup, and installation of the proprietary software. Furthermore, the installation, training, and programming (or if custom programming becomes necessary) of the IMPACT HD 2.0 software application, which is solely owned by Collection Solutions Software Incorporated and will be hosted by them, will be short term and will require specialized knowledge and expertise.
- 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, a new civil service class will not be needed because this will be a one-time installation and configuration only.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.
Yes. Yes, with the implementation of their software solution the contractor will need to provide extensive training to the Department employees. Please see attached training document. This training will include but is not limited to how to users will leverage the system to perform their daily debt collection work (i.e. work an assigned inventory of accounts, documenting the account record file, book payment arrangements, manage their delinquent accounts portfolio, etc.), uploading and extracting data files, post manual transactions and input/update accounts, processing financial transactions, managing accounting processes, creating reports, developing business and collection workflow strategies, system administration, information security, system support and maintenance requirements, and performing various data query functions.
- 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 11/08/2016, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21

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

Name: Kimmie Wu Phone: 415-554-4513 Email: Kimmie.wu@sfgov.org

Address: Kimmie Wu 1 Dr. Carlton B Goodlett Pl, Room 140, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49381 - 16/17

DHR Analysis/Recommendation:

action date: 01/09/2017

Commission Approval Required

Approved by Civil Service Commission

01/09/2017 DHR Approved for 01/09/2017

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: TREASURER/TAX COLLECTORDept. Code: TTXType of Initial Modification of an existing PSC (PSC # 49381 - 16/17)
Request:Type of Expedited Regular Annual Continuing (Omit
Approval: Posting)Type of Service: Debt Collection SoftwareFunding Source: General FundPSC Original Approved Amount: \$1,450,000PSC Original Approved Duration: 12/01/16 - 11/30/21 (5 years)PSC Mod#1 Amount: \$725,000PSC Mod#1 Duration: 11/26/19-11/28/26 (4 years 52 weeks)PSC Cumulative Amount Proposed: \$2,175,000PSC Cumulative Duration Proposed: 9 years 52 weeks**1. Description of Work**

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

The proposed work will include the planning, testing, programming, training, support, and maintenance of the software.

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

Collection Solutions Software Incorporated won the software contract through the Request For Proposal in 2015 and we will need to migrate over to and configure their software to maintain our delinquent account inventory and debt collection processes before the contract with our current vendor, Columbia Ultimate Business Software expires in June 30, 2017. The initial services are short term and specialized due to the software being completely owned and maintained by Collection Solutions Software Incorporated. If these services were denied it will severely impact the critical and essential municipal revenue recovery work performed by the Business of Delinquent Revenue, which manages a portfolio of more than half a million delinquent municipal debts that comprises more than \$600 million in receivables.

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, PSC 49381-16/17

D. Will the contract(s) be renewed?

It could possibly be renewed for additional terms if needed, but our goal is to replace the current software with a newer system to better meet the demands of the Department.

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:

We are exercising our options to amend for the full terms allowed in the RFP.

2. Reason(s) for the Request

A. Display all that apply

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

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

The project requires expertise in the configuration, setup and installation of proprietary software.

B. Reason for the request for modification:

Add time and money.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Extensive knowledge and expertise on how to configure, program, train users of various levels, (i.e. collectors, system administrators, etc) and how to support and maintain the IMPACT HD 2.0 software, which is a proprietary software owned by Collection Solutions Software Incorporated.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1061, IS Program Analyst-Assistant; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, the software will be hosted by Collection Solutions Software Incorporated. The data centers that will host the software, as well as the back-up data centers, will be provided by the contractor.

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.
Job classes 1061, 1062, 1063, 1064 do not have expertise in the configuration, setup, and installation of the proprietary software. Furthermore, the installation, training, and programming (or if custom programming becomes necessary) of the IMPACT HD 2.0 software application, which is solely owned by Collection Solutions Software Incorporated and will be hosted by them, will be short term and will require specialized knowledge and expertise.
- 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, a new civil service class will not be needed because this will be a one-time installation and configuration only.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.
Yes, with the implementation of their software solution the contractor will need to provide extensive training to the Department employees. Please see attached training document. This training will include but is not limited to how to users will leverage the system to perform their daily debt collection work (i.e. work an assigned inventory of accounts, documenting the account record file, book payment arrangements, manage their delinquent accounts portfolio, etc.), uploading and extracting data files, post manual transactions and input/update accounts, processing financial transactions, managing accounting processes, creating reports, developing business and collection workflow strategies, system administration, information security, system support and maintenance requirements, and performing various data query functions.

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 11/26/19, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21;

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

Name: Kimmie Wu Phone: 415-554-4513 Email: Kimmie.wu@sfgov.org

Address: Kimmie Wu, 1 Dr. Carlton B Goodlett Pl, Room 140, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49381 - 16/17

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 12/12/2019

RE: Proprietary Status and Sole-Source Support for the IMPACT HD 2.0 System

To Whom It May Concern:

This letter confirms the proprietary status and sole-source support model for IMPACT HD 2.0, the software platform licensed by the Office of the Treasurer & Tax Collector, City and County of San Francisco.

Proprietary licensing

The Treasurer & Tax Collector has licensed proprietary software from Collection Solutions Software, Inc. (CSS) to meet its business-process needs.

System development

CSS has developed and continues to enhance the online applications and system components used to deliver the services described above.

Exclusive intellectual-property rights

CSS has exclusive rights to the IMPACT HD 2.0 system, including all source code, configuration artifacts, documentation, and associated modules.

Sole provider of support and upgrades

CSS is the sole provider of the software, related services, and upgrades for IMPACT HD 2.0 within the City and County of San Francisco.

Please contact the undersigned if additional information is required.

Sincerely,



Carl A. Briganti
President & Chief Executive Officer
Collection Solutions Software, Inc. (CSS)
877.277.4621 ext. 100 | carlb@cssimpact.com