

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

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Project Manager: Kimberlee Walden

ServiceNow Number: DHRPSC0005140

Version: 0.01

Version Type: New

Brief description of proposed work: Enterprise Workforce and Talent Management System

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$20,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 108

Funding

Funding Source: State Funds

Special circumstances related to funding: Yes

Explain the special circumstances: The funding source is Enhanced Payment Program (EPP). Directed Payment Programs like EPP are sources of additional revenue for California Public Healthcare Systems like DPH. The California Department of Healthcare Services (DHCS) administers these programs.

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor will support the design, build, training, and implementation of a new enterprise workforce and talent management (WTM) system for the Department of Public Health (DPH). The system will support 3,000 concurrent DPH staff initially, scaling to 4,000+ concurrent users in a cloud infrastructure with disaster recovery provisions. The new system will integrate with multiple existing platforms (PeopleSoft Payroll, Epic Systems electronic health records system, SmartRecruiters applicant

tracking system, ServiceNow service management systems, and the medical staff credentialing system). The system will support workforce management capabilities, including scheduling, time and attendance, credential management, electronic personnel files, and case management tools for numerous human resources activities. The system will also support capabilities for talent management, such as recruitment and onboarding, performance and workforce planning, and the creation of exams and assessments for job candidates.

Why are these services required and what are the consequences of denial?: The services are required in order for DPH to design and build the workforce and talent management system. Denial of services would hinder DPH's ability to implement and operate the enterprise system, which would potentially delay or prevent the successful deployment of essential workforce management functions.

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

Board and Commission Approvals

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

Provide details related to contracts for which dept comm approval required: The contract will require approval from the Health 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?: The contract will likely require Board of Supervisors approval.

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: The skills and expertise needed to perform the services are directly tied to the proprietary nature of the vendor's software. This includes software engineering experience as well as platform engineering experience to support the hosted solution.

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

Q5c1) Identify the classifications: 1052 - IS Business Analyst, 1054 - IS Business Analyst-

Principal, 1053 - IS Business Analyst-Senior

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

Q5c3) Why are they not able to perform the services?: The City does have engineering classifications, however no City staff have access to or knowledge of how to support the vendor's proprietary hosted platform.

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 occur, which will help both information technologists and end-users to use the WTM system regularly.

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: For work on source code or hosting platforms, the work remains completely within the purview of the vendor. However, daily operations and use of the of the WTM system will be managed by City information technologists, human resources teams, and end-users.

Additional information to support your request (Optional): For this PSC request, a longer contract duration is essential in order to maximize the department's investment in this platform. Given the amount of planning and testing required for this generational investment, a shorter contract duration would be insufficient. Additionally, due to the longer duration the department will expect to report back no less than every four years.

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: 2/12/2025

Union Review End Date: 3/14/2025

Union Review Duration Met On: 3/14/2025