

CSC RECEIPT STAMP

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PSC Submissions

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PSC Requests Scheduled for Hearing - 7/21/2025

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0005439 - v0.01	DPH	New	\$9,000,000.00	\$9,000,000.00	Contractor(s) must provide pick up/drop off and processing to clean and disinfect a high volume of soiled hospital laundry seven days per week, including holidays, for Laguna Honda Hospital (LHH) and Zuckerberg San Francisco General Hospital (ZSFGH) to enable compliance with Title 22 of the State of California Department of Health Code of Regulations, San Francisco Department of Public Health Infection Control Policies, and Joint Commission (accreditation) requirements.	24	24	2025-07-21 14:00:00	Reanna Albert
DHRPSC0005352 - v0.01	HSS	New	\$502,000.00	\$502,000.00	Request for Proposal (RFP) for Off-site Professional Call-Center for the San Francisco Health Service System Member Health Benefits Services Unit during annual Open Enrollment period.	18	18	2025-07-21 14:00:00	Iftikhar Hussain
TOTALS:			\$9,502,000.00	\$9,502,000.00					

Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
DPH	1	0	\$9,000,000.00	\$9,000,000.00
HSS	1	0	\$502,000.00	\$502,000.00
Column Total	2	0	\$9,502,000.00	\$9,502,000.00

Generated on: 7/3/2025, 3:25:25 PM by Suzanne Choi

PSC Requests Scheduled for Hearing - 7/21/2025

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0002245 - v2.01	ADM	Amendment	\$8,330,000.00	\$19,580,000.00	Contractor shall provide shuttle bus services for members of the public and various City departments including the District Attorney's Office (DA), Department of Public Health (DPH), and Recreation and Park Department (RPD). The shuttle buses must be available on a scheduled-time basis and on as-needed basis, particularly where the use of public transportation is not a viable option such as during peak commute, early morning and late evening hours when the use of public transportation can be challenging. Additionally, Shuttle bus drivers must be able to assist passengers with boarding and offboarding, as well as the loading of any personal items with which they require assistance.	24	114	2025-07-21 14:00:00	Lynn Khaw
TOTALS:			\$8,330,000.00	\$19,580,000.00					

Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
ADM	0	1	\$8,330,000.00	\$19,580,000.00
Column Total	0	1	\$8,330,000.00	\$19,580,000.00

Generated on: 7/3/2025, 3:26:02 PM by Suzanne Choi

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: My Lan Do Nguyen

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

Project Manager: Chauncey Jackson

ServiceNow Number: DHRPSC0005439

Version: 0.01

Version Type: New

Brief description of proposed work: Laundry services for Laguna Honda Hospital & Zuckerberg San Francisco General Hospital

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$9,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 24

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor(s) must provide pick up/drop off and processing to clean and disinfect a high volume of soiled hospital laundry seven days per week, including holidays, for Laguna Honda Hospital (LHH) and Zuckerberg San Francisco General Hospital (ZSFGH) to enable compliance with Title 22 of the State of California Department of Health Code of Regulations, San Francisco Department of Public Health Infection Control Policies, and Joint Commission (accreditation) requirements.

Why are these services required and what are the consequences of denial?: Title 22 of the State of California Department of Health Code of Regulations, San Francisco Department of Public Health Infection Control Policies, and Joint Commission (accreditation) require laundry be

processed and cleaned according to their standards. Denial of this service will cause both LHH and SFGH to lose their accreditations and licenses, thereby jeopardizing third party reimbursement and their ability to serve San Franciscans resulting in increased incidence of poor health outcomes, including death.

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

How many contracts?: 1

Why have you not hired City employees to perform the services?: The laundry facility at SFGH was removed in 1994 because the building was a seismic hazard. The laundry facility at LHH was demolished in September 2003 to make way for the construction of the voter-approved LHH Replacement Project. On February 9, 2009, the long-standing dispute between SEIU and the City resolved through Arbitration with the award in favor of not rebuilding Laguna Honda's laundry facility. The 2760 Laundry Worker and 2780 Laundry Supervisor classifications that supported the laundry facility no longer exist.

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 laundry facility at SFGH was removed in 1994 because the building was a seismic hazard. The laundry facility at LHH was demolished in September 2003 to make way for the construction of the voter-approved LHH Replacement Project. On February 9, 2009, the long-standing dispute between SEIU and the City resolved through Arbitration with the award in favor of not rebuilding Laguna Honda's laundry facility.

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

Explain why: On February 9, 2009, the long-standing dispute between SEIU and the City resolved through Arbitration with the award in favor of not rebuilding Laguna Honda's laundry facility. Additionally, DPH does not have sufficient funding to acquire, renovate, equip and maintain a building in an appropriate location.

Additional information to support your request (Optional): The laundry facility at SFGH was

removed in 1994 because the building was a seismic hazard. The laundry facility at LHH was demolished in September 2003 to make way for the construction of the voter-approved LHH Replacement Project. On February 9, 2009, the long-standing dispute between SEIU and the City resolved through Arbitration with the award in favor of not rebuilding Laguna Honda's laundry facility. The 2760 Laundry Worker and 2780 Laundry Supervisor classifications that supported the laundry facility no longer exist. Contractor must be able to process, clean and disinfect a high volume of soiled hospital laundry seven days per week, including holidays, for Laguna Honda Hospital (LHH) and Zuckerberg San Francisco General Hospital (ZSFGH) per the standards set in Title 22 of the State of California Department of Health Code of Regulations, San Francisco Department of Public Health Infection Control Policies, and Joint Commission (accreditation) require laundry be processed and cleaned according to their standards.

Union Notifications

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

Labor Unions: No Union Selected -

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

Union Review Sent On: 5/23/2025

Union Review End Date: 5/30/2025

Union Review Duration Met On: 5/30/2025

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

Instructions:

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

Step 2: Complete the fields below.

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

Document Content:

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

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

Dept Acronym:	DPH
Dept Name:	Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@sfdph.org
PSC ServiceNow Record No.:	DHRPSC0005439v0.01

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000024688	08/01/2023	01/31/2026	\$ 8,861,160	4120-09/10	Must be able to provide all the laundry services, including pick up, delivery, washing, drying, ironing, folding, presswork, garment processing, inventory control, bacteria culture and fabric quality testing.



City and County of San Francisco
Daniel Lurie, Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: June 24, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: DHRPSC0005439 Laundry Services for Laguna Honda Hospital & Zuckerberg San Francisco General Hospital

Summary of Union Objection:

On June 18, 2025, DPH met with SEIU Local 1021 to discuss this PSC. The union objected to the outsourcing of laundry services instead of using existing civil service staff. They asked if DPH had conducted a feasibility or cost analysis for bringing the work in house. DPH explained that the department does not have a facility for this work. The union acknowledged the practical challenges, asked to start the conversation about bringing the work in house in about 12 months, and provided waiver for this 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.

RE: DPH [DHRPSC0005439] submitted for Union Review

From Daniel Becker <Daniel.Becker@seiu1021.org>

Date Wed 6/18/2025 4:41 PM

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

Cc Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>; Barros, Brenda (DPH) <brenda.barros@sfdph.org>; Derek Arthur <Derek.Arthur@seiu1021.org>

We will move forward with this contract and start the conversation about brining this work in house in about 12 months.

Daniel Becker

Field Representative

SEIU Local 1021

350 Rhode Island, Suite 100 South Bldg., San Francisco, CA 94103

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

Sent: Wednesday, June 18, 2025 1:16 PM

To: Daniel Becker <Daniel.Becker@seiu1021.org>

Cc: Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>; Barros, Brenda (DPH) <brenda.barros@sfdph.org>; Derek Arthur <Derek.Arthur@seiu1021.org>

Subject: Re: DPH [DHRPSC0005439] 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.

Thanks Daniel!

From: Daniel Becker <Daniel.Becker@seiu1021.org>

Sent: Wednesday, June 18, 2025 12:33 PM

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

Cc: Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>; Barros, Brenda (DPH) <brenda.barros@sfdph.org>; Derek Arthur <Derek.Arthur@seiu1021.org>

Subject: RE: DPH [DHRPSC0005439] submitted for Union Review

Yes ill be there

Daniel Becker

Field Representative

SEIU Local 1021

350 Rhode Island, Suite 100 South Bldg., San Francisco, CA 94103

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

Sent: Wednesday, June 18, 2025 8:56 AM

To: Daniel Becker <Daniel.Becker@seiu1021.org>

Cc: Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>

Subject: Fw: DPH [DHRPSC0005439] submitted for Union Review

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Morning Daniel,

Just checking in to confirm that you're able to attend the meeting today for the Laundry Services PSC at 101 Grove. Please let us know.

Thanks,
Reanna

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Tuesday, June 17, 2025 1:39 PM
To: Daniel Becker <Daniel.Becker@seiu1021.org>
Cc: Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>
Subject: Fw: DPH [DHRPSC0005439] submitted for Union Review

Hi Daniel,

I just wanted to confirm that you're still able to meet with us this Weds, 6/18 at 4:00pm at 101 Grove Street. Please let me know if anything has changed with your availability.

Thanks,
Reanna

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Thursday, June 5, 2025 12:49 PM
To: Daniel Becker <Daniel.Becker@seiu1021.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Cc: Jackson, Chauncey (DPH) <chauncey.jackson@sfdph.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>; Derek Arthur <Derek.Arthur@seiu1021.org>; Jegy Sering <jegy.sering@seiu1021.org>
Subject: Re: DPH [DHRPSC0005439] submitted for Union Review

Thanks Daniel, confirming 6/18 at 4:00pm at 101 Grove Street. I'll send a calendar invite to all.

From: Daniel Becker <Daniel.Becker@seiu1021.org>
Sent: Thursday, June 5, 2025 10:48 AM
To: Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Cc: Jackson, Chauncey (DPH) <chauncey.jackson@sfdph.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>; Derek Arthur <Derek.Arthur@seiu1021.org>; Jegy Sering <jegy.sering@seiu1021.org>
Subject: RE: DPH [DHRPSC0005439] submitted for Union Review

Hi, that could work for me.

Daniel Becker

Field Representative

SEIU Local 1021

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Wednesday, June 4, 2025 4:08 PM
To: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Daniel Becker <Daniel.Becker@seiu1021.org>
Cc: Jackson, Chauncey (DPH) <chauncey.jackson@sfdph.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>
Subject: Re: DPH [DHRPSC0005439] 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 Daniel,

Following up. Does 6/18 at 4:00pm at 101 Grove Street work for you for a meeting regarding the Laundry Services PSC?

Thanks,

Reanna

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Friday, May 30, 2025 2:38 PM
To: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Daniel Becker <Daniel.Becker@seiu1021.org>
Cc: Jackson, Chauncey (DPH) <chauncey.jackson@sfdph.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>
Subject: Re: DPH [DHRPSC0005439] submitted for Union Review

Hi Daniel,

Following up to see whether 6/18 at 4:00pm, at 101 Grove Street, will work for you for a meeting regarding this PSC. Please let us know when you have a moment.

Thanks,

Reanna

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Wednesday, May 28, 2025 10:20 AM
To: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Daniel Becker <Daniel.Becker@seiu1021.org>
Cc: Jackson, Chauncey (DPH) <chauncey.jackson@sfdph.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>
Subject: Re: DPH [DHRPSC0005439] submitted for Union Review

Hi Daniel,

Thanks for reaching out regarding this PSC. DPH has availability to meet on **6/18 at 4:00pm**. We'd like to hold the meeting in person at 101 Grove Street. Please let us know if this works for you.

Thank you,

Reanna

Reanna Albert (she/her)

Pre-Award Unit Analyst | PSC Coordinator
SFDPH Office of Contracts Management & Compliance
101 Grove Street, Room 410

San Francisco, CA 94102

reanna.albert@sfdph.org

628-271-6178

From: Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Sent: Friday, May 23, 2025 2:52 PM
To: Daniel Becker <Daniel.Becker@seiu1021.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Cc: Jackson, Chauncey (DPH) <chauncey.jackson@sfdph.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>
Subject: Re: DPH [DHRPSC0005439] submitted for Union Review

Hi Daniel,

Reanna Albert, DPH's PSC Coordinator, will reach out to you next week to find time to schedule a meeting.

Have a lovely weekend!

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: Daniel Becker <Daniel.Becker@seiu1021.org>

Sent: Friday, May 23, 2025 1:50 PM

To: DT Service Now (TIS) <ccsfdt@service-now.com>; cpark@local39.org <cpark@local39.org>; mhenneberry@teamsters853.org <mhenneberry@teamsters853.org>; laborers261@gmail.com <laborers261@gmail.com>; WOrellana@opcmialocal300.org <WOrellana@opcmialocal300.org>; Tracy McCray <tracym@sfpoa.org>; L21pscreview@ifpte21.org <L21pscreview@ifpte21.org>; ccarr@oe3.org <ccarr@oe3.org>; pmendeziamaw@comcast.net <pmendeziamaw@comcast.net>; larryjr@ualocal38.org <larryjr@ualocal38.org>; president@twusf.org <president@twusf.org>; nick@dc16.us <nick@dc16.us>; dvickers@iam1414.org <dvickers@iam1414.org>; snaranjo@cirseiu.org <snaranjo@cirseiu.org>; local22publicsector@nccrc.org <local22publicsector@nccrc.org>; Lenny, John (DAT) <john.lenny@sfgov.org>; pfinn@ibt856.org <pfinn@ibt856.org>; emathurin@cirseiu.org <emathurin@cirseiu.org>; cjohnson@bac3-ca.org <cjohnson@bac3-ca.org>; PSCreview <PSCreview@seiu1021.org>; Pierre King - UAPD <pking@UAPD.com>; administrat ion@sffdlocal798.org <administration@sffdlocal798.org>; anthony@dc16.us <anthony@dc16.us>; charlie@local377.com <charlie@local377.com>; mfinnegan@ibt856.org <mfinnegan@ibt856.org>; Jackson, Chauncey (DPH) <chauncey.jackson@sfdph.org>; president@sfsheriffmsa.org <president@sfsheriffmsa.org>; mleach@ibt856.org <mleach@ibt856.org>; sfcwupresidentjmleonard@yahoo.com <sfcwupresidentjmleonard@yahoo.com>; plangrooferslocal40@gmail.com <plangrooferslocal40@gmail.com>; President <president@sanfranciscodsa.com>; mbeauchamp@oe3.org <mbeauchamp@oe3.org>; jb@local16.org <jb@local16.org>; sfdpoa@icloud.com <sfdpoa@icloud.com>; abush@cirseiu.org <abush@cirseiu.org>; b.rod07@yahoo.com <b.rod07@yahoo.com>;

ibew6@ibew6.org <ibew6@ibew6.org>; local200twu@sbcglobal.net <local200twu@sbcglobal.net>;
epeterson@cirseiu.org <epeterson@cirseiu.org>; staff@sfmea.com <staff@sfmea.com>;
lvega@nccrc.org <lvega@nccrc.org>; joshv@smw104.org <joshv@smw104.org>; Hiramoto, Kelly (DPH)
<kelly.hiramoto@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Cc: Barros, Brenda (DPH) <brenda.barros@sfdph.org>; Kristin Hardy <Kristin.Hardy@seiu1021.org>; De Jesus Jr,
Luis (DPH) <luis.r.dejesus@sfdph.org>; smog man <smogman1082000@yahoo.com>; rmanalo72
<rmanalo72@yahoo.com>; Tian, Joey (DPH) <ye.tian@sfdph.org>; Mr. Ping <a.fang@att.net>; Roberto Manahan
<rbrtmnhn@yahoo.com>; Jewell Webster <Websterjewell5@gmail.com>

Subject: RE: DPH [DHRPSC0005439] submitted for Union Review

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Hi,

SEIU 1021 would like to meet and confer over this PSC. Please let us know when we can meet.

Thanks,

Daniel

Daniel Becker

Field Representative

SEIU Local 1021

350 Rhode Island, Suite 100 South Bldg., San Francisco, CA 94103

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

Sent: Friday, May 23, 2025 10:23 AM

To: cspark@local39.org; mhenneberry@teamsters853.org; laborers261@gmail.com;
WOrellana@opcmialocal300.org; tracym@sfpoa.org; L21pscreview@ifpte21.org; ccarr@oe3.org;
pmendeziamaw@comcast.net; larryjr@ualocal38.org; president@twusf.org; nick@dc16.us;
dvickers@iam1414.org; snaranjo@cirseiu.org; local22publicsector@nccrc.org; john.lenny@sfgov.org;
pfinn@ibt856.org; emathurin@cirseiu.org; cjohnson@bac3-ca.org; PSCreview <PSCreview@seiu1021.org>;
pkling@uapd.com; administration@sffdlocal798.org; anthony@dc16.us; charlie@local377.com;
mfinnegan@ibt856.org; chauncey.jackson@sfdph.org; president@sfssheriffmsa.org; mleach@ibt856.org;
sfcwupresidentjmleonard@yahoo.com; plangrooferslocal40@gmail.com; President@sanfranciscodsa.com;

mbeauchamp@oe3.org; jb@local16.org; sfdpoa@icloud.com; abush@cirseiu.org; b.rod07@yahoo.com; ibew6@ibew6.org; local200twu@sbcglobal.net; epeterson@cirseiu.org; staff@sfmea.com; lvega@nccrc.org; joshv@smw104.org; kelly.hiramoto@sfdph.org; mylando.nguyen@sfdph.org

Subject: DPH [DHRPSC0005439] 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 union representatives,

DPH is requesting your review of PSC [DHRPSC0005439]. 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 2025-05-30.**

PSC Summary

=====

Record Number: DHRPSC0005439 v 0.01

Description of Proposed Work: Laundry services for Laguna Honda Hospital & Zuckerberg San Francisco General Hospital

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: \$9,000,000.00

PSC Duration (months): 24

Funding Source(s): City Funds

Scope of Work: Contractor(s) must provide pick up/drop off and processing to clean and disinfect a high volume of soiled hospital laundry seven days per week, including holidays, for Laguna Honda Hospital (LHH) and Zuckerberg San Francisco General Hospital (ZSFGH) to enable compliance with Title 22 of the State of California Department of Health Code of Regulations, San Francisco Department of Public Health Infection Control Policies, and Joint Commission (accreditation) requirements.

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

PSC Justification(s)

=====

✔ Service for which City lacks the necessary facilities/equipment

Ref:TIS5892056_QewzKwLwKShfQyxovKON

SEIU/DPH Meeting

DHRPSC0005439

Laundry Services for Laguna Honda Hospital & Zuckerberg San Francisco General Hospital
June 18, 2025, 4:00pm – 4:42pm

NAME: Daniel Becker	
POSITION TITLE: SEIU 1021 Representative	PHONE NO.:
ORGANIZATION: SEIU 1021	EMAIL: daniel.becker@seiu1021.org
NAME: Chauncey Jackson	
POSITION TITLE: Deputy COO at ZSFG	PHONE NO:
ORGANIZATION: DPH	EMAIL: chauncey.jackson@sfdph.org
NAME: My Lan Do Nguyen	
POSITION TITLE: Manager of Contractual Pre-Award, Compliance and Training Services	PHONE NO.:
ORGANIZATION: DPH Business Office	EMAIL: mylando.nguyen@sfdph.org
NAME: Angela Lazarich	
POSITION TITLE: Manager IV	PHONE NO.:
ORGANIZATION: DPH, Laguana Honda Hospital	EMAIL: angela.lazarich@sfdph.org
NAME: Reanna Albert	
POSITION TITLE: PSC Coordinator	PHONE NO.:
ORGANIZATION: DPH Business Office	EMAIL: reanna.albert@sfdph.org
NAME: Jeff DuBois	
POSITION TITLE: Contract Analyst	PHONE NO.:
ORGANIZATION: DPH Business Office	EMAIL: jeff.dubois@sfdph.org
NAME: Jegy Sering	
POSITION TITLE: SEIU 1021 Representative	PHONE NO.:
ORGANIZATION: SEIU 1021	EMAIL: jegy.sering@sfdph.org

NOTES:

DPH: Provided background for PSC. Fire initially caused shutdown of internal laundry services.
Limited vendors for hospitals and excessive costs to do inhouse.

SEIU: Are we looking at an extension of an existing contract or new RFP?

DPH: New RFP

SEIU: Contract set to expire in January and it was for the same period of time. Why is this contract more than the last one?

DPH: We were looking at actual numbers and estimating for 24 months.

SEIU: Was there costing done when we first used outside services?

DPH: We are not aware of any analysis done 20 years ago.

SEIU: Was there any costing for maintaining laundry service in 2025?

DPH: We were looking at usage not the facility. We haven't looked at building a facility.

SEIU: What is stopping you from bringing this in-house?

DPH: We do not have a facility for this. Building a facility would be a huge capital project. To build a facility for LHH would be much more than the \$9M contract.

SEIU: How were they able to get the work done when they had laundry facilities?

DPH: There were civil servants doing this work. There were laundry workers (2770s) that were converted to porters.

SEIU: So we have members who can do the work but not the facility?

DPH: The porter job classification is not a laundry worker. There is one item in their job description that applies to the laundry worker position.

SEIU: There are two 2770s. We want to maintain the 2770 classification. We would also like a feasibility study.

DPH: Internal discussion without SEIU

DPH: We are open to the conversation regarding maintaining the 2770 position. We want to make sure you know that the 2770 makes less than the porter. Regarding the feasibility study, I don't think it's realistic to do given the city and what's involved in building a facility.

SEIU: We would like to suggest that the contract move forward and that we meet in 12 months to discuss the possibility of bringing this in-house.

SEIU: Emailed confirmation of the above.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HSS

Submitted By: Patrick Chang

Department Coordinator: Iftikhar Hussain,
iftikhar.hussain@sfgov.org

Project Manager: Olga Stavinskaya-Velasquez

ServiceNow Number: DHRPSC0005352

Version: 0.01

Version Type: New

Brief description of proposed work: Request for Proposal (RFP) for Off-site Professional Call-Center for the San Francisco Health Service System Member Health Benefits Services Unit during annual Open Enrollment period.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$502,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 18

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Request for Proposal (RFP) for Off-site Professional Call-Center for the San Francisco Health Service System Member Health Benefits Services Unit during annual Open Enrollment period.

Why are these services required and what are the consequences of denial?: To support over 80,000 members during Open Enrollment each year, SFHSS requires the assistance of a third-party off-site call center to manage routine calls (33% of total calls as of 2024). This allows SFHSS Member Services Unit front line staff (15 FTEs) to focus on complex member inquiries, enrollment issues, and in-person consultations.

SFHSS must comply with Section 125 of the Internal Revenue Code regarding Cafeteria Plans, which requires members to finalize their benefit elections prior to the coverage period's start and restrict changes during the plan year.

As of December 2024, SFHSS serves over 80,000 active employees and retirees from City and County, SFUSD, City College, and Superior Court (excluding dependents). Open Enrollment spans four weeks in October, enabling members to update their coverage without qualifying life events. During the October 2024 Open Enrollment, SFHSS handled:

- a. 9,909 calls (average time-to-answer: 3 minutes, 50 seconds).
- b. 528 retiree consultations.
- c. 675 in-person walk-ins/drop-ins and 275 in-person consultations at our 1145 Market Street office lobby and member service rooms.
- d. 1,137 open enrollment paper applications in addition to online elections via eBenefits.

In 2024, 3,296 of the total calls were routine and effectively handled by a third-party off-site call center vendor, VSA, Inc. Despite extensive efforts to address staffing challenges, including increased hiring, training, and retention initiatives, SFHSS staffing remains insufficient to handle the additional 33% of routine calls during Open Enrollment.

Please reference Open Enrollment Member Services activities and call volumes [Report of Open Enrollment Activities for Plan Year 2025, San Francisco Health Service Board, December 12, 2024 (regular meeting), p.5 of 37. As this PSC submission is limited to two (2) attachments, please find the summary of Open Enrollment Member Services activities and call volumes at available at : <https://sfhss.org/sites/default/files/2024-12/December%2012%2C%202024%20SFHSS%20Report%20of%20Open%20Enrollment%20Activities%20for%20Plan%20Year%202025.pdf>

During SFHSS October 2024 Open Enrollment, SFHSS Member Services handled 9,909 calls (average time-to-answer 3m50s; average length 13min, 7 secs) . In addition, SFHSS Member Services handled 528 retiree consultations, and 675 Member in-person walk-in/drop-ins and another 275 in-person consultations at our 1145 Market Street offices. SFHSS Member Services also processed 1,137 open enrollment paper applications (in addition to 12,196 elections through eBenefits/online).

With the exception of certain routine telephone calls, only SFHSS Member Services can manage complex member questions and enrollment issues and in-person member consultations and walk-ins. In 2024 these routine telephone calls (3,296 of 9,909 total calls) were successfully handled by our third-party off-site call center support vendor VSA, Inc.

Outside of the Member Services Unit staff, SFHSS Operations leadership and the Department of Human Resources have engaged in extensive hiring, training and retention efforts to address ongoing attrition and hiring challenges for SFHSS' 1209 and 1210 roles, emerging successfully

from a 48-52% staffing level (December 2022-January 2023) to 78% as of January 2025. Even absent ongoing (though mitigated) attrition and hiring challenges, with 100% staffing, mandatory overtime, and restrictions on vacation/PTO use during Open Enrollment, SFHSS does not have the bandwidth to support the additional 33% of calls assigned to our third-party off-site call center support vendor.

In order to continue to support 80,000+ members during Open Enrollment each year, SFHSS requires the support of a third-party vendor to handle routine calls and allow the SFHSS Member Services Unit Staff to manage complex member questions and enrollment issues and in-person member consultations and walk-ins.

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?: SFHSS has 20 full time permanent civil servant FTEs in our Operations Division, including 1209, 1210, 1813 and 1814 positions. This is sufficient to handle call volumes, processing and member service inquiries throughout the year outside of Open Enrollment. The requested professional services contract and services are exclusive to the Open Enrollment period each year (October) when call volumes increase by 300 to 400 percent.

In 2023, SFHSS engaged a third-party call center service provider, following approval by the Civil Service Commission, to address routine calls and thereby free-up our full-time member services staff to focus on complex member inquiries, enrollment issues, and in-person consultations. This engagement resulted in a successful 2024 Open Enrollment period and handling of 9,909 calls (average month 2,000 to 3,000).

SFHSS must remain compliant with Section 125 of the Internal Revenue Code and the requirement that members make their benefit elections prior to the first day of the coverage period and SFHSS has sufficient time to process enrollments.

SFHSS has engaged in mandatory overtime, Prop F outreach, vacation/leave restrictions. These prior attempts were unsuccessful in address this increase in work. Temporary staffing (TEX) for this period would require extensive onboarding and resources that far exceeds the current SFHSS budget and available office space. SFHSS has improved onboarding and hiring practices between 2022 and 2024 to address attrition due to retirements and staff accepting other positions (usually other City roles) and increased fulltime staffing from a massive deficit (48-52%) in December 2022-January 2023 to nearly full-staffing (90%+) by 2024. However temporary service needs for routine calls remain for our Open Enrollment period each year.

Board and Commission Approvals

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

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

Justification

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

No

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

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

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

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

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

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

services SFHSS seeks through this procurement would only be leveraged during the peak workload time associated with the annual Open Enrollment. As SFHSS call data shows, the workload increase during Open Enrollment are limited to a three (3) month period from October to December and would not justify the hiring of temporary staff, who would have a limited term of employment of a maximum of four (4) months. As the contracted services seek support of already trained call center representatives, the training lead time for the contracted staff (1 month) would be less than what would otherwise be required of temporary City employees (3 months).

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

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

Ability to guide callers through routine Open Enrollment inquiries clearly and concisely.

B) Transfer complex inquiries to SFHSS Member Services Unit.

C) Maintain accurate call records for daily transmittal to SFHSS.

D) Basic knowledge of employee benefits.

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

Q5c1) Identify the classifications: 1813 - Senior Benefits Analyst, 1209 - Benefits Technician, 1814 - Benefits Supervisor, 1210 - Benefits Analyst

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

Q5c3) Why are they not able to perform the services?: The workload quantity for the brief duration during the Open Enrollment period is what is driving the need for this short-term support. The department has made various efforts to obtain these services through available resources within the City, including:

1. Funding additional Department of Human Resources support for hiring.
2. Expanding eBenefits, webinars, videos, online guides, benefit fairs, and custom OE webpages and microsites.
3. Improved training and onboarding for new hires.
4. Restricting PTO/vacation use during Open Enrollment.
5. Mandatory overtime for staff during Open Enrollment.

6. In October 2023 and 2024, SFHSS contracted VSA, Inc. through an RFP process to handle routine calls during Open Enrollment [RFPQHSS2023.01 for As-needed Off-site Employee Benefits Call Center Services, Civil Service Commission PSC 47934 - 22/23 – 5/1/2023). VSA provided 6-10 representatives depending on weekly call volumes during Open Enrollment and open enrollment processing allowing SFHSS Member Services staff to handle complex questions, enrollment transactions. Before 2023, all member services calls and tasks were managed exclusively by SFHSS staff. Despite these efforts, staffing limitations persist. Routine calls handled by the vendor ensure SFHSS Member Services can focus on complex issues and in-person Member support and consultations.

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: SFHSS staff would provide any and all required trainings to the vendor to ensure that any temporary personnel is able to fulfill its responsibilities as determined by SFHSS.

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 services sought through this procurement are on a temporary and as-needed basis for when staff attrition / retirements and/or demand for customer support services may be likely to increase beyond the department's capacity (e.g., Open Enrollment during October). Once department capacity is able to meet demand, these services will no longer be utilized.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1813 - Senior Benefits Analyst, 1209 - Benefits Technician, 1814 - Benefits Supervisor, 1210 - Benefits Analyst

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 4/11/2025

Union Review End Date: 6/10/2025

Union Review Duration Met On: 6/10/2025

Instructions:

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

Document Content:

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

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

[illegible]

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: ADM

Submitted By: Candice Bowling

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

Project Manager: Candice Bowling

ServiceNow Number: DHRPSC0002245

Version: 2.01

Version Type: Amendment

Legacy PSC #: 43325-21/22

Brief description of proposed work: Shuttle Bus Service

Reason for the Request for Amendment: The contracts are being amended to extend the contract end date and increase the not-to-exceed amount accordingly to cover the contract through its new end date.

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: \$11,250,000

Increase Amount: \$8,330,000

Why are you requesting the PSC amount to be increased?: TC 68283.B ZSFGH-DPH and TC 68284 LHH-DPH contracts are being amended to extend the contract end date and increase the not-to-exceed amount accordingly to cover the contract through its new end date. The shuttle routes are temporary, as evidenced by ZSFGH's phasing out of the San Bruno Avenue route. Routes are subject to change depending on ZSFGH and LHH's needs during the life of the contract. Maintaining the ability to alter routes is necessary, as the use of public transportation is not a viable option during peak commute hours or early morning and late evening hours, when the use of public transportation can be challenging. Additionally, Shuttle bus drivers must be able to assist passengers with boarding and offboarding, as well as the loading of any personal items with which they require assistance. ZSFGH would like to maintain the ability to add temporary route(s) to address patient and healthcare worker parking issues.

Total Amended Amount: \$19,580,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 90

Duration Increase (months): 24

Post Union Notification

Why are you requesting the PSC duration to be increased: TC 68283.B ZSFGH-DPH and TC 68284 LHH-DPH contracts are being amended to extend the contract end date to continue shuttle services for DPH. The shuttle routes are temporary, as evidenced by ZSFGH's phasing out of the San Bruno Avenue route. Routes are subject to change depending on ZSFGH and LHH's needs during the life of the contract. Maintaining the ability to change routes is necessary, as the use of public transportation is not a viable option during peak commute hours or early morning and late evening hours, when the use of public transportation can be challenging. Additionally, Shuttle bus drivers must be able to assist passengers with boarding and offboarding, as well as the loading of any personal items with which they require assistance. ZSFGH would like to maintain the ability to add temporary route(s) to address patient and healthcare worker parking issues.

Total Amended Duration (months): 114

First Contract Start Date: 9/1/2022

PSC Duration End Date: 3/2/2032

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

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

Clearly describe scope and detail the services to be performed: Contractor shall provide shuttle bus services for members of the public and various City departments including the District Attorney's Office (DA), Department of Public Health (DPH), and Recreation and Park Department (RPD). The shuttle buses must be available on a scheduled-time basis and on as-needed basis, particularly where the use of public transportation is not a viable option such as during peak commute, early morning and late evening hours when the use of public transportation can be challenging. Additionally, Shuttle bus drivers must be able to assist passengers with boarding and offboarding, as well as the loading of any personal items with which they require assistance.

Has your response to any of the following questions changed?: No

Why are these services required and what are the consequences of denial?: City departments have varying needs for shuttle buses. For example, the DA uses shuttle services as a secure means by which to transport highly confidential court documents that could be potentially lost or stolen using public transportation. DPH uses shuttle services to safely transport employees to the Bart station, particularly during early morning and late evening hours. Lastly, RPD uses shuttle services to safely transport members of the public across Golden Gate Park. In each use case, the shuttle services provide safety, convenience, and comfort to riders, particularly those with physical limitations. They also reduce travel time and wait time. If denied, City staff and members

of the public must resort to other modes of transportation, including private vehicles, City vehicles and private ride-shares, all of which will result in additional traffic congestions and an increased carbon footprint. Those who are able to use public transportation as an alternative to shuttle buses will face longer travel time.

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?: 3

Why have you not hired City employees to perform the services?: Although Civil Service Class 9163 Transit Operators operate large vehicles, they do not operate shuttle buses and do not assist in loading and unloading of items. In fact, the Municipal Transit Authority, for whom Civil Service Class 9163 work, contracts out its own shuttle services. Additionally, the City doesn't have a fleet of shuttle buses with which to provide shuttle services. Lastly, it would be challenging to require Transit Operators to offer such services on an as-needed basis.

Board and Commission Approvals

Has your response to any of the following questions changed?: No

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

Has your response to Q1 changed?: No

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

Has your response to any of the following questions changed?: 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?: City doesn't have a fleet of shuttle buses with which to provide shuttle services.

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

Explain why: City doesn't have a fleet of shuttle buses with which to provide shuttle services.

Acquiring the facilities/equipment to perform the services would require the City to incur substantial capital costs including to purchase a fleet of shuttle buses as well as facilities for their storage and operational costs, including the upkeep and maintenance of the buses and facilities.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?: No

Job Class(es): 9163 - Transit Operator

Labor Unions: 253 - TWU, Local 250-A, TransitOpr

Labor Union Email Addresses: president@twusf.org

Union Review Sent On: 6/12/2025

Union Review End Date: 6/19/2025

Union Review Duration Met On: 6/19/2025

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADMDept. Code: ADMType of Request: ☒ Initial ☐ Modification of an existing PSC (PSC # _____)Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)Type of Service: Shuttle Bus ServiceFunding Source: General FundPSC Amount: \$7,500,000PSC Est. Start Date: 01/01/2022PSC Est. End Date 12/31/2027**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractor shall provide shuttle bus services for members of the public and various City departments including the District Attorney's Office (DA), Department of Public Health (DPH), and Recreation and Park Department (RPD). The shuttle buses must be available on a scheduled-time basis and on as-needed basis, particularly where the use of public transportation is not a viable option such as during peak commute, early morning and late evening hours when the use of public transportation can be challenging. Additionally, Shuttle bus drivers must be able to assist passengers with boarding and offboarding, as well as the loading of any personal items with which they require assistance.

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

City departments have varying needs for shuttle buses. For example, the DA uses shuttle services as a secure means by which to transport highly confidential court documents that could be potentially lost or stolen using public transportation. DPH uses shuttle services to safely transport employees to the Bart station, particularly during early morning and late evening hours. Lastly, RPD uses shuttle services to safely transport members of the public across Golden Gate Park. In each use case, the shuttle services provide safety, convenience, and comfort to riders, particularly those with physical limitations. They also reduce travel time and wait time. If denied, City staff and members of the public must resort to other modes of transportation, including private vehicles, City vehicles and private ride-shares, all of which will result in additional traffic congestions and an increased carbon footprint. Those who are able to use public transportation as an alternative to shuttle buses will face longer travel time.

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.

Shuttle services are currently provided under PSC #42662-18/19 and PSC #30645-20/21. The Office of Contract Administration (OCA) is combining needs of all City departments into a single solicitation which shall result in multiple contracts.

D. Will the contract(s) be renewed?

No.

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

not applicable

2. Reason(s) for the Request**A. Indicate all that apply (be specific and attach any relevant supporting documents):**

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

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

B. Explain the qualifying circumstances:

Although Civil Service Class 9163 Transit Operators operate large vehicles, they do not operate shuttle buses and do not assist in loading and unloading of items. In fact, the Municipal Transit Authority, for whom Civil Service Class 9163 work, contracts out its own shuttle services. Additionally, the City doesn't have a fleet of shuttle buses with which to provide shuttle services. Lastly, it would be challenging to require Transit Operators to offer such services on an as-needed basis.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Shuttle drivers must possess a license issued by the California Public Utilities Commission as a Passenger Stage Corporation. Also, all van drivers must possess a valid California Commercial Driver's License with a passenger vehicle endorsement with a Class A or B status. All drivers must have minimum 3 years' experience driving a shuttle bus. Drivers must be able to assist passengers in loading and unloading boxes and personal/work materials.
- B. Which, if any, civil service class(es) normally perform(s) this work? 9163, Transit Operator;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, Contractor will provide ADA accessible shuttle buses in clean and operable condition.

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

Although Civil Service Class 9163 Transit Operators operate large vehicles, they do not operate shuttle buses and do not assist in loading and unloading of items. In fact, the Municipal Transit Authority, for whom Civil Service Class 9163 work, contracts out its own shuttle services. Additionally, the City doesn't have a fleet of shuttle buses with which to provide shuttle services. Lastly, it would be challenging to require Transit Operators to offer such services on an as-needed basis.

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

- A. Explain why civil service classes are not applicable.
Although Civil Service Class 9163 Transit Operators operate large vehicles, they do not operate shuttle buses and do not assist in loading and unloading of items. In fact, the Municipal Transit Authority, for whom Civil Service Class 9163 work, contracts out its own shuttle services. Additionally, the City doesn't have a fleet of shuttle buses with which to provide shuttle services. Lastly, it would be challenging to require Transit Operators to offer such services on an as-needed basis.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No. Although Civil Service Class 9163 Transit Operators operate large vehicles, they do not operate shuttle buses and do not assist in loading and unloading of items. In fact, the Municipal Transit Authority, for whom Civil Service Class 9163 work, contracts out its own shuttle services. Additionally, the City doesn't have a fleet of shuttle buses with which to provide shuttle services. Lastly, it would be challenging to require Transit Operators to offer such services on an as-needed basis.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
No. No training will be provided.

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

7. Union Notification: On 11/08/2021, the Department notified the following employee organizations of this PSC/RFP request:
TWU Local 250A

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

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

Address: City Hall, RM 430, 1 Dr. Carlton B. Goodlett Pl. San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43325 - 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

ZSFGH PSC Calculations

DAT		Increase		
Original	\$	1,300,000	N/A	
Amend 1	\$	4,450,000	\$	3,150,000 Completed

DPH--ZSFGH				
Original	\$	1,200,000	N/A	
Amend 1	\$	1,200,000	\$	- Completed
Amend 2	\$	1,970,000	\$	770,000

REC				
Original	\$	2,000,000	N/A	
Amend 1	\$	4,510,000	\$	2,510,000 Completed

LHH DPH				
Original	\$	-	N/A	
Amend 1	\$	1,000,000	\$	1,000,000 Completed
Amend 2	\$	6,450,000	\$	5,450,000

Original PSC	\$	7,500,000		
Modified PSC	\$	11,250,000		
Completed Totals	\$	11,160,000		
Remaning Amt	\$	90,000		
Total Additional Needed	\$	6,220,000		
Revised PSC	\$	19,580,000	Pending	

NTE calculations based on PO Encumbrance data

(Enter values in all yellow fields)

Enter Amended Contract Contingency % (if any):	12%
Enter Other Adjustment % to Contract NTE (if any) and Explain why:	-25%

If adjusting down, enter % as a negative number

*could do -25% to -40% to account for one of the routes falling off and distorting the rate of spend

Notes:

Enter PS Contract ID

Enter the NTE as found in the executed contract - i.e. the document signed by all parties

Enter the Start Date as found in the executed contract - i.e. the document signed by all parties

Enter the End Date to which you are extending the contract

Enter the date on which you pulled the PO Encumbrance Report

This number is calculated automatically.

This number is calculated automatically.

Enter the value of Total PO Encumbrances (including tax) using PO Encumbrance Report.

If contract has been novated, you must include the PO encumbrance data for all prior contract IDs in the PO Encumbrance Report and in your total here.

This number is calculated automatically.

This number is calculated automatically.

This number is calculated automatically.

- If the PO encumbrances do not exceed Executed Contract NTE, this will calculate into a negative value.

- If the PO encumbrances do exceed Executed Contract NTE, this will be calculate into a positive value.

This number is calculated automatically.

This number is calculated automatically.

This number is calculated automatically.

This number is calculated automatically.

This number is calculated automatically.

This number is calculated automatically.

*ballpark decrease by 25% to 40% incl. contingency b/c rate of spend distorted by route that has been retired

Step 1: Total Additional Funds Needed Calculation

Contract PS ID	1000026134
Executed Contract NTE (if amended, latest amnd NTE)	\$1,200,000
Contract Start Date	8/1/2022
Contract End Date	7/31/2029
Report Run Date	3/19/2025
Months since Contract Start Date	32
Months to Contract End Date	52

Total PO Encumbrances as of Report Run Date	\$807,559.80
Avg Monthly PO Encumbrances Since Contract Start Date	\$25,563
Additional Funds Needed through Contract End Date (Before Adjustments)	\$1,340,331
Less Remaining Contract Balance (Executed Contract NTE - Total PO Encumbrances as of Report Run Date)	(\$392,440)
Plus Contingency	160839.6938
Other Adjustments	-335082.6954
Additional Funds Needed through Contract End Date (After Adjustments)	\$773,648

Step 2: Revised NTE Calculation

Current Executed Contract NTE	\$1,200,000
Proposed Revised Executed Contract NTE	\$1,973,648
Proposed Revised Executed Contract NTE (Rounded to nearest ten thousand)	\$1,970,000

PO Number	Line #	Dist. #	PO Date	Contract ID	PO Reference	PO Status	Buyer	Dept	Approved PO \$	Sales Tax \$	Freight \$	VAT \$	Misc. \$	Total Approved PO \$	PO Balance \$
0000855909	1	1	8/12/2024	1000026134	FY25 ZSFG SHUT Dispatched		Logarta,Miguelito	DPH	\$271,000.00	0.00	0.00	0.00	0.00	\$271,000.00	\$39,786.81
0000803365	1	1	2/13/2024	1000026134	FY24 ZSFG SHUT Complete		Logarta,Miguelito	DPH	\$75,724.40	0.00	0.00	0.00	0.00	\$75,724.40	\$0.00
0000803365	1	2	2/13/2024	1000026134	FY24 ZSFG SHUT Complete		Logarta,Miguelito	DPH	\$48,045.40	0.00	0.00	0.00	0.00	\$48,045.40	\$0.00
0000749436	1	1	8/2/2023	1000026134	DPHLHHOP24, I- Complete		Ho,Leon	DPH	\$96,720.00	0.00	0.00	0.00	0.00	\$96,720.00	\$0.00
0000749436	1	2	8/2/2023	1000026134	DPHLHHOP24, I- Complete		Ho,Leon	DPH	\$0.00	0.00	0.00	0.00	0.00	\$0.00	\$0.00
0000749436	2	1	8/2/2023	1000026134	DPHLHHOP24, I- Complete		Ho,Leon	DPH	\$31,070.00	0.00	0.00	0.00	0.00	\$31,070.00	\$0.00
0000749436	2	2	8/2/2023	1000026134	DPHLHHOP24, I- Complete		Ho,Leon	DPH	\$0.00	0.00	0.00	0.00	0.00	\$0.00	\$0.00
0000701757	1	1	2/24/2023	1000026134	OCA TC68283.B Complete		Logarta,Miguelito	DPH	\$144,893.00	0.00	0.00	0.00	0.00	\$144,893.00	\$0.00
0000701757	1	2	2/24/2023	1000026134	OCA TC68283.B Complete		Logarta,Miguelito	DPH	\$140,107.00	0.00	0.00	0.00	0.00	\$140,107.00	\$0.00
Total									\$807,559.80	0.00	0.00	0.00	0.00	\$807,559.80	\$39,786.81