



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE
MAYOR

AGENDA
Regular Meeting
May 18, 2026

2:00 p.m.
Room 400, CITY HALL
1 Dr. Carlton B. Goodlett Place

This meeting will be held in person at the location listed above. Members of the public may attend the meeting to observe and provide public comment at the physical meeting location listed above or by calling (415) 655-0001 and entering meeting id #2662 583 5232. Instructions for providing remote public comment are below.

LISTEN/PUBLIC COMMENT CALL-IN
USA is (415) 655-0001 | Access Code: #2662 583 5232
Press # twice to listen to the meeting via audio conference
Dial *3 when you are ready to queue

DANIEL LURIE, MAYOR

COMMISSIONERS

KATE FAVETTI
President

JACQUELINE MINOR
Vice President

THERESA M. LEE
VITUS LEUNG
ADAM WOOD

SANDRA ENG
Executive Officer

The public is encouraged to submit comments in advance of the meeting by email at civilservice@sfgov.org, or by voicemail message at the CSC Office main line at (628) 652-1100. Comments submitted by 5:00 pm the Friday before the meeting will be included in the record. **Effective January 1, 2025, public comment received by email or voicemail at least three hours prior to the start of a meeting will be provided to the members of the Civil Service Commission and will be included in the record on the Civil Service Commission website. These public comments will no longer be read aloud at meetings.** During commission meetings, members of the public may use the Civil Service Commission's dedicated public comment line (415) 655-0001, Access Code #2662 583 5232.

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Agenda Language for In-Person or Partially In-Person Meetings

REMOTE ACCESS PROCEDURES

Phone Number

(415) 655-0001

Meeting ID #

2662 583 5232

- Enter the Phone Number above followed by the meeting ID = Then press #
- Press # again to be connected to the meeting (you will hear a beep)
- When you hear the beep
 - Stop and LISTEN to the meeting
 - Wait for Public Comment to be announced by Item #
- When the Clerk calls Public Comment, dial *3 to be added to the speaker line.
- When you press * 3, you will hear *“You have raised your hand to ask a question. Please wait to speak until the host calls on you”* – WAIT for your turn to speak.
- When you hear that *“your line has been unmuted”* – THIS IS YOUR OPPORTUNITY TO PROVIDE YOUR PUBLIC COMMENT

BEST PRACTICES

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES**A. Commission Office**

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sf.gov/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at <https://sf.gov/civilservice> and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

F. Policy and Procedure on Hearing Items Out of Order

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

G. Procedure for Commission Hearings

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

H. Policy on Audio Recording of Commission Meetings

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at www.sfgov.org/civilservice/.

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take in-person public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

*** Temporary Wheelchair-accessible entrances are located on Van Ness Avenue and Grove Street. Please note the wheelchair lift at the Goodlett Place/Polk Street is temporarily not available. After multiple repairs that were followed by additional breakdowns, the wheelchair lift at the Goodlett/Polk entrance is being replaced for improved operation and reliability.**

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email civilservice@sfgov.org to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554-7854, by e-mail: sotf@sfgov.org, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

San Francisco Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <https://sfethics.org/>.

ITEM NO.

(1) CALL TO ORDER AND ROLL CALL

President Kate Favetti
Vice President Jacqueline P. Minor
Commissioner Theresa M. Lee
Commissioner Vitus Leung
Commissioner Adam Wood

(2) REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA

(3) APPROVAL OF MINUTES - Action Item

Regular Meeting of May 4, 2026 – 2:00 p.m.

Recommendation: Adopt the Minutes.

(4) ANNOUNCEMENTS

Announcement of changes to the agenda.

Other announcements.

Commissioner announcement of intent to sever items from the Ratification Agenda.

Public comment, including public comment on any additional Ratification or Consent items that the public would like severed from the agenda.

(5) HUMAN RESOURCES DIRECTOR'S REPORT

None.

(6) EXECUTIVE OFFICER'S REPORT

None.

RATIFICATION AGENDA

All matters on the Ratification Agenda are considered by the Civil Service Commission to be non-contested and will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Ratification Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Ratification Agenda.

(7) Review of Request for Approval of Proposed Personal Services Contracts.
(File No. 0089 -26-8) – Action Item

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006176 - v0.01	City Administrator	\$3,000,000	<p>The Department of Technology is partnering with GovOps, OCA and ADM to pilot a new, safer way for departments to experiment with emerging technologies such as AI. The City is pursuing this work because:</p> <p>The current City procurement process does not enable departments to quickly experiment in low-risk ways, which can lead to riskier, untested full-scale deployments Many City staff haven't had an opportunity to build expertise and know-how in emerging technologies, making the City vulnerable to vendor-led, vendor-centered technology experimentation Fragmented governance and lack of early visibility into AI procurements limit coordination, shared learning, and economies of scale and scope This new pilot framework is a two-step approach for City departments: 1) competitively select from a new RFQ pool and enter into a short-term, limited scope engagement to safely vet and test the selected technology product and/or service [what is in-scope for this PSC]; if the test is successful, then 2) pursue a long-term contract for the selected product and/or service [not in scope for this PSC].</p> <p>Step 1: Short-term, limited scope engagements For Step 1, the City is putting forward a citywide Request for Qualifications (RFQ) pool for firms who provide products, software, and services powered by emerging technologies such as AI. The objective of the pool is to create short-term, limited-scope engagements so departments can fully vet and test technology products before committing significant staff time and resources to products that may not ultimately serve department needs. This PSC will cover these short-term engagements from the RFQ pool, each of which we anticipate will be less than 1 year in length and less than \$230,000. These short-term engagements will allow departments to evaluate technical feasibility, usability, and performance against pre-established success criteria. Departments will be able to assess potential risk (to safety, privacy, security, and fairness) and review all necessary safeguards required in the early phases of the project's lifecycle. Deliverables resulting from these short-term engagements are expected to provide clear evidence and documentation to support departmental decision-making, including whether to proceed to a larger procurement and the technical, governance, safeguards, and transparency steps that would be required prior to any production deployment. City departments and vendors will only be able to test products in these short-term engagements using public or synthetic data and with no connection to City production systems, to reduce risk.</p> <p>Step 2: Long-term contracts for successful experiments Should departments find products through Step 1 that have been proven to meet their needs, as well as satisfy predefined success criteria and performance metrics, departments may pursue their own direct contracts outside of the RFQ pool. Departments can begin this full contract work in parallel, allowing them to parallel track contracting work to save them months. This PSC will only cover the short-term engagement, not this Step 2 long-term contract. Departments will be required to secure their own PSC and Civil Service approval for their long-term contract, should they choose to move forward with a supplier from the pool.</p>	New	36 Months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006082 - v0.01	Public Works	\$2,400,000	As-Needed Pavement Condition Assessment: Provide specialized professional services in pavement condition data collection and analysis to support the San Francisco Public Works Paving Program on an as-needed basis. Services shall be performed by consultants certified as pavement condition raters by the Metropolitan Transportation Commission (MTC) and shall include the inspection and rating of all accepted street segments citywide in accordance with applicable MTC standards. Work may include coordinating and conducting pavement condition surveys; collecting, verifying, and managing field data; and performing technical analysis of pavement condition. Deliverables may include technical memoranda, summary and detailed reports, tables, raw and processed data, and other supporting documentation necessary to support program planning, prioritization, and reporting.	New	72 months
DHRPSC 0006204 - v0.01	Homelessness and Supportive Housing	\$6,000,000	HSH requires professional consulting services to provide support with various projects and initiatives. 1. Justice Involved Project Evaluation: Support in the evaluation of time-limited, grant-funded initiatives targeting criminal justice involved populations to ensure evaluation methods are responsive to project needs in compliance with funding requirements. Specific projects include evaluation of the Just Home initiative that addresses housing instability and incarceration, and comprehensive program evaluation for the Housing, Expungement and Recovery through Treatment and Support Services (HEARTSS) project, focused on justice-involved individuals with mental health and/or substance use disorder. Services may include stakeholder coordination, data analysis, reporting, and recommendations to improve program effectiveness and outcomes. 2. People with Lived Experience (PWLE) Engagement: Design and implement a comprehensive framework for PWLE across HSH workstreams and divisional/population-specific initiatives to reduce barriers for those experiencing homelessness and housing instability in San Francisco. Specific activities include formation and governance of a PWLE Advisory Group with defined bylaws, term limits, and representation across designated populations in addition to ad-hoc engagements responsive to HSH needs. 3. Strategic Planning: Support in as-needed strategic planning through developing analytic models supporting the Homelessness Response System (HRS), facilitating planning processes, and providing implementation support. 4. Technical assistance for policy, program design, and funding strategies: Provide technical assistance to support policy development, program design, and funding strategies. 5. Program and Systems Evaluation: Support in designing and conducting evaluations to assess the effectiveness, equity, and impact of policies, programs, and/or systems.	New	60 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006220 - v0.01	Human Services Agency	\$510,000	Building on work completed through a research collaboration with the Department that began in 2022, the Department intends to engage a Contractor to further develop, test, and deploy a Risk Stratification Model and Supervision Tools using Human Services Agency - Family and Children's Services' data. In collaboration with Department staff, Contractor will support an on-premises deployment of this proprietary risk stratification solution within the Department's secure environment. The prior collaboration established foundational system components and configured the setup of Department's environment to support this implementation. These tools are intended to support Department staff's existing workflows. The implementation will include staff training and opportunities for feedback to ensure the tools are used effectively and in alignment with existing professional practices. Contractor will rearchitect, train, test, and deploy a Risk Stratification Model and Supervision Tools using Family and Children's Services' data. In collaboration with HSA Staff, Contractor will conduct on-premises deployment of the following deliverables for the Family and Child Services Division: 1. Core Deliverable: Risk Stratification Model for FCS and implementation of the Investigation Supervision Tool. This module gives fast oversight of all open investigations, organized by designation. Designations combine Predictive Risk Modeling scores with State-specified business rules, so supervisors can prioritize the small number of highly complex cases early in the process. 2. Open Cases Supervision Tool that provides supervisors with stratified overview of the caseworkers' open cases, both in-home and placements. 3. Hotline Call Screening Tool, Family Relationship Mapping, Caseworker Workload Management Tool, FFPSA Pre-Candidacy. 4. Perform quarterly assessments of the performance of the tool to ensure it continues to meet expectations, and provide reports on tools usage, conduct refresher trainings for HSA staff, and rebuild and redeploy new versions of core deliverable, add-on tools and customizations to account for changes and enhancements implemented in response to user requests. 5. Implement any changes resulting from the transition to Child Welfare Services – California Automated Response and Engagement System (CWS – CARES) when the new system of record goes live. Such implementation is currently targeted for October 2026.	New	36 months
DHRPSC 0006227 - v0.01	Human Services Agency	\$1,200,000	As the Lead Community Pathway Liaison Coordination Agency, Contractor will provide an organized governance structure for a multi-ethnic network of community-based Family Resource Centers in various neighborhoods across the City. The Contractor will maintain an extensive Community Pathway procedure manual as well as infrastructural and data systems that cover the spectrum of Community Pathway services and lead agency responsibilities. Contractor will provide a Lead Community Pathway Liaison Coordinator who will support and be the central point of contact for HAS, First 5, Community Pathway stakeholders, and the Community Pathway liaisons that are providing Community Pathway services to families. The Coordinator is responsible for referral facilitation as well as triaging pool of providers, training, quality assurance, community convenings, case supervision, and reporting. The Lead Community Pathway Liaison Coordinator will also facilitate and coordinate a variety of meetings such as the monthly Differential Response Coordination team meetings, which include HSA and First 5, to provide oversight of the Differential Response processes.	New	36 months

<p>DHRPSC 0006115 - v0.01</p>	<p>Human Services Agency</p>	<p>\$5,200,000</p>	<p>This program will provide comprehensive visitation services for families referred by Child Welfare. The purpose of the service is for San Francisco to comply with visitation orders and mandates, utilize visitation as an opportunity to build parental capacity and strengthen family relationships, and increase successful reunification and permanency outcomes. The Visitation and Transportation Services Program is a partnership between the San Francisco Human Services Agency (HSA) and the awarded contractor. The purpose of this contract is to assist San Francisco County with the provision of comprehensive visitation and transportation services for families and children linked to Child Welfare Services who have been placed by FCS in San Francisco or neighboring cities. The Human Service Agency's goal is to comply with visitation court orders and mandates, utilize visitation as an opportunity to maintain family connections, build parental capacity, strengthen family relationships, and increase successful reunification and permanency outcomes. The contract has two parts. Part I is First Stop Visitation and Transportation Program, located in San Francisco. Part II is the East Bay Visitation Program, a site shared with Contra Costa County, located in Antioch. Both locations are safe, clean, and family-friendly sites where resource families, parents, caregivers and county staff may drop off and pick up children. This scope is for the First Stop Visitation Center, a program designed to support HSA in providing visitation supervision and transportation support for families to comply with court ordered visitation plans for San Francisco dependents. I. Description of Services A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth. Contractor shall provide the following services during the term of this agreement: A. First Stop Visitation Center: The First Stop site is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement. Contractor will offer direct visitation supervision and maintain a centralized referral tracking system for all referrals, including tracking the triaging of families to ongoing visitation services with an FRC or other visitation services as appropriate. The First Stop Visitation Coordinator and Program Supervisor will communicate regularly with the HSA scheduler to ensure that Visitation Counselors are assigned to support clients on a consistent basis. 2940 Protective Services Workers will be made aware of any concerns that occur immediately, and Contractor will provide support as soon as possible. Contractor will stay informed of current car seat safety laws and will abide by those laws. B. The contractor will manage and coordinate referrals seven (7) days per week. C. Visitation supervision and transportation services for court-ordered visitation for San Francisco dependents and their families shall be available seven (7) days per week. D. Visitation Counselors provide direct supervision of a family during a visit to maintain child safety, offer support to the child and parent, and promote the parent's ability to interact safely and appropriately with their child. The First Stop Visitation Program shall conform with visitation practices outlined in the FRC Visitation Guidebook or otherwise agreed upon with HSA, including but not limited to: documentation of visitation (including pre and post visit information, as well as documentation on collateral contacts), communication with the family and protective services staff as</p>	<p>New</p>	<p>48 months</p>
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		<p>placement. B. Manage and coordinate referrals seven (7) days per week, moving families from referral to active visits in a timely manner. C. Provide visitation supervision and transportation services for court-ordered visitation for San Francisco and Contra Costa dependents and their families seven (7) days per week. D. Accept all referrals for visitation based on designated criteria, to be determined by FCS. E. Provide qualified and trained staff, including language capacity, to offer services at the Visitation Center(s) during agreed upon hours of operation, seven (7) days per week. F. Provide a safe, family-friendly and culturally diverse site with adequate space to support contractor-supported visitation, as well as space for the following: 1. Drop off/pick up of children and visit participants. 2. Meetings with families, resource families, visitation partners, and staff as needed around the visitation process, including but not limited to Child and Family Team meetings. 3. Visits supervised by county or other partners as needed and mutually agreed. 4. Workspace/docking station for county staff who are transporting or otherwise involved with families to utilize during visits as appropriate. 5. Therapeutic visitation offered by designated clinicians to referred families. G. Provide a range of supervision services to build parenting capacity and remediate safety issues impacting reunification, including monitored, supervised, and virtual visits. H. Immediately report concerning observations to the 2940 Protective Services Workers regarding family interactions and progress utilizing agreed upon process. I. Ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator or the FCS Program Manager for resolution. J. Staff and maintain the Visitation Centers to the level of service and safety as required by the weekly scheduled workload. 1. Visits may be 1 to 3 hours in length depending on court requirements and the needs of the family. 2. Supervised visits should include no less than 60 minutes of parent-child interaction but may be shortened if parties are late, or if the quality of the visit would benefit from a shorter time schedule. K. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator. L. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns. M. The Contractor's Visitation Coordinator and Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely. II. Contractor Responsibilities Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit: A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check B. Have the ability to intervene as needed to keep the child safe C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent D. Have the ability to enforce visit rules, court orders, limitations and activities E. Keep all information confidential F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat) H. Always comply with court orders including restraining orders I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services</p>		
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PSC	Department	Amount	Type of Service	Type of Approval	Duration
			<p>(CPS), the contractor will contact FCS. K. Report all incidents of suspected child abuse and neglect as required by law. L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers. III. Shared Governance Model The EBVP is a collaborative model between the contractor, the City and County of San Francisco and Contra Costa County. As much as possible, services will align between the two counties. While separate agreements exist between contractor and each county, program and policy decisions will be developed jointly. All parties agree to meet at least quarterly to review programmatic and fiscal concerns on a mutually agreed upon schedule.</p>		
DHRPSC 0006243 - v0.01	Juvenile Probation	\$300,000	<p>The department will contract with qualified providers to deliver court-ordered psychological evaluations and treatment services for justice-involved individuals, including youth under 18, young adults (18–24), and adults. Services include: -Competency and fitness-to-proceed evaluations -Neuropsychological evaluations -Sex offender treatment -Other court-ordered psychological services</p>	New	62 months
DHRPSC 0005299 - v0.01	Public Utilities Commission	\$15,700,000	<p>This request is for a contract to purchase approximately 50,000 Meter Transmission Units (MTUs) and 50,000 water meters and to provide installation services to replace existing MTUs and water meters throughout the City. These components are part of the San Francisco Public Utilities Commission's Advanced Metering Infrastructure (AMI) system, which collects water usage data used for customer billing, system monitoring, and leak detection. Many of the currently installed MTUs are more than ten years old and nearing the end of their useful life. As these units age, battery degradation is increasing failure rates and reducing the reliability of the AMI system. Under this contract, the contractor will provide equipment, field labor, and related services to remove existing equipment, install new meters and MTUs, program and activate devices within the AMI system, and test the equipment to confirm proper operation. All work will be performed under the direction and oversight of SFPUC staff to ensure compliance with SFPUC operational and installation standards. This one-time effort will allow the SFPUC to proactively replace the highest-risk MTUs and maintain reliable meter data collection, accurate billing, and effective leak detection.</p>	New	24 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006274 - v0.01	Sheriff	\$600,000	<p>The Sheriff's Office is proposing to enter into a new 3-year agreement with Contractor to continue maintenance and annual subscription to their proprietary policy and training management solution. Contract ID 1000008809 was awarded to Contractor following a formal solicitation (Sourcing Event #0000000322) issued on October 31, 2017. The awarded Contractor analyzed the Sheriff's Office policies, procedures, practices, culture, and training manuals for the three respective divisions of the SFSO; Administration and Programs, Field Operations, and Custody Operation. The Contractor worked collaboratively with SFSO to update policies and procedures consistent with emerging best practices and changes in case law, new legislation and statues. The Contractor then implemented a comprehensive policy management and training system that allows electronic modifications to policy manuals via Contractor's Knowledge Management System (KMS) for streamlining the approval and acknowledgement of updated policies and procedures. The policies are consolidated onto the KMS Platform accessible from multiple electronic locations/devices, easily searchable by keyword, with consistent structure, terminology and formatting across polices. In July of 2018, the Sheriff's Office began the migration of the policy and procedures to the Lexipol platform. Through a laborious and lengthy meet-and-confer process to transfer to the Cloud-based Policy and Training platform, the SFSO implemented the platform in April of 2023. On August 1, 2023, the Sheriff's Office entered into a 3-year agreement to renew the annual subscription with Contractor. The current contract will expire on July 31, 2026.</p>	New	36 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0001985 – v1.01	Public Health	Current Approved Amount \$7,590,000 Increase Amount Requested \$0 New Total Amount Requested \$7,590,000	<p>Previous scope of work: The initial engagement will be in support of a task force established by the Board of Supervisors in preparation for the possible legalization and regulation of adult use and possession of cannabis, the Cannabis State Legalization Task Force, begun in early 2016, to be active for a two-year period. The Task Force is comprised of 22 members, including non-voting representatives of City departments such Planning, Fire, Police, Building Inspection and Public Health and voting members from various sectors, including advocates, business and tourism sector representatives. Services will include assistance in planning; identifying best practices, legal mandates and other relevant information; determining the stakeholder needs; facilitating meetings and handling task force/project documentation and communications; development of findings and recommendations; and making large and small group presentations.</p> <p>New scope of work: The contractor will provide independent program evaluation, research, and technical assistance services to support behavioral health and substance use disorder initiatives administered by the Department of Public Health. Services may include development of evaluation plans, research design, creation of data collection tools, stakeholder engagement, facilitation of meetings and focus groups, qualitative and quantitative data collection, analysis of program and client data, and preparation of evaluation reports, briefs, and presentations. The contractor may also support program planning and continuous quality improvement activities by assisting the Department and its partners in interpreting evaluation findings and identifying opportunities to improve service delivery and program outcomes. Services may support a range of Department initiatives including behavioral health, substance use disorder treatment, justice-involved populations, and other public health programs requiring independent evaluation or research support.</p> <p>Summary of change: The original scope of work centered on a cannabis-focused project supporting a task force, while the new scope supports broad, ongoing evaluation and research across behavioral health and substance-use programs. The new scope shifts from policy planning and meeting facilitation to data collection, analysis, reporting, and continuous quality improvement. It also explicitly adds work supporting treatment services and efforts to reduce recidivism among justice-involved populations, which were not part of the original scope.</p>	Amendment	Increase months 0 Total months 147
DHRPSC 0003077 – v1.01	Juvenile Probation	Current Approved Amount \$99,999 Increase Amount Requested \$150,000 New Total Amount Requested \$249,999	JUV wishes to procure pre-employment background investigation services to support its hiring process. Contractor will provide “as needed” investigation services for the Department when potential conflicts of interest exist or the need is beyond the bandwidth of staffing levels. As-needed investigations services would include pre-employment background screening for sworn and non-sworn positions, alleged employee misconduct, potential ethical, policy and legal violations, or conduct unbecoming of a peace officer.	Amendment	Increase months 9 Total months 72

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0003095 – v1.01	Library Postponed to 6/1/26	Current Approved Amount \$5,000,000 Increase Amount Requested \$2,000,000 New Total Amount Requested \$7,000,000	Contractor is to provide and maintain the Integrated Library System (ILS) used by the Library to facilitate the distribution of all library materials. ILS is an enterprise resource planning system specific to the San Francisco Public Library. It is central to the library’s daily operations including circulation, acquisitions, cataloging, and online public catalog. It is used to track library collections, patron records and borrowing.	Amendment	Increase months 36 Total months 108
DHRPSC 0004590 – v1.01	Police	Current Approved Amount \$360,000 Increase Amount Requested \$495,000 New Total Amount Requested \$855,000	1.1. Assistance with Maintenance: ∞ Provide 24/7 support and maintenance services for the Automatic Biometric Identification System (ABIS). ∞ Address system issues promptly to ensure uninterrupted operations. ∞ Provide support and maintenance for new or replaced solutions. ∞ Has knowledge of the current San Francisco ABIS server implementation, workflows, interfaces, and workstations configurations. ∞ Provide insight into the status of the system's capacity and hardware configurations. ∞ Experience with the Hyper-V configuration on Windows Server 2016. ∞ Provide preventive maintenance to ensure maximum availability. ∞ Perform windows updates on a regular schedule as scheduled down time. ∞ Participate or perform testing of applications in the ABIS environment. 1.2. Implementation Support: ∞ Provide technical services to change the configuration of existing interfaces of the current AFIS to allow for implementation of dissimilar vendor's solutions. ∞ Ensure seamless deployment and integration with minimal disruption. ∞ Knowledge sharing about the use of the interfaces to third parties. ∞ Provide troubleshooting and feedback on tests of third-party implementations. 1.3. Consultation Services: ∞ Provide expert recommendations to improve system efficiency, security, and accuracy. ∞ Collaborate with our team to define objectives and requirements for new solutions. ∞ Data analysis to obtain information regarding the availability, accuracy, integrity, and reusability of the currently available data. ∞ Provide recommendations to improve and maintain data across solutions to improve accuracy, integrity, and availability. 1.4. Training ∞ Provide user tenprint training on Cogent AFIS 6.x. ∞ Provide user latent training on Cogent AFIS 6.x. ∞ Provide supervisor training on Cogent AFIS 6.x. ∞ Provide other training related to the ABIS in San Francisco.	Amendment	Increase months 36 Total months 72
DHRPSC 0004019 – v1.01	Technology	Current Approved Amount \$55,000,000 Increase Amount Requested \$0 New Total Amount Requested \$55,000,000	The Microsoft products consist of software, software maintenance, hardware and software-as-a-service (SaaS). There are no professional services or labor of any kind in the contract. The original request was submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.	Amendment	Increase months 37 Total months 73

Note: *New Personal Services Contracts start date may not exceed eighteen (18) months after approval/commission meeting date.*

Item 7 Continued

Recommendation of the Human Resources Director:

Adopt the report. Approve the requests for proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration.

CONSENT AGENDA

All matters on the Consent Agenda considered by the Civil Service Commission will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Consent Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Consent Agenda.

- (8) Presentation from the Department of Human Resources on the Salary Survey for Registered Nurse Classifications (Charter Section A8.403), 2026-2027. (File No. 0090-26-3) – Action Item

Recommendation from the Department of Human Resources:

Adopt report; Certify to the Board of Supervisors for the Acute Care Nursing Classifications the highest prevailing salary schedules in the six Bay Area counties (Public & Private) in effect on April 15, 2026.

- (9) Presentation from the Department of Human Resources on the Status of the Enhancing Employment Opportunities for City Employees Pilot Program. (File No. 0091-26-1) – Action Item

Recommendation: Adopt the report.

REGULAR AGENDA

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting.

- (10) Review of Request for Approval of Proposed Personal Services Contract #DHRPSC0006234 v0.01 from the Department of Building Inspection. (File No. 0092-26-8) – Action Item

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006234 – v0.01	Building Inspection	\$6,500,000	This request formalizes and expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses. Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.	New	72 months

May 4, 2026: Continued to the meeting of May 18, 2026.

Recommendation of the Human Resources Director:

Adopt the report. Approve the request for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration.

- (11) Annual Salary Adjustment (3rd) Year of 5-Year Cycle of Salary for Board of Supervisors in Accordance with Charter Section 2.100 For Fiscal Year 2026-2027. (File No. 0095-26-3) – Action Item

Recommendation: Approve the proposed salary adjustment for Members, Board of Supervisors effective July 1, 2026, for Fiscal Year 2026-2027 based on the CPI-U increase of 2.7%; and transmit your determination to the Controller for consideration of the Fiscal Year 2026-2027 budget.

- (12) Annual Salary Adjustment (5th) Year of 5-Year Cycle of Salary for Elected Officials (Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff) in Accordance with Charter Section A8.409-1 For Fiscal Year 2026-2027. (File No. 0096-26-3) – Action Item

Recommendation: Approve the proposed salary adjustment for Elected Officials effective July 1, 2026, for Fiscal Year 2026-2027 based on the CPI-U increase of 2.7%; and transmit your determination to the Controller for consideration of the Fiscal Year 2026-2027 budget.

- (13) Annual Certification of Benefits for Elected Officials (Including Members of the Board of Supervisors) for Fiscal Year 2026-27 of the City and County of San Francisco in Accordance with Charter Section A8.409-1. (File No. 0097-26-1) – Action Item

Recommendation: Accept the report; certify the benefits of elected officials (including Members of the Board of Supervisors) for Fiscal Year 2026-2027 in accordance with Charter Section A8.409-1 at the same level of benefits as those provided to covered employees of the Municipal Executive's Association (MEA) in effect on July 1, 2026.

- (14) Presentation from the Department of Human Resources on the Overview of Layoffs and Civil Service Commission Rules. (File No. 0093-26-5) – Action Item

Recommendation: Adopt the report.

- (15) Public Comment on all matters pertaining to Item 17, including public comment on whether to hold Item 17 in closed session.

- (16) Vote on whether to hold Item 17 in closed session. (Action Item)

CLOSED SESSION AGENDA

- (17) Personnel Exception (Cal Gov. Code § 54957(b)(1), S.F. Admin. Code § 67.10(b)) - Request for a Hearing by Oscar Pena, former 2977 Education Integration Specialist in the San Francisco Unified School District, on their Future Employment Restrictions. (File No. 0256-25-7) – Action Item

March 16, 2026: Postponed to a future meeting in May 2026, at the request of the appellant.

Recommendation of the Human Resources Director:

Adopt the report, deny the appeal of Oscar Pena, and uphold the decision to impose citywide future employment restrictions.

- (18) Reconvene in Open Session. Vote to elect whether to disclose any or all discussions on Item 17 in closed session (S.F. Admin. Code §67.12 (a)) - Action Item

- (19) COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

- (20) ADJOURNMENT