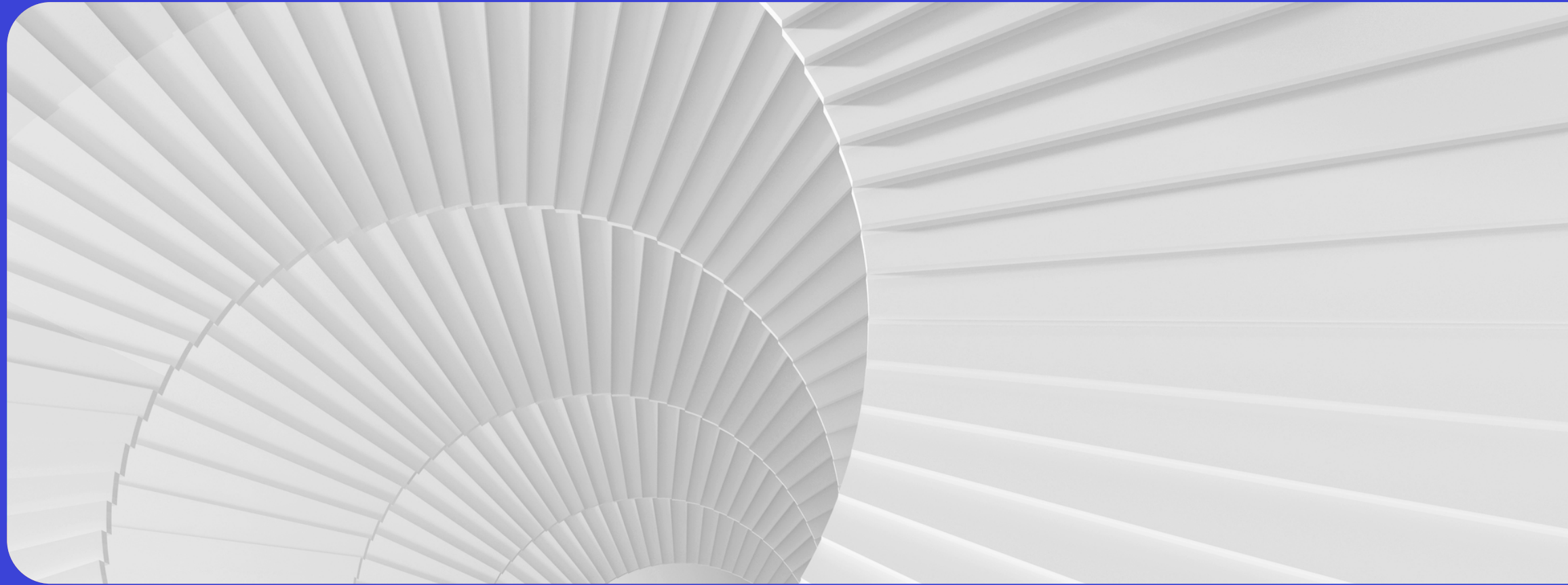
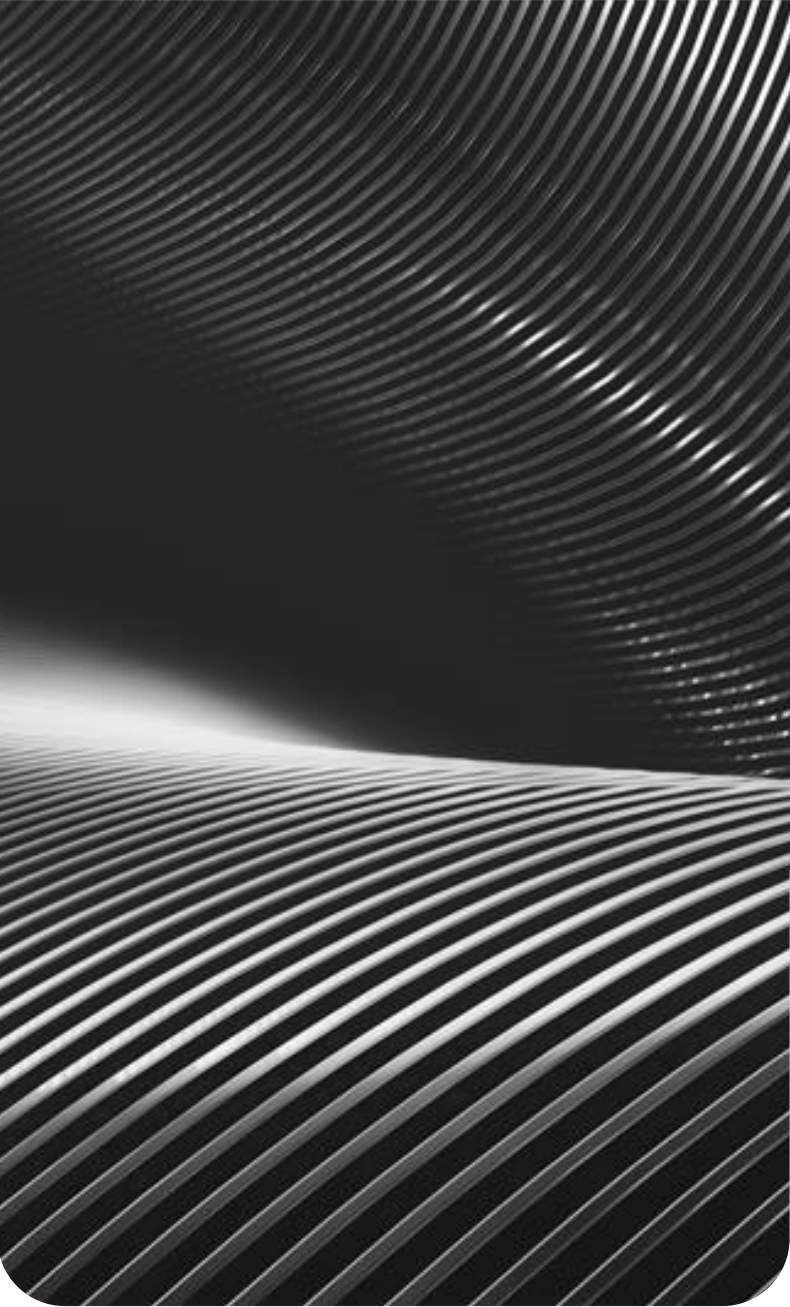




eCMS Project Update for San Francisco Health Commission

November 2, 2026

An abstract graphic on the left side of the slide, featuring a series of curved, parallel lines that create a sense of depth and movement. The lines are dark and set against a lighter, glowing background, giving it a futuristic or technological feel.

Agenda

High-level eCMS overview

Why and what are benefits

Staff likely to need or use eCMS

Key activities between now and November 16 launch

Communications and change management

So... what is eCMS?

Electronic Contract Management System

eCMS is the new system DPH is implementing to manage the entire contract lifecycle — from process flows used to **manage contracts, contract changes and contract-related processes** (e.g., PSCs) from initial request through signatures.

eCMS replaces email chains, scattered SharePoint folders, manual trackers, and the back-and-forth coordination work we do today.

The eCMS project includes **process improvement work** that goes hand-in-hand with the systems implementation, to maximize project benefits.

The planned **eCMS go-live date is November 16, 2026**. Once implemented, DPH expects to have the foundation to continuously improve contracting processes and provide transparency to all stakeholders.



ONE

Single intake form

All requests start in eCMS, not on separate emailed request forms



TWO

Records & documents in one place

No more chasing files across folders



THREE

Connected to PeopleSoft & ServiceNow

Data flows automatically



FOUR

Process tracking

Status/Progress visibility at a glance, not with follow-ups



FIVE

Report creation

Dashboards and reports built in, not manually assembled, to make commonly requested information easily available

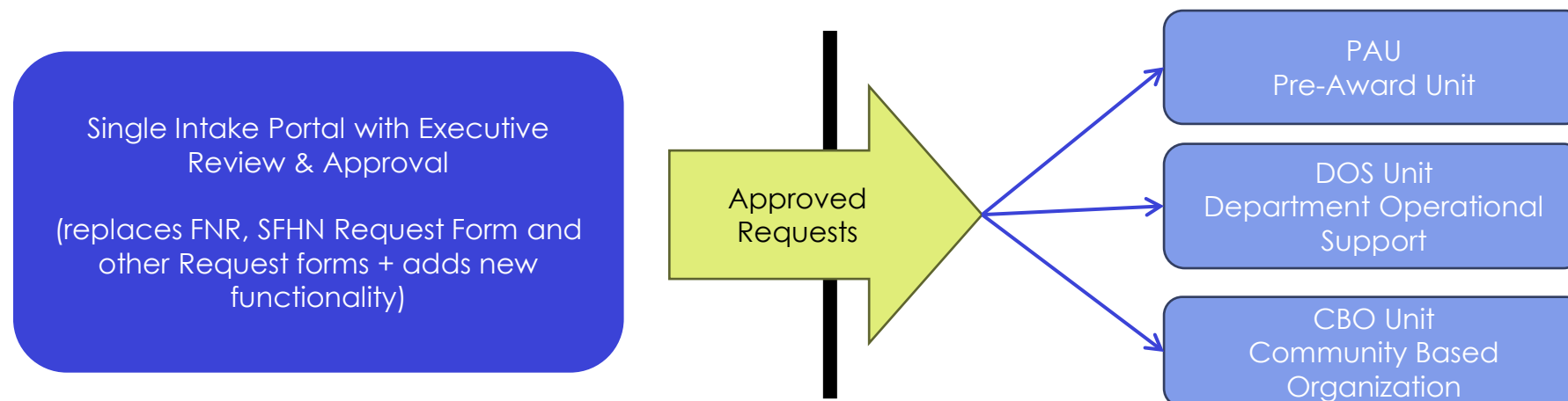
Governance and Oversight Process Improvements

Contracting Requests and Executive Approvals

- Single entry point, prompt-driven intake process for all contracts-related requests, with request workflow status available to requestors
- Contracting request process incorporates division leadership, finance and executive approvals to ensure alignment with strategic priorities

Objectives

- Multiple paper request forms, email and ServiceNow request processes will be retired
- Division leadership approval provides visibility to executives with the ability to stop or modify requests before they are worked on by the Business Office team



Single Intake Process

(consolidates many forms into one entry)

Your New Request options are:

1(a) Modify an existing contract: Select this if you need to amend an active contract (e.g., scope, funding, term, exhibits). Provide the contract number, a summary of changes, updated funding source(s), and any revised deliverables.

1(b) New contract with known authority: Select this if you need a brand-new contract and believe DPH already has authority to execute it. Include the authority citation, scope of work, budget, anticipated vendor, and timeline.

1(c) Issue a solicitation (RFP/RFQ): Select this if services must be competed to continue or procure new work. Provide the draft scope, evaluation criteria, proposed timeline, and any required pre solicitation approvals.

1(d) Create or modify a Personal Services Contract (PSC): Select this if the work could be performed by City civil service and requires approval to contract out (e.g., CSC/Prop J). Include workload analysis, cost comparison, impacted job codes, and justification.

1(e) Create a new Sole Source Waiver: Select this if only one vendor can provide the service. Attach sole source justification (unique qualifications, urgency/business needs) and describe why competition is not feasible.

1(f) Create a Standalone agreement - BAA, DSA, MOU: Select this for non-financial agreements only. Identify the agreement type and parties.

Please select the option that most accurately reflects the purpose of your request.*

- ☐ 1(a) Modify an existing contract
- ☐ 1(b) New contract with known authority
- ☐ 1(c) Issue a solicitation (RFP/RFQ/RFQP)
- ☐ 1(d) Create or modify a Personal Services Contract (PSC)
- ☐ 1(e) Create a new Sole Source Waiver
- ☐ 1(f) Create a Standalone agreement-BAA, DSA, MOU

DPH: eCMS User Access

License Types: All users will need a license to access eCMS

Standard License

- For DPH Business Office staff who work in eCMS regularly, or those who provide approval/signatory functions
- Roles: Executives (approvers of Intake Requests), Finance Approvers (approve funding availability), and DPH Business Office staff, e.g. contracts office staff.
- Functions: Approves requests, views contracts, edit documents, approve budgets, create tasks, edit contract records, export data, & route signatures.

Requestor License

- For business owners (e.g. SOC staff or contract “owners”) who initiate and track intake requests
- Roles: Program Managers, analysts
- Functions: Submits intake requests, track workflows, view contract documents, review contract appendices.

View-Only License

- For staff who need read-only access to see certified contract documents
- Roles: Analysts, operations staff
- Functions: Search & View completed contract docs; no edits or requests

Success Criteria - Transparency and Status

Criteria

Contracts work in progress status can be obtained when desired, by requestors (aka business owners).

Self-service access is available to DPH staff with view-only or requestor licenses for all certified contracts except those which are required to be kept confidential (such as Epic contract).

DPH operational leaders, including Business Office managers, are able to use contract status reporting tools to access information about contracting status and task completion.

Success Measurements

95% Satisfaction rating from stakeholders who've been using the system being able to see status of contract requests. Requires post-live survey process.

95% Satisfaction rating from stakeholders who've been using the system being able to locate contract documents. Requires post-live survey process.

Success Criteria – Operational Efficiency and Contracting Lead Times

Criteria

Streamlined processes result in improved contract management, reduced lead times, and minimized bottlenecks.

- Business Office Management staff will be able to monitor in real time where contracts may be held up in the process and can assist with triage to move them forward.
- Business Office leaders will have access to contract process data to identify targets for process improvement efforts.

Dashboards, reports and templates improve efficiency of regular Business Office operational reporting, such as Health Commission and Board of Supervisors preparation.

Data about contracted services enables more efficient response to inquiries.

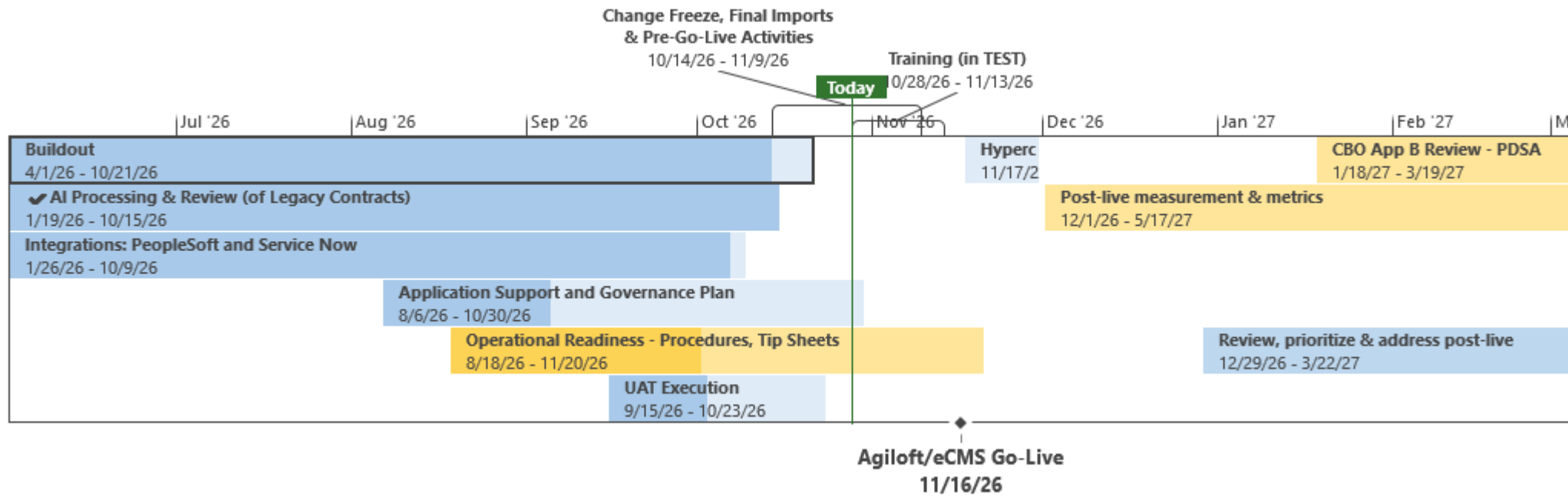
Success Measurements

Estimated baseline measures of contract processing timelines were gathered for various types of contracts, but are limited and partially anecdotal.

Business Office management will use system metrics to set targets, measure improvements and identify further improvement opportunities.

50% improved efficiency in preparing HC and BOS reports from data already in the system. Assessed by OCMC management.

Improved efficiency of responses to inquiries to be assessed by Business Office leadership.



Current Timeline Overview

Core team members are beginning to train their teams.

Requestors and view-only access users should expect invitations to demos in early November.

Go-Live is 11/16

The Department anticipates a six-month implementation phase, for staff to learn the system, and ensure reportable data is input so that robust program level data to better understand the programs is available.



Questions?

Visit the project communications site: [eCMS Project Communications Hub](#)

Email your questions to:

DPH-eCMSQuestions@sfdph.org