



**CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO**

**LONDON N. BREED
MAYOR**

**AGENDA
Regular Meeting
August 5, 2024**

**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 #2669 129 8545. Instructions for providing remote public comment are below.

**LISTEN/PUBLIC COMMENT CALL-IN
USA is (415) 655-0001 | Access Code: #2669 129 8545
Press # twice to listen to the meeting via audio conference
Dial *3 when you are ready to queue**

LONDON N. BREED, MAYOR

COMMISSIONERS

KATE FAVETTI

President

ELIZABETH SALVESON

Vice President

F.X. CROWLEY

VITUS LEUNG

JACQUELINE MINOR

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. During commission meetings use the Civil Service Commission's dedicated public comment line 1-415-655-0001, Access Code #2669 129 8545.

Regular Meeting August 5, 2024

2:00 p.m.

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

REMOTE ACCESS PROCEDURES

Phone Number
(415) 655-0001

Meeting ID #
2669 129 8545

- 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.sfgov.org/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). A staff report in pdf format and one (1) 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 www.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 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

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, remote participation, 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 <http://www.sfgov.org/ethics/>.

ITEM NO.

(1) CALL TO ORDER AND ROLL CALL

President Kate Favetti
Vice President Elizabeth Salveson
Commissioner F. X. Crowley
Commissioner Vitus Leung
Commissioner Jacqueline P. Minor

(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 July 15, 2024 – 2:00 p.m.

Recommendation: Adopt the Minutes.

(4) ANNOUNCEMENTS

Announcement of changes to the agenda.

Other announcements.

(5) HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT

(6) Discussion on Format of Ratification Agenda. (File No. 0153-24-1) – Discussion Only Item

(7) Issue-Spotting and Troubleshooting in the New ServiceNow Personal Service Contract (PSC) Application. (File No. 0154-24-1) – Discussion and Possible Action Item

Recommendation: Open for discussion.

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.

**(8) Review of Request for Approval of Proposed Personal Services Contracts.
(File No. 0150-24-8) – Action Item**

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0004105 v 0.01	Airport	\$750,000	Contractor shall provide veterinary care services for working canines of the San Francisco Police Department Airport Bureau K-9 Unit at San Francisco International Airport (Airport). Services include examinations, disease prevention programs, diet and weight management services, medications, and treatment as necessary to various conditions and illnesses. 24/7 emergency and specialty care include oncology treatment, cardiology, ophthalmology, and neurology services may also be required.	New	60 months
DHRPSC 0004104 v 0.01	Airport	\$3,000,000	Contractor shall provide as-needed recruitment services for senior and executive level (e.g. Airport Director, Deputies/Chiefs) and specialized positions (e.g. management positions in airport safety and security, airport cybersecurity, and airport environmental and sustainability) for the San Francisco International Airport (SFO). Work includes conducting the end-to-end recruitment process including working with SFO to develop the candidate’s profile, advertisement the job opportunity on various sites to attract applicants, searching for candidates through its industry network and database, screening candidates and conducting first interviews, shortlisting and facilitating candidates to interview with SFO including coordinating candidate travel arrangements, conducting detailed reference and background checks, and assisting with negotiations.	New	60 months
DHRPSC 0004106 v 0.01	Department of Emergency Management	\$4,000,000	Contractor will create and build on existing effective capabilities relating to the emergency preparedness/resilience, response, and recovery within San Francisco and it’s communities in the event of a disaster, natural or man-made. Grant funding for this type of work specifies different priorities and areas of expertise each year from a list of 32 different FEMA Core Capabilities. These may include, but are not limited to, Public Information and Warning, Mass Care Services, Cybersecurity, Operational Communications, Intelligence and Information Sharing, Access Control and Identify Verification, Community Resilience, Threat and Hazard Identification, Environmental Response/Health and Safety, Critical Transportation, Terrorism and Domestic/Targeted Violence Prevention, etc. The type of work to be performed by the Contractor as required by the grants will include, creating planning documents, community-focused/accessible information, toolkits, templates, providing technical expertise and solutions, and developing trainings, exercises, and other evaluation activities needed to strengthen and improve San Francisco’s emergency planning, community preparedness, and recovery planning capabilities.	New	48 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0001012 v 0.01	Public Health	\$231,000	Switchgear Maintenance involves regular inspection, testing and servicing of electrical equipment such as circuit breakers, switches, and relays to ensure proper function, prevent breakdowns, and maximize operation efficiency. 1. Visual Inspection – Regular visual checks to identify wear, corrosion, or damage on switchgear components 2. Function Testing – Testing functionality of circuit breakers, switches, relays, and protective devices 3. Cleaning – Removal of dust, dirt, and debris from switchgear to prevent insulation breakdown 4. Tightening Connections – Ensuring all electrical connections are properly tightened to prevent overheating 5. Insulation testing – Conducting insulation resistance tests to detect deterioration of insulation material 6. Lubrication – Applying lubricants to moving parts and mechanics 7. Documentation and Record Keeping – Maintain detailed record of maintenance activities, test results, and equipment condition	New	36 months
DHRPSC 0004112 v 0.01	Police	\$300,000	The San Francisco Police Department (SFPD) is looking to procure the services of a neutral facilitator as required by SF Admin Code 96I.1(a) that was approved by voters on March 5, 2024. A neutral facilitator must hold at least one community feedback session at each district station (10 stations total) within 90 days of the Police Commission posting a notice relating to a policy or procedure going before them, and when they do not receive a waiver from the Chief of Police (SF Admin Code 96I.1(b)). The Neutral Facilitator will work with the SFPD Community Engagement Division (CED) to schedule meetings at district stations during the 90-day period. The meetings are held to solicit community feedback on the policy or procedure listed in the Police Commission notice. The Facilitator chairs the meetings, encourages dialogue between the community members and the Department and Commission representatives. Further, the Facilitator posts a written summary online before any commission meeting regarding the policy or procedure listed in the Police Commission notice can occur. That written summary must be shared with the Policy Development Division, the Police Commission office and the CED, once available.	New	36 months
DHRPSC 0004117 v 0.01	Public Utilities Commission	\$19,200,000	SFPUC intends to award up to four (4) agreements, at \$4.8 million each, to perform specialized Engineering Design Services on an as-needed basis to supplement SFPUC and other City Staff. Civil, structural, electrical, mechanical engineering and other specialized engineering needed to complete utility engineering projects.	New	60 months
DHRPSC 0004123 v 0.01	Public Utilities Commission	\$8,000,000	This PSC will be made up of two (2) contracts, each at a value of \$4 million. Work will consist of specialized and technical as-needed services for water resources management and conservation planning and program support. Specialized and technical services will provide support in the following categories: water conservation services, onsite non-potable water services, recycled water services, groundwater services, water supply planning services, and public outreach services.	New	66 months
DHRPSC 0004121 v 0.01	Public Utilities Commission	\$9,000,000	The work will require architectural, civil, structural, electrical, mechanical, process and other specialized engineering services in the planning, design, and engineering support during construction, for new conveyance and groundwater treatment facilities. The purpose of the project is to improve the performance and reliability of wells and facilities constructed under the Regional Groundwater Storage and Recovery Project in order to optimize the use of the groundwater supply in the South Westside Basin during dry years. The project will identify, design, and construct long-term improvements which may include a combination of retrofits or additions to the existing decentralized well pumping and treatment facilities and/or the construction of new centralized treatment and distribution facilities. An optional task is included to provide engineering support for projects related to the other Westside Groundwater Basin facilities, including South Sunset Well, West Sunset Well, and Golden Gate Central Well. PSC #44299-22/23 was previously approved by CSC on July 3, 2023. There were unexpected delays in executing this contract with the one-year approval period, so we are returning to CSC with the same request.	New	101 months <i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i>

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0004130 v 0.01	Technology	\$2,500,000	The selected contractors will report to the RPA Manager. Under general direction, the contractors will oversee the more difficult and complex aspects of the systems development cycle for Microsoft Power Apps, including needs analysis, structured systems analysis and design, feasibility analysis, technology and software assessment, project planning and management, installation, implementation and testing, conversion to production status, technical and procedural documentation. The selected contractor will provide support for project-based works. PLEASE SEE SUPPORTING MATERIALS FROM DEPARTMENT FOR THE FULL SCOPE OF WORK.	New	60 months
DHRPSC 0004131 v 0.01	Technology	\$351,000,000	The selected contractor will provide support for project-based work. This includes but not limited to: <ul style="list-style-type: none"> • Personal Services Contract (PSC) application (tech marketplace transactions): This application will be a spin-off of PSC Application (which is in progress) and will be tailored to PSCs related to technology marketplace requisitions only, which Local 21 reviews through a unique business process. • Enhancements to existing applications: Based on feedback received from users or issues reported, OCA/Gov Ops may propose updates to the system to improve data quality, usability, etc. • Updates to existing applications in response to changes in law or policy: When departments change business processes that impact contracting, OCA/Gov Ops determines whether changes to any ServiceNow applications are needed to implement the new process. • New PO and requisition tracking application: This application would enable OCA to track staff workload for standalone POs and requisitions, which are a major component of their workload. With this tracking application in place, OCA will be able to be more strategic in assigning work, hiring staff, and ensuring that citywide procurement needs are met. • Office of Contract Administration (OCA) business process automation (i.e., ServiceNow suite of OCA Waivers Custom Applications) • City Administrator Office (ADM) ICS 214 Application • Department of Human Resources (HRD) ServiceNow Human Resources Service Delivery Configuration/Implementation • Enhancements to the existing suite of ServiceNow applications PLEASE SEE SUPPORTING MATERIALS FROM DEPARTMENT FOR THE FULL SCOPE OF WORK.	New	102 months <i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i>
DHRPSC 0004170 v 1.01	Public Utilities Commission	Current Approved Amount \$5,000,000 Increase Amount Requested \$1,800,000 New Total Amount Requested \$6,800,000	The proposed work includes laboratory analytical testing of drinking water, wastewater, groundwater, soils, sediments, solids, hazardous waste, water and wastewater treatment chemicals, biosolids, and biota (tissue). An as-needed laboratory service is required to provide sample laboratory analysis for: 1) specialized sample testing that Water Quality Division (WQD) does not have the capability and/or capacity to perform; 2) additional capacity and specialized testing during water quality emergencies; 3) backup testing capabilities required for WQD laboratory equipment failures.	Amendment	105 months <i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i>

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.

- (9) Survey of Monthly Rates Paid to Police Officers and Fire Fighters in All Cities of 350,000 or More in the State of California (FY24-25). (File No. 0152-24-3) – Action Item**

Recommendation of the Human Resources Director:

Adopt Report; Transmit rates to the Retirement System in accordance with Charter section A8.590.1 – A8.590.7; Provide report to the Board of Supervisors.

- (10) Request to Grant the Health Service System Continuing Approval for Benefit Related Contracts for Personal Services Contracts. (File No. 0151-24-8) – Action Item**

Recommendation of the Human Resources Director:

Approve the report.

- (11) Review of Request for Approval of Personal Services Contract Number 48746-20/21 from the Airport – Omit Posting. (File No. 0098-21-8) – Action Item**

June 21, 2021: Denied the request for PSC #48746-20/21 – Omit Posting. Continued to the meeting of July 19, 2021, for consideration.

July 19, 2021: Adopted the report and approved PSC #48746-20/21 – Omit Posting for 5 years with the condition for a classification review. In addition, Airport will provide an annual report on the status of the classification review and discussions between Airport and Local 39. Notify the Office of the Controller and the Office of Contract Administration.

July 15, 2024: Postpone to the meeting of August 5, 2024, at the request of the department.

Recommendation: Adopt the report.

- (12) COMMISSIONERS’ ANNOUNCEMENTS/REQUESTS**

- (13) ADJOURNMENT**