

State of California, Department of General Services
Technology, Digital and Data Consulting Master Service Agreement

modify HTML and associated coding to both increase its relevance to specific keywords and remove barriers to the indexing activities of search engines).

They will develop and maintain appropriate voice for produced content; advise how to streamline content production and management solutions and processes based on user research; assign, edit, and produce content for products, services, and various projects; plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development); collaborate closely with developers and designers to create, test, and deploy effective content marketing experiences using various methods of software development; offer educated recommendations on how to deliver a consistent, sustainable and standards-driven execution of content strategy across products, services, and projects; and collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types.

The Content Strategist will possess knowledge and experience in representing key members of creative teams and developing content strategies for various clients and projects; selecting an appropriate content management system; organizing website content; collaborating with the information architect in creating content, enforcing content guidelines and developing editorial calendars; displaying editorial skills and excellent writing abilities; leadership; information technology tools; project management skills; and time management.

Experience

This classification must have a minimum of three (3) years of experience in developing and executing content strategy and developing content across digital channels.

And Education

This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

36)Content Designer

Content Designers (or UX writers) make things easier for people to understand and use. This can involve working on a single piece of content or on the end-to-end journey of a service to help users complete their goal and government deliver a policy intent. In this role the Content Designer's work may involve the creation of, or changes to, a transaction, product or single piece of content that stretches across digital and offline channels. The Content Designer will be expected to make sure appropriate content is shown to a user in the right place and in the best format start from discovery and work closely with user researchers, service designers and interaction designers. The Content Designer will develop inclusive language and accessible design.

The Content Designer makes sure all content meets user needs. This includes the text, visuals and interactive content. They work with subject matter experts to write clear text in plain language; review content to make sure it's accurate and written in line with the state

content guidelines or standards; structure content to reflect how users read online and on different devices; make sure content is accessible and inclusive; make sure content is searchable and findable; use research and data to make sure content meets user needs; communicate the principles of content design to the team and agency; plan, organize, direct and edit content for editorial users and audiences; shape the voice and tone of products through writing and research; translate UX research into language that anticipates needs and makes the experience easier to understand.

Experience

This classification must have a minimum of one (1) year of experience in the execution of content across digital channels.

And Education

This classification requires the possession of a bachelor's degree in a writing-intensive field such as English, Journalism, Communications, User Experience, Library Science, Technical Writing, Information Management or social sciences such as psychology, sociology, demography, geography, anthropology, statistics, policy analysis, or a research-related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

37)User Experience Researcher

User Experience Researchers plan, design and carry out research activities with users that help teams get a deep understanding of the people that use government services. This research informs policy, proposition, service, content, and interaction design so that services work well for users and achieves policy intent. User Experience Researchers help the team understand their existing users by regularly talking to, observing, and gathering feedback. Also, help the team reach out to harder to reach people by finding ways to meet them where they are.

User Experience Researchers will design and conduct research activities that turn research data into clear findings that inform decisions on service design, involving clients and partners in analysis and synthesis to increase consensus and challenge assumptions. They will include all kinds of users in appropriate research activities to help teams deliver accessible services to the diversity of users of government services. They will capture and share real stories to help build empathy for users.

The User Experience Researcher will possess knowledge and understand and have experience of a range of user research methods, including qualitative and quantitative research methods. They will understand how to choose appropriate methods for different stages of the product life cycle and situations and apply methods correctly. This can include but is not limited to crafting surveys to inform design and content strategy; recruiting and screening participants using a variety of techniques; creating human-centered frameworks such as user journeys and behavior archetypes; maintaining and tracking research activities across multiple sprints; creating discussion guides, screeners, and research

plans; conducting usability and timed-task tests; and producing user requirements specifications and experience goals, personas.

The User Experience Researcher will understand the social and technological context for government services and help colleagues understand how digital technology is changing user behavior, and the challenges and opportunities for government services. The User Experience Researcher demonstrates knowledge of the technologies used to build and operate digital services; understands the different technical roles in a multidisciplinary team; and recommends system enhancements according to research insights. The User Experience Researcher understands user-centered design practices and knows how to embed them into an agile workflow to deliver timely findings. They have the ability to work in an open, iterative and collaborative way in a multidisciplinary team.

Experience

This Classification must have a minimum of three (3) years of experience in conducting user research, analysis, and synthesis, could be a combination of qualitative and quantitative research.

And Education

This classification requires a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

38) Usability Tester

The Usability Tester gathers feedback about how people interact with a digital solution, the intuitiveness of the interface, the understandability of the content and the relevance of the solution to their needs and challenges.

The Usability Tester designs testing plans and protocols, prepares for and runs usability tests, and synthesizes results and findings. The testing plans will include subjective metrics and quantitative metrics to track across an individual user in a test as well as across all users in a test. They test the usability of digital solutions and web applications using a variety of off-the-shelf and custom programs and platforms; work closely with the product team to understand the key questions or product choices they want to make and how usability data can help inform their choices; collaborate with other researchers on the team to understand and guide how usability testing fits into a larger research and feedback strategy; plan, recruit, and facilitate the usability testing of a system; collect information about product usability from a variety of channels; conduct usability tests with users in person or remotely; interact with users to understand how they use, respond to and work with specific digital solutions; analyze and synthesize the results of usability testing in order to provide recommendations for change to a system; gather data, summarize it and present it in a way that is clear, easy to understand and actionable; and create such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing Report. They test products and services to make sure they are compliant with accessibility best practices and with required laws such as WCAG 2.1. The Usability Tester reports bugs for the product team and engineering to address.

Experience

Must have a minimum of one (1) year of experience in usability testing in addition to working knowledge of various programming languages and development platforms, sharp eye for detail and communication, reporting, and troubleshooting skills.

And Education

This classification must have either a relevant certification or a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

39)UX/Interaction Designer

The UX/Interaction Designer is part of a highly collaborative, multi-disciplinary team focused on improving usability, user experience, and driving user adoption and engagement; and responsible for conducting interaction design.

The UX/Interaction Designer will design and specify user interfaces and information architecture; lead participatory and iterative design activities, including observational studies, and other forms of requirements discovery; produce system maps, user scenarios, flowcharts, design prototypes, and design specifications; effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually; plan and facilitate collaborative critiques and analysis and synthesis working sessions; work closely with visual designers and development teams to understand product requirements and ensure that customer goals are met and design specifications are delivered upon; design and develop primarily internet/web pages and applications; develop proof-of-concepts and prototypes of easy-to-navigate and intuitive user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing.

The UX/Interaction Designer will gather feedback about concepts, prototypes and finished products and improve interfaces and the user experience as needed from research and testing. They will design for accessibility and make interfaces that are usable by a wide variety of people who have very different abilities and backgrounds. They will translate larger strategic, policy, program and service requirements into clear requirements and compelling experiences. They will create concepts for what future experiences may work like and illustrate potential scenarios of use in various visual and digital forms.

The UX/Interaction Designer will possess knowledge and experience in using a mix of text, images, data, sound, animation and other effects to create interactive communication products as part of a product development team, use multimedia software, create design concepts, create wireframes and interface mock-ups, monitor design performance and ensure compliance with guidelines; and displaying imagination, creativity, computer technology expertise, teamwork, communication, and self-motivation.

Experience

State of California, Department of General Services
Technology, Digital and Data Consulting Master Service Agreement

This classification must have a minimum of three (3) years of experience in doing digital design, user research, qualitative analysis & synthesis, interaction design.

And Education

This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

40)Customer Experience Architect

A Customer Experience Architect designs and tests processes to capture, understand and respond to feedback that's both internal from employees and external from customers and stakeholders. They are concerned both with creating a voice of the customer function and operationalizing insights and experiments back into the program or project. They design and organize processes and information around the customer – who they are and what their needs are, and then integrate customer data to create useful insights that are shared across the right teams and increasingly interwoven with the fabric of the project or program.

A Customer Experience Architect must be able to collaborate with customers, data engineers, analysts, and subject matter experts with a variety of skills from different disciplines to create delightful customer journey experiences and to define and build requirements for datasets and processes. The ability to map requirements on to an efficient and clear design to facilitate decision-making is necessary. Expertise in ETL/ELT (Extract Transform Load / Extract Load Transform), data profiling, and other data quality tools and approaches are strongly preferred to design the experience customers need across key interactions and processes.

A Customer Experience Architect may also be involved in the identification of datasets with lines of business, particularly around a project or program need. They will need to work closely with management, analysts, data modelers, and IT staff to design and test proposed solutions and architectures that meet customer and business needs.

A Customer Service Architect should be fluent in one or more data manipulation languages as well as service design.

While they should have some proficiency in code and best practices in engineering management, they should primarily be comfortable implementing in low-code ETL/ELT platforms if that is the more sustainable approach for the organization.

Experience

This Classification must have a minimum of three (5) years of relevant experience in one or more of the following areas: business process modelling/mapping, authoring service design, developing customer experience programs.

And Education

This classification requires a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

41)Customer Experience Analyst

A Customer Experience Analyst gathers and interprets data on customer needs, satisfaction, perceptions, and capacity on behalf of a program or project. They conduct surveys to collect stakeholder feedback, analyze data, perform research, and create reports that are both internal from employees and external from customers and stakeholders. They are concerned both with identifying and reporting on a voice of the customer function and surfacing insights for project or program management to operationalize back into the program or project.

They audit and analyze processes and information around the customer – who they are and what their needs are, and then integrate customer data to create useful insights that management may choose to be shared across the right teams and interwoven with the fabric of the project or program to promote operational rigor. They identify process improvement opportunities or necessary process changes for better data collection to serve the customers.

A Customer Experience Analyst must be able to collaborate with service architects/designers, data engineers, other types of analysts, and subject matter experts with a variety of skills from different disciplines for internally facing analysis, and with the stakeholders and end-users for externally facing analysis.

A Customer Experience Analyst may also be involved in the identification of datasets with lines of business, particularly around a project or program need. Experience with conflict resolution techniques, knowledge of diverse research practices and low-code platform programming skills are also preferred.

A Customer Experience Analyst should be fluent in one or more data manipulation languages as well as statistical methods, regression modeling and predictive analytics and a passion for customer experience. Knowledge in behavioral data analysis preferred.

Experience

This Classification must have a minimum of two (2) years in a technical or functional consulting or research role or other relevant industry experience. Experience presenting to clients or other decision makers to lay out and advance ideas to various audiences (technical and non-technical).

And Education

This classification requires a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

42)Information Technology Expert

An IT Expert is a person who has comprehensive and authoritative knowledge, abilities or skills through extensive practice and/or education in a particular IT area not found in any of the above Classifications. Examples may include, but not limited to, geospatial specialties, business intelligence experts, specialized data analytics. Qualifying experience and education, determined by User Agencies, are at the highest, specialized level. Contractor must provide objective measures of expertise, which may include but are not limited to unique credentials, patents, research and publication history, etc.

EXHIBIT B – BUDGET DETAIL AND PAYMENT PROVISIONS

1. BUDGET CONTINGENCY

It is mutually agreed that if the State Budget Act of the current year and/or any subsequent years covered under this Contract does not appropriate sufficient funds for the program, this Contract shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other considerations under this Contract and the Contractor shall not be obligated to perform any provisions of this Contract.

2. INVOICES

a. Submission of Invoices

The Contractor shall submit itemized invoices to the User Agency contact person at the address contained in the User Agreement. Invoices should include:

- i. DGS MSA Contract Number
- ii. User Agency Contract Number
- iii. User Agency Order Number
- iv. User Agency Billing Code
- v. User Agency Name
- vi. User Agency Address
- vii. Description of services ordered
- viii. Pricing information, which shall not exceed rates on the Cost Proposal.

b. The User Agency contact person will verify and approve, or disapprove, the invoiced items. If the User Agency does not approve the invoiced items, the invoice will be disputed and returned to the Contractor for correction.

c. Billing Options:

The User Agency using this MSA may have unique billing needs. The Contractor shall work with the User Agency to provide the agency with a billing system that meets the agency's needs.

3. RATES

The hourly rates specified in each contractor's MSA are the maximum hourly rates to be charged to User Agencies, refer to Exhibit B.1 - Rate Sheet. Lower rates are encouraged when responding to a User Agency's Request for Offer (RFO). All rates shall be firm fixed for the MSA term, including any optional year extensions, unless MSA rates are amended in a rate adjustment (refer to Section 7, Rate Adjustments).

4. TRAVEL

State of California, Department of General Services
Technology, Digital and Data Consulting Master Service Agreement

User Agencies, as applicable, may allow additional travel reimbursement which must be itemized separately on the User Agreement. The contractor must have prior approval by the User Agency for additional travel reimbursement.

5. PAYMENT

Payment for services performed under this Contract will be made upon satisfactory completion of services rendered. The Contractor shall invoice User Agencies in arrears upon successful completion of services. Invoices for services are not due and payable, and do not constitute an obligation of the User Agency, until the month following the month for which charges are accrued.

6. PROMPT PAYMENT CLAUSE

Payment will be made in accordance with, and within the time specified in Government Code Chapter 4.5, commencing with Section 927.

7. RATE ADJUSTMENTS

All Classification rates shall be firm fixed for the MSA term, including any optional year extensions, unless a rate adjustment is granted no more than once annually in accordance with the following guidelines.

- a. Rate adjustments will not be made during the first year of the awarded MSA.
- b. Calculation of a rate adjustment shall be based on a Consumer Price Index (CPI), involving an annual percent change to the CPI.
- c. Agreement of CPI Adjustment:

The Contractor is solely responsible for notifying the DGS-PD via email to the TDDC mailbox of a CPI rate change, utilizing the March CPI, which is released on April 10, using the annual rate calculated by the Bureau of Labor Statistics and to submit this notification no earlier than April 10th and no later than June 1st. Requests for rate adjustments will be reviewed in the order they are received. The Contractor shall provide a copy of the index and other supporting documentation necessary to support the increase or decrease to the DGS-PD. The subject line of the email request must contain "Request for CPI Adjustment". In the event of a CPI rate increase, should the Contractor fail to make a request and submit supporting documentation to the DGS-PD within the timeframe noted above, the Contractor shall be deemed to have waived its right to any increase in rate for that year. However, the State shall not be barred from making the appropriate adjustment in the case of a decrease in rate as determined in accordance with the above methodology.

Any rate increases shall not be effective until an amendment is executed. Existing User Agreements shall be honored at the same rates, terms and conditions.

EXHIBIT C – IT GENERAL PROVISIONS (DGS-PD 401IT)

The Information Technology (IT) General Provisions (DGS-PD 401IT) can be viewed at:
(<https://www.dgs.ca.gov/-/media/Divisions/PD/PTCS/OPPL/Model-Language/IT/ITGeneralProvisions11192021.docx?la=en&hash=1333CDCE673BA36829779048AF8B233AF70081BE>).

EXHIBIT D – INSURANCE REQUIREMENTS

During the RFO process, a User Agency may include additional terms and conditions including but not limited to insurance requirements such as Workers' Compensation and Employer's Liability, and Professional Liability.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCYDept. Code: MTAType of Request: Initial Modification of an existing PSC (PSC # 49604 - 18/19)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: As-Needed Specialized Engineering ServicesFunding Source: Fund: Federal, Local, Grants (State)PSC Original Approved Amount: \$9,000,000PSC Original Approved Duration: 06/01/19 - 05/31/26 (7 years 1 day)PSC Mod#1 Amount: \$3,000,000PSC Mod#1 Duration: 06/01/26-02/28/27 (39 weeks 1 hour)PSC Cumulative Amount Proposed: \$12,000,000PSC Cumulative Duration Proposed: 7 years 39 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The engineering consultant will provide support to the delivery of capital projects in the Intelligent Transportation system. The scope of consultant support includes but is not limited to:

- Plan, design, review, and construction management support of Digital systems that support the transportation business of the agency;
- Assist in the preparation of procurement contracts for software and hardware components, including product research, integration criteria, and performing alternative analyses;
- Prepare project management plan in accordance with FTA requirements; preparing QA oversight, audit plans, training;
- Perform special testing and inspection, cost analyses of contracts, change orders, task orders, and contract modification;
- Perform geotechnical investigation and reports;
- Perform system engineering related work;
- Perform start-up and commissioning of system processes;
- Provide safety certification oversight and required documentation;
- Other tasks related to system engineering and cost engineering support.

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

The services to be performed require highly specialized knowledge and various technology expertise not otherwise available in house. Due to the time-sensitivity of technology projects which may directly or indirectly impact the delivery of Intelligent Transportation System capital projects, we believe it is reasonable and necessary to request contractors to fill such needs. In some instances, due to the proprietary nature of certain software systems, City personnel do not have access to the trade-secret software source code or design of specialized electronic circuits. Replacement software and hardware, as well as specialized technical assistance on testing and commissioning upgrades to the system, must be contracted through the provider of the application and there are no applicable civil service classes who can perform this work. In certain circumstances, per regulation requirement, we must hire independent third-party services to perform review and inspection. Denial of this service will delay capital project delivery approved by the MTA Board set forth by the agency's Capital Improvement Program and negatively impact our capital project delivery performance. In instances where independent review and inspection services are required, denial of the service will prevent project acceptance and completion.

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.

No

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:

The initial request for 7 years term to cover as-needed specialized engineering support needs based on the capital project schedule.

2. Reason(s) for the Request

A. Display all that apply

Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

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

Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Cases where future funding is so uncertain that the establishment of new civil service positions, classes or programs is not feasible (including situations where there is grant funding).

Explain the qualifying circumstances:

We seek professional services for Intelligent Transportation System capital projects that require highly specialized knowledge and various technology expertise not otherwise available in-house. The short duration of such projects would not make it feasible to conduct hiring through the civil service process. Due to the time-sensitivity of such projects which may directly or indirectly impact

the agency's daily operations and delivery of services to the public, we believe it is reasonable and necessary to hire contractors to fill such needs. We may also require independent reviews and inspections services per funding requirement or government regulation. Every reasonable attempt will be made to transition this work back to the City through the civil service hiring process if deemed appropriate and resources are available. In some instances, due to the proprietary nature of certain software systems, City personnel do not have access to the trade-secret software source code or design of specialized electronic circuits. Replacement software and hardware, as well as specialized technical assistance on testing and commissioning upgrades to the system, must be contracted through the provider of the application and there are no applicable civil service classes who can perform this work.

B. Reason for the request for modification:

Increasing PSC amount to a total of \$12,000,000 and updating proposed start date from 6/1/2019 to 3/1/2020 for the as-needed specialized engineering support needs to be based on capital and operating projects.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The professional services we seek are necessary to assist with the timely completion of technology projects, including but not limited to, initial planning and programming, specialized analytical studies, construction support and management, start-up and operations planning, installing, configuring, testing, validating, and providing training and maintenance for various software and hardware used by the agency, as well as developing and implementing technology related processes and solutions. In general, we seek technology expertise in Digital systems that support the transportation business of the agency and the delivery of capital projects in the Intelligent Transportation System.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1041, IS Engineer-Assistant; 1042, IS Engineer-Journey; 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1051, IS Business Analyst-Assistant; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 5201, Junior Engineer; 5203, Asst Engr; 5207, Assoc Engineer; 5241, Engineer; 5502, Project Manager 1; 5504, Project Manager 2; 5506, Project Manager 3; 5508, Project Manager 4;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.
No, due to the immediate need for highly specialized skills for projects with a short duration, there are no applicable civil service classes that can perform the work. In some cases, due to the proprietary nature of the software system, City personnel do not have access to the trade-secret software source code or design of specialized electronic circuits.
- 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, due to the temporary need for

services to assist with the completion of short-term ad-hoc projects, it is not practical to adopt a new civil service class to perform the highly specialized nature of the work defined by each project manager.

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 contact? If so, please explain what that will entail; if not, explain why not.
Depending on the scope of work defined by each project manager, the contractor will train City employees in their area of technology expertise to enhance and streamline current technology processes and solutions. Project managers will ensure that the contractors provide the proper cross-training and documentation to engineers and business analysts. The length of training varies depending on the scope of work, anywhere from a week up to several months.
- 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 08/14/19, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21;

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

Name: Amy NUQUE Phone: 415-646-2802 Email: amy.nuque@sfmta.com

Address: 1 South Van Ness, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49604 - 18/19

DHR Analysis/Recommendation:
Commission Approval Not Required
Approved by DHR on 08/27/2019

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA

Dept. Code: MTA

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing
(Omit Posting)

Type of Service: As-Needed Specialized Engineering Services

Funding Source: Fund: Federal, Local, Grants (State)

PSC Amount: \$9,000,000

PSC Est. Start Date: 06/01/2019

PSC Est. End Date
05/31/2026

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

The engineering consultant will provide support to the delivery of capital projects in the Intelligent Transportation system. The scope of consultant support includes but is not limited to:

- Plan, design, review, and construction management support of Digital systems that support the transportation business of the agency;
- Assist in the preparation of procurement contracts for software and hardware components, including product research, integration criteria, and performing alternative analyses;
- Prepare project management plan in accordance with FTA requirements; preparing QA oversight, audit plans, training;
- Perform special testing and inspection, cost analyses of contracts, change orders, task orders, and contract modification;
- Perform geotechnical investigation and reports;
- Perform system engineering related work;
- Perform start-up and commissioning of system processes;
- Provide safety certification oversight and required documentation;
- Other tasks related to system engineering and cost engineering support.

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

The services to be performed require highly specialized knowledge and various technology expertise not otherwise available in house. Due to the time-sensitivity of technology projects which may directly or indirectly impact the delivery of Intelligent Transportation System capital projects, we believe it is reasonable and necessary to request contractors to fill such needs. In some instances, due to the proprietary nature of certain software systems, City personnel do not have access to the trade-secret software source code or design of specialized electronic circuits. Replacement software

and hardware, as well as specialized technical assistance on testing and commissioning upgrades to the system, must be contracted through the provider of the application and there are no applicable civil service classes who can perform this work. In certain circumstances, per regulation requirement, we must hire independent third-party services to perform review and inspection. Denial of this service will delay capital project delivery approved by the MTA Board set forth by the agency's Capital Improvement Program and negatively impact our capital project delivery performance. In instances where independent review and inspection services are required, denial of the service will prevent project acceptance and completion.

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.

We have established project level professional services contracts to acquire specialized engineering support based on individual project needs. This contract will be a task order contract to support the program of capital projects as specified in the agency's FY19-23 Capital Improvement Program as a commitment to the public in delivery technology projects.

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.

Initial Contract term of 3 years with options to extend 2 terms of 2 years each to cover as - needed specialized engineering support needs based on the capital project schedule.

2. **Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

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

Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

Cases where future funding is so uncertain that the establishment of new civil service positions, classes or programs is not feasible (including situations where there is grant funding).

B. Explain the qualifying circumstances:

We seek professional services for Intelligent Transportation System capital projects that require highly specialized knowledge and various technology expertise not otherwise available in-house. The short duration of such projects would not make it feasible to conduct hiring through the civil service process. Due to the time-sensitivity of such projects which may directly or indirectly impact the agency's daily operations and delivery of services to the public, we believe it is reasonable and necessary to hire contractors to fill such needs. We may also require independent reviews and inspections services per funding requirement or government regulation. Every reasonable attempt will be made to transition this work back to the City through the civil service hiring process if deemed appropriate and resources are available. In some instances, due to the proprietary nature of certain software systems, City personnel do not have access to the trade-secret software source code or design of specialized electronic circuits. Replacement software and hardware, as well as specialized technical assistance on testing and commissioning upgrades to the system, must be contracted through the provider of the application and there are no applicable civil service classes who can perform this work.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The professional services we seek are necessary to assist with the timely completion of technology projects, including but not limited to, initial planning and programming, specialized analytical studies, construction support and management, start-up and operations planning, installing, configuring, testing, validating, and providing training and maintenance for various software and hardware used by the agency, as well as developing and implementing technology related processes and solutions. In general, we seek technology expertise in Digital systems that support the transportation business of the agency and the delivery of capital projects in the Intelligent Transportation System.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1041, IS Engineer-Assistant; 1042, IS Engineer-Journey; 1043, IS Engineer-Senior; 1044, IS Engineer-Principal; 1051, IS Business Analyst-Assistant; 1052, IS Business Analyst; 1053, IS Business Analyst-Senior; 1054, IS Business Analyst-Principal; 5201, Junior Engineer; 5203, Asst Engr; 5207, Assoc Engineer; 5241, Engineer; 5502, Project Manager 1; 5504, Project Manager 2; 5506, Project Manager 3; 5508, Project Manager 4;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

We seek professional services for IT projects that require highly specialized knowledge and various technology expertise not otherwise available in house. The short duration of such projects would not make it feasible to conduct hiring through the civil service process. In some instances, due to the proprietary nature of certain software systems, City personnel do not have access to the trade-secret software source code or design of specialized electronic circuits. Replacement software and hardware, as well as specialized technical assistance on testing and commissioning upgrades to the system, must be contracted through the provider of the application and there are no applicable civil service classes who can perform this work.

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

A. Explain why civil service classes are not applicable.

No, due to the immediate need for highly specialized skills for projects with a short duration, there are no applicable civil service classes that can perform the work. In some cases, due to the proprietary nature of the software system, City personnel do not have access to the trade-secret software source code or design of specialized electronic circuits.

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, due to the temporary need for services to assist with the completion of short-term ad-hoc projects, it is not practical to adopt a new civil service class to perform the highly specialized nature of the work defined by each project manager.

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 contact? If so, please explain what that will entail; if not, explain why not.

Yes. Depending on the scope of work defined by each project manager, the contractor will train City employees in their area of technology expertise to enhance and streamline current technology processes and solutions. Project managers will ensure that the contractors provide the proper cross-training and documentation to engineers and business analysts. The length of training varies depending on the scope of work, anywhere from a week up to several months.

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 02/01/2019, the Department notified the following employee organizations of this PSC/RFP request:

Prof & Tech Eng, Local 21

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

Name: Amy NUQUE Phone: 415-646-2802 Email: amy.nuque@sfmta.com

Address: 1 South Van Ness San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49604 - 18/19

DHR Analysis/Recommendation:

action date: 04/01/2019

Commission Approval Required

Approved by Civil Service Commission

04/01/2019 DHR Approved for 04/01/2019

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PORT--PRT

Dept. Code: PRT

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: Environmental and Planning Professional Services

Funding Source: Port Operating Budget

PSC Duration: 4 years

PSC Amount: \$7,500,000

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

The Port requires the expertise of qualified consultants capable of providing environmental and related professional services on an as-needed basis. Requested services may involve an entire project, several projects, and part of a project or for any project phase. Consultants who are awarded contracts under this RFQ may be expected to work in conjunction with the Port's technical staff and/or other consultants hired by the Port as part of a project team.

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

Short-term, specialized assistance necessary for Port staff to efficiently perform required environmental functions and to comply with regulatory requirements in a timely manner. These regulations are designed to improve the health and wellbeing of the residents, workers, and visitors in San Francisco and also to protect the San Francisco Bay and its natural habitat and ecology. The very nature of the Port's aging infrastructure and deferred maintenance coupled with continuously evolving Federal, State, and local environmental regulations and requirements creates a situation of many unanticipated and urgent projects which require immediate attention. The timing requirement for meeting those urgent projects make it necessary for the Port to contract with consultants, on an as-needed basis, to provide the required environmental services in a timely manner. Denial of this PSC will mean the Port may not be able to complete the environmental reviews and project necessary for it to effectively plan and manage its assets and activities. Denial of this PSC may also subject the Port to repeated notices of violations of relevant regulations.

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.

This service was previously authorized under PSC#48682 – 18/19. Due to an increase in the number of ongoing Port projects and in the amount of environmental regulatory changes, the Port has almost expended all the funds approved for the as-needed contracts that were issued under that PSC.

D. Will the contract(s) be renewed?

The Port may seek to renew the contract if the services are still needed at the end of the current contract term.

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):

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- 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:

Short-term or capital projects requiring diverse skills, expertise and/or knowledge. The various service tasks that will be required under this PSC will be short-term tasks that will require extensive and specialized skills and experience from experts in different areas of environmental management profession. Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload). The various service tasks that will be required under this PSC will be sporadic and intermittent, depending on the needs of each project. The services will only be used when they are needed to augment Port's resources or when the Port does not have available resources to perform the tasks. Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator). Some of the services that will be required under this PSC will require resources that are not available within the City for instances laboratories for testing samples, dredging equipment, hazardous waste abatement and transportation equipment.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Knowledge, ability, and demonstrated experience in specialized environmental services including but not limited to (i) environmental review, characterization, permitting and compliance, (ii) air, soil, storm and groundwater sampling, analysis, and remediation; (iii) hazardous materials characterization and management; (iv) industrial hygiene and analytical services; (v) climate change, sustainability, and energy-efficiency planning; (vi) terrestrial and marine biology; (vii) noise assessment; and (viii) federal, state, and local environment laws and regulations.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5291, Planner 3; 5305, Materials Testing Technician; 5602, Utility Specialist; 5620, Regulatory Specialist; 6137, Assistant Industrial Hygienist; 6138, Industrial Hygienist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor will provide all facilities and equipment required to perform the services. These range from laboratories for soil and materials testing to equipment for drilling and dredging.

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

There are no available resources within the City to perform the services because they do not fall within the scope of existing civil service classifications. The services are not available from City staff because the services are both highly specialized, require extensive training and experience, and are only used

occasionally. The as-needed contracts cover a large breadth of scope related to environmental and planning work.

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

- A. Explain why civil service classes are not applicable.
Some of the disciplines required in environmental investigation, management, and compliance are beyond the scope of specific civil service classifications. The services that will be requested under this PSC will be intermittent as needed and will not require long term, full-time service. The type and quantity of services will be determined by the scope of each project which cannot be fully determined at this time.

- 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. It would not be practical to adopt a new civil service class. The work that will be requested under this PSC will cover a wide breadth of specialty work that will be intermittent, of short duration, one-time, and involve many different areas of professional expertise. It will therefore not be practical for the City to hire staff on a permanent, full time basis for the services.

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 contact? If so, please explain what that will entail; if not, explain why not.
No. No, because it does not serve the City best to have its employees train to develop a unique expertise that requires significant education, specialized experience, and in some cases, professional licenses, for work that the City needs infrequently.

- 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 09/15/2022, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21; Management & Superv Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

Name: Alysabeth Alexander-Tut Phone: 415-274-0558 Email: alysabeth.alexander-tut@sfport.com

Address: Pier 1 San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42304 - 22/23

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/21/2022

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of alysabeth.alexander-tut@sfport.com
Sent: Thursday, September 15, 2022 2:01 PM
To: Alexander Tut, Alysabeth (PRT); Laxamana, Junko (DBI); amakayan@ifpte21.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; l21pscreview@ifpte21.org; Alexander Tut, Alysabeth (PRT); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 42304 - 22/23

RECEIPT for Union Notification for PSC 42304 - 22/23 more than \$100k

The PORT -- PRT has submitted a request for a Personal Services Contract (PSC) 42304 - 22/23 for \$7,500,000 for Initial Request services for the period 01/02/2022 – 01/01/2026. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrDrupal/node/19162> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PORT--PRT

Dept. Code: PRT

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing
(Omit Posting)

Type of Service: Environmental and Related Professional Services

Funding Source: Port Operating Budget

PSC Amount: \$6,000,000

PSC Est. Start Date: 07/01/2019

PSC Est. End Date
06/30/2023

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

Environmental and related professional services to assist in meeting the environmental and regulatory requirements associated with Port's capital project planning, development, property management, maintenance, and maritime operations.

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

Short-term, specialized assistance necessary for Port staff to efficiently perform required environmental functions and to comply with regulatory requirements in a timely manner. These regulations are designed to improve the health and wellbeing of the residents of, and visitor so San Francisco and also to protect the San Francisco Bay and its natural habitat and ecology. The very nature of the Port's aging infrastructure and deferred maintenance coupled with continuously evolving Federal, State, and local environmental regulations and requirements creates a situation of many unanticipated and urgent projects which require immediate attention. The timing requirement for meeting those urgent projects make it necessary for the Port to contract with consultants, on an as-needed basis, to provide the required environmental services in a timely manner. Denial of this PSC will mean the Port may not be able to complete the environmental reviews and project necessary for it to effectively plan and manage its assets and activities. Denial of this PSC may also subject the Port to repeated notices of violations of relevant regulations.

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.

This service was previously authorized under PSC#49797 – 16/17 (copy attached herewith). Due to an increase in the number of ongoing Port projects and in the amount of environmental regulatory changes, the Port has almost expended all the funds approved for the as-needed contracts that were issued under that PSC.

D. Will the contract(s) be renewed?

The Port may seek to renew the contract if the services are still needed at the end of the current contract term.

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):

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- 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:

Short-term or capital projects requiring diverse skills, expertise and/or knowledge. •The various service tasks that will be required under this PSC will be short-term tasks that will require extensive and specialized skills and experience from experts in different areas of environmental management profession. Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload). •The various service tasks that will be required under this PSC will be sporadic and intermittent, depending on the needs of each project. The services will only be used when they are needed to augment Port's resources or when the Port does not have available resources to perform the tasks. Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator). •Some of the services that will be required under this PSC will require resources that are not available within the City for instances laboratories for testing samples, dredging equipment, hazardous waste abatement and transportation equipment.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Knowledge, ability, and demonstrated experience in specialized environmental services including but not limited to (i) environmental review, characterization, permitting and compliance, (ii) air, soil, storm and groundwater sampling, analysis, and remediation; (iii) hazardous materials characterization and management; (iv) industrial hygiene and analytical services; (v) climate change, sustainability, and energy-efficiency planning; (vi) terrestrial and marine biology; (vii) noise assessment; and (viii) federal, state, and local environment laws and regulations.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5291, Planner 3; 5305, Materials Testing Technician; 5602, Utility Specialist; 5620, Regulatory Specialist; 6137, Assistant Industrial Hygienist; 6138, Industrial Hygienist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor will provide all facilities and equipment required to perform the services. These range from laboratories for soil and materials testing to equipment for drilling and dredging.

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

There are no available resources within the City to perform the services because they do not fall within the scope of existing civil service classifications. The services are not available from City staff because the services are highly specialized, require extensive training and experience, and are only used occasionally.

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

A. Explain why civil service classes are not applicable.

Some of the disciplines required in environmental investigation, management, and compliance are beyond the scope of specific civil service classifications. The services that will be requested under this PSC will be intermittent as needed and will not require long term, full-time service. The type and quantity of services will be determined by the scope of each project which cannot be fully determined at this time.

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. It would not be practical to adopt a new civil service class. The work that will be requested under this PSC will be specialty work that will be intermittent, of short duration, one-time, and involve many different areas of professional expertise. It will therefore not be practical for the City to hire staff on a permanent, full time basis for the services.

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. It is not anticipated that Port employees will perform the work so there is no need to train them.

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 04/23/2019, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21; Management & Superv Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

Name: Lavena Holmes Phone: 415-274-0305 Email: lavena.holmes@sfport.com

Address: Pier 1, Embarcadero San Francisco, CA 94111

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48683 - 18/19

DHR Analysis/Recommendation:

action date: 07/15/2019

Commission Approval Required

Approved by Civil Service Commission

07/15/2019 DHR Approved for 07/15/2019

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: Project Administration/ Project Management

Funding Source: SFPUC Water Enterprise

PSC Duration: 4 years 1 day

PSC Amount: \$30,000,000

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

Work will consist of technical and project management services in all aspects required for expansion of an existing reservoir accomplished by raising a dam by over 50 feet. The increased reservoir storage will provide regional storage to benefit to 8 Bay Area and Central Valley water agencies.

Activities include planning, permitting and design work related to construction of a surface water dam and a 14 mile conveyance pipeline that will enable delivery of water to California State Water Project infrastructure at the California Aqueduct. Operational and hydraulic modeling, regulatory permitting, facility design for Los Vaqueros dam and Transfer Bethany Pipeline, natural resources services, project management services, asset management services, land acquisition and management services, security and emergency response services, environmental and regulatory compliance services.

The SFPUC's Alternative Water supplies staff are involved in the planning of the project. SFPUC staff at the Water Enterprise work closely in collaboration with other agencies to provide, engineering, financial, and communication direction and support for the project. In addition, the SFPUC's Assistant General Manager for Water and General Manager serve on the JPA Board of Directors.

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

In dry years when the SFPUC needs to augment its water supplies, water could be sourced from the Los Vaqueros Reservoir Expansion to reduce the supply shortfall and water service rationing for the SFPUC customers. If the SFPUC is unable to secure sufficient water resources to meet demands, it could cause significant health, safety, and economical challenges for the 2.7 million customers who depend on our services.

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.
No. This is an initial request.

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.
N/A

2. Reason(s) for the Request

- A. Indicate all that apply (be specific and attach any relevant supporting documents):

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).
- Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

- B. Explain the qualifying circumstances:

The work is short-term and highly specialized which means that it will be needed to fulfill those short-term needs in capital projects or technical needs on other projects that arise on an as-needed basis. There are also regulatory requirements or audits (eg. Financial Audits) that require a third-party to assess or provide comment on, and that will be provided by these services.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: This project requires combined specialized and technical skills such as legal, financial services, and operations, including but not limited to 1) preparation and execution of agreements that outline each member's benefits from the project and the compensation to be made for the benefits received, 2) financial evaluation that will assess the costs and merits of the Project and present a Plan of Finance, and 3) Multi party, multi beneficiary water utility operations and management including hydrological modeling and coordinated operations with State Water Project and Federal Central Valley Project. Additionally, regulatory compliance, engineering and design, and Public Relations skills such as 1) Regulatory compliance and permitting, water rights permitting and change petitions, 2) final design on facilities and design efforts related the Los Vaqueros Dam expansion to gain Division of Safety of Dams (DSOD) authorization to construct, dam dewatering plan and specifications, and 3) Public outreach to educate and inform the media, elected officials, CCWD ratepayers, communities in the Los Vaqueros area, environmental organizations, and regional and statewide interests about the purpose, objectives, and results of the technical studies are required to complete the project work.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5148, Water Operations Analyst; 5211, Eng/Arch/Landscape Arch Sr; 5602, Utility Specialist; 5620, Regulatory Specialist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

Not applicable, the project infrastructure belongs to Contra Costa Water District and the work done will be under the jurisdiction of Contra Costa County, and outside of the jurisdiction of San Francisco.

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

A. Explain why civil service classes are not applicable.

This work is done under the jurisdiction of another water agency located in Contra Costa County. The project is short-term, and the work is highly technical and requires highly specialized staff with prior experience. The work under the Los Vaqueros Joint Powers authority (a third party) is required to maintain public transparency for the processes and financial aspects of the project. For these reasons, it is not appropriate for San Francisco civil service staff to perform the work.

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, it would not be practical to adopt a new civil service class to perform this work because it is performed by another water agency for a relatively short-term, technical and highly specialized work.

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 contact? If so, please explain what that will entail; if not, explain why not.

No. No. Training is not a part of this PSC because of the short-term and highly specialized work that it will consist of.

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 09/15/2022, the Department notified the following employee organizations of this PSC/RFP request:

Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; Stationary Engineers, Local 39

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

Name: Shawndrea Hale Phone: (415) 551-4540 Email: shale@sflower.org

Address: 525 Golden Gate 8th Floor San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41620 - 22/23

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/21/2022

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of shale@sfwater.org
To: [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); seichenberger@local39.org; MRainsford@local39.org; grojo@local39.org; junko.laxamana@sfgov.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); dhr-psccordinator@sfgov.org
Subject: Receipt of Notice for new PCS over \$100K PSC # 41620 - 22/23
Date: Thursday, September 15, 2022 11:27:57 AM

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.

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

RECEIPT for Union Notification for PSC 41620 - 22/23 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 41620 - 22/23 for \$30,000,000 for Initial Request services for the period 12/31/2022 – 12/31/2026. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/19173> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT

READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: Emergency Planning, Response, Training, and Technical Support

Funding Source: SFPUC Water Enterprise

PSC Duration: 4 years

PSC Amount: \$30,000,000

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

The SFPUC requests to solicit the services of a consultant to provide and support ongoing emergency preparedness, response, and support activities to all SFPUC enterprises and divisions. Specifically: Incident Command System (ICS) training under the National Incident Management System (NIMS) to SFPUC employees, updates to Field Operations Guides (FOG's) and Emergency Operations Plans (EOP's), assistance with the creation of an emergency drinking water distribution plan (in conjunction with DEM and other city partners), and other related emergency planning and response services to the SFPUC as needed. Consultant would additionally coordinate any needed updates of existing Divisional EOPs into the general EOP as necessary; and ensure that comments, corrections and editing discussed in after action report/post exercise briefings are incorporated into the EOP, DEOP, and/or FOG, as necessary and/or as prescribed. Consultant would work with SFPUC Emergency Planning and Security (EPS) team to strategize on how to update complex EOP documents, targeted at producing specific checklists for actionable emergency response for operating divisions and front line staff. Consultant would also work with EPS Team to design, coordinate, and conduct multi-divisional emergency response exercises to build upon smaller division specific exercises already being delivered by EPS team.

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

Consultant support is necessary to support the Emergency Planning team and Division and Bureau staff in emergency response training and exercise coordination to address a multitude of emergencies the agency could face. SFPUC staff and facilities span across many counties, with varying needs and resources available to support emergency preparedness and response. The EPS team and SFPUC as a whole request consultant support to augment staff time and realize continual improvements in emergency preparedness and response due to the number of Divisions and Bureaus we are expected to support. Not being able to have support on emergency training, exercises and general planning would decrease the agency's ability to respond and recover from emergencies.

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.

Yes. PSC 45752 - 13/14

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.
N/A

2. Reason(s) for the Request

- A. Indicate all that apply (be specific and attach any relevant supporting documents):

- Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.
- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

- B. Explain the qualifying circumstances:

Consultant support is needed to deliver SFPUC staff emergency training, exercise and emergency plan update support. In addition, unpredictable circumstances could arise which can necessitate further need for additional training and expertise. EPS team can easily be pulled in multiple directions, and workload is always high. Recent events and increased emergency environment (COVID, wildfires, drought) require not only SFPUC staff, but qualified consultant support to ensure SFPUC staff are as prepared as possible to ensure staff safety and continue to deliver critical services to our customers.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Qualified consultants would need to have proven expertise and extensive experience in emergency management systems as based on NIMS and the Standardized Emergency Management System (SEMS), training and exercises as based on the Homeland Security Exercise Evaluation Program (HSEEP), providing ICS training, and in working with large utilities to develop, update and exercise emergency plans. Consultant would also need to be able to support immediate training needs or plan development or updates in response to SFPUC needs to support staff safety when carrying out operations.
- B. Which, if any, civil service class(es) normally perform(s) this work? 5291, Planner 3; 8602, Emergency Services Coord II;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

SFPUC Emergency Planning and Security hired a Training and Exercise Planner (5291) in 2018. This position is crucial in managing overall training and exercise program. Consultant support is needed to provide specialized ICS training, perform plan updates, and support complex planning efforts for SFPUC Divisions and Bureaus, and address emergency response support needs that may not be easily anticipated.

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

A. Explain why civil service classes are not applicable.

Certain Incident Command Courses (ICS 300 and ICS 400) are required to be delivered by a certified trainer with vast incident response experience. No Civil Service staff are certified to provide this training. Typically certified trainers have a fire service background, responding to and leading complex incidents and emergencies. There is also a need for technical support in updating emergency operations plans, requiring a strong engineering aptitude and familiarity with water and wastewater systems.

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. I believe the variance in the scope of work would make it difficult for one position to support this as a whole. Plan updates necessitate a strong engineering background and familiarity with state/federal regulations; emergency exercise and training necessitate a strong background in emergency response and training. As mentioned before, the large number of staff and specific needs from SFPUC enterprises and divisions require support to establish and maintain momentum in our emergency planning and response readiness.

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 contact? If so, please explain what that will entail; if not, explain why not.

Yes. Incident Command System Training. Hours are difficult to approximate, but over the course of 4 years are estimated to reach 3,000 hours total. Staff receiving training would be various engineers, managers, operators, field staff, accountants, administrative analysts, utility analysts, etc.

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 09/22/2022, the Department notified the following employee organizations of this PSC/RFP request:

Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

Name: Shawndrea Hale Phone: (415) 551-4540 Email: shale@sfgwater.org

Address: 525 Golden Gate 8th Floor San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42270 - 22/23

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/21/2022

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of shale@sfgwater.org
To: [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); junko.laxamana@sfgov.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); dhr-psccordinator@sfgov.org
Subject: Receipt of Notice for new PCS over \$100K PSC # 42270 - 22/23
Date: Thursday, September 22, 2022 9:40:56 AM

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.

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

RECEIPT for Union Notification for PSC 42270 - 22/23 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 42270 - 22/23 for \$30,000,000 for Initial Request services for the period 11/21/2022 – 11/20/2026. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/19211> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT

READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSIONDept. Code: PUCType of Request: Initial Modification of an existing PSC (PSC # 45752 - 13/14)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Emergency Training Services (CS-366)Funding Source: SFPUC Emergency Planning FundsPSC Original Approved Amount: \$2,000,000 PSC Original Approved Duration: 06/02/14 - 06/30/18 (4 years 4 weeks)PSC Mod#1 Amount: no amount added PSC Mod#1 Duration: 07/01/18-01/25/21 (2 years 30 weeks)PSC Mod#2 Amount: no amount added PSC Mod#2 Duration: 01/26/21-01/25/23 (2 years)PSC Cumulative Amount Proposed: \$2,000,000 PSC Cumulative Duration Proposed: 8 years 34 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The following will be provided to various San Francisco Public Utilities Commission (SFPUC) divisions/entities: General and position specific Incident Command System (ICS) training under National Incident Management System (NIMS), Table Top Training Exercises semi-annually, Full Functional Training Exercises bi-annually, Preparation of Summary of Training and Comments (After Action Reports), Revise/Update Emergency Operating Procedures and Field Operations Guides as necessary, assistance with the development of an alternative emergency drinking water plan, and general project management.

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

SFPUC divisions need to be trained in ICS procedures under NIMS per Federal Emergency Management Agency (FEMA) regulations; failure to do so could impede SFPUC's ability to receive proper reimbursement from FEMA in the event of a significant emergency/catastrophic event. Training will prepare SFPUC to act swiftly and efficiently and will solidify proper lines of communication. Revising and updating Emergency Operating Procedures is imperative, and failure to do so may result in out of date procedures that could adversely affect emergency response efforts. An alternate emergency drinking water plan is necessary to solidify processes in the event of interruption in water delivery.

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.

Services have been provided in the past through earlier PSC request. See 45752 - 13/14

D. Will the contract(s) be renewed?

Not sure at this point.

- 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:

This contract extends beyond five years because the emergency planning team is still refining the process of working with division managers to identify SFPUC staff who would have critical emergency responder roles. Consultants will help design and deliver training. Additionally, consultants are helping with emergency plan updates, which we need more time to execute.

2. Reason(s) for the Request

- A. Display all that apply

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Explain the qualifying circumstances:

SFPUC divisions need to be trained in ICS procedures under NIMS per Federal Emergency Management Agency (FEMA) regulations; failure to do so could impede SFPUC's ability to receive proper reimbursement from FEMA in the event of a significant emergency/catastrophic event. Training will prepare SFPUC to act swiftly and efficiently and will solidify proper lines of communication. Revising and updating Emergency Operating Procedures is imperative, and failure to do so may result in out of date procedures that could adversely affect emergency response efforts. An alternate emergency drinking water plan is necessary to solidify processes in the event of interruption in water delivery.

- B. Reason for the request for modification:

There are outstanding projects which need more time to complete. Infrastructure Bureau Emergency Operations Plan, as needed Training and Exercise Support (across all divisions and enterprises), Power Enterprise Emergency Operations Plan update, and additional support as requested.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Proven expertise and extensive experience in emergency management systems as based on NIMS and Standardized Emergency Management System (SEMS), training and exercises as based on Homeland Security Exercise and Evaluation Program (HSEEP), providing ICS training, working with large utilities, developing and updating Department Emergency Operating Procedures (DEOP's), and coordinating with multiple city agencies and members of the community to develop new emergency plans.
- B. Which, if any, civil service class(es) normally perform(s) this work? none
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.

Lack expertise in coordinating and spearheading complex plans and projects involving such a wide range of entities. Vast experience in providing ICS training is also essential to executing this project, as is collaboration with community members and organizations. The need to contract out was based on the special skills and expertise required to perform these services.

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 classes currently exist.

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.
Safety Training for various classes, 200-400 employees, approximately 3 hours per employee. Employees will not be trained to be safety trainers.

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.
AECOM Technical Services Inc

7. Union Notification: On 10/15/20, the Department notified the following employee organizations of this PSC/RFP request:
all unions were notified

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

Name: Bill Irwin Phone: 415-934-3975 Email: wirwin@sfwater.org

Address: 525 Golden Gate Avenue, 8th Floor, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 45752 - 13/14

DHR Analysis/Recommendation:

Commission Approval Not Required
Approved by DHR on 10/23/2020

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # 45752 - 13/14)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: Emergency Training Services (CS-366)

Funding Source: SFPUC Emergency Planning Funds

PSC Original Approved Amount: \$2,000,000 PSC Original Approved Duration: 06/02/14 - 06/30/18 (4 years 4 weeks)

PSC Mod#1 Amount: no amount added PSC Mod#1 Duration: 07/01/18-01/25/21 (2 years 30 weeks)

PSC Cumulative Amount Proposed: \$2,000,000 PSC Cumulative Duration Proposed: 6 years 34 weeks

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

The following will be provided to various San Francisco Public Utilities Commission (SFPUC) divisions/entities: General and position specific Incident Command System (ICS) training under National Incident Management System (NIMS), Table Top Training Exercises semi-annually, Full Functional Training Exercises bi-annually, Preparation of Summary of Training and Comments (After Action Reports), Revise/Update Emergency Operating Procedures and Field Operations Guides as necessary, assistance with the development of an alternative emergency drinking water plan, and general project management.

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

SFPUC divisions need to be trained in ICS procedures under NIMS per Federal Emergency Management Agency (FEMA) regulations; failure to do so could impede SFPUC's ability to receive proper reimbursement from FEMA in the event of a significant emergency/catastrophic event. Training will prepare SFPUC to act swiftly and efficiently and will solidify proper lines of communication. Revising and updating Emergency Operating Procedures is imperative, and failure to do so may result in out of date procedures that could adversely affect emergency response efforts. An alternate emergency drinking water plan is necessary to solidify processes in the event of interruption in water delivery.

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.

This service is currently being provided by PSC No. 45752-13/14.

D. Will the contract(s) be renewed?

Not sure at this point.

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:

This contract extends beyond five years because the emergency planning team is still refining the process of working with division managers to identify SFPUC staff who would have critical emergency responder roles. Consultants will help design and deliver training. Additionally, consultants are helping with emergency plan updates, which we need more time to execute.

2. Reason(s) for the Request

A. Display all that apply

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

Explain the qualifying circumstances:

SFPUC divisions need to be trained in ICS procedures under NIMS per Federal Emergency Management Agency (FEMA) regulations; failure to do so could impede SFPUC's ability to receive proper reimbursement from FEMA in the event of a significant emergency/catastrophic event. Training will prepare SFPUC to act swiftly and efficiently and will solidify proper lines of communication. Revising and updating Emergency Operating Procedures is imperative, and failure to do so may result in out of date procedures that could adversely affect emergency

response efforts. An alternate emergency drinking water plan is necessary to solidify processes in the event of interruption in water delivery.

B. Reason for the request for modification:

To align the PSC duration with the amended contract duration because there are still projects to completed that require consultant assistance.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Proven expertise and extensive experience in emergency management systems as based on NIMS and Standardized Emergency Management System (SEMS), training and exercises as based on Homeland Security Exercise and Evaluation Program (HSEEP), providing ICS training, working with large utilities, developing and updating Department Emergency Operating Procedures (DEOP's), and coordinating with multiple city agencies and members of the community to develop new emergency plans.

B. Which, if any, civil service class(es) normally perform(s) this work? none

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

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

Not Applicable

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

A. Explain why civil service classes are not applicable.

Lack expertise in coordinating and spearheading complex plans and projects involving such a wide range of entities. Vast experience in providing ICS training is also essential to executing this project, as is collaboration with community members and organizations. The need to contract out was based on the special skills and expertise required to perform these services.

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 classes currently exist.

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 contact? If so, please explain what that will entail; if not, explain why not.

Safety Training for various classes, 200-400 employees, approximately 3 hours per employee. Employees will not be trained to be safety trainers.

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.

AECOM Technical Services Inc

7. Union Notification: On 06/13/18, the Department notified the following employee organizations of this PSC/RFP request:

all unions were notified

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

Name: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfgwater.org

Address: 525 Golden Gate Avenue, 8th Floor, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 45752 - 13/14

DHR Analysis/Recommendation:

07/16/2018

Commission Approval Required

Approved by Civil Service Commission

07/16/2018 DHR Approved for 07/16/2018

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC

Dept. Code: PUC

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: Algaecide application in local water storage reservoirs

Funding Source: Operating funds 25940-232422-10000-1002999

PSC Duration: 5 years

PSC Amount: \$500,000

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

Contractor will be required to assist the SFPUC with the application of the sodium carbonate peroxyhydrate and hydrogen dioxide in local source water reservoirs, including but not limited to Calaveras, San Antonio Reservoir, Crystal Springs, Pilarcitos and San Andreas Reservoirs.

The Contractor is expected to provide all labor, technical advice, written pest control recommendations,

watercraft, precision application inductor systems and GPS tracking equipment for the specified reservoir

treatment at the application rate as specified by the SFPUC. The Contractor shall document the aquatic

algaecide treatment through the use of GPS data collection equipment to record the path of the treatment

boats across the treatment areas within the specified reservoir.

Treatments, once started, shall be fully completed prior to the Contractor demobilizing from the site and

shall be performed on a 24-hour per day, 7-day per week basis.

In addition to the actual algaecide application, the services that shall accompany each treatment are as

follows:

All work performed by Contractor must conform to and comply with the requirements of all applicable permits, licenses and environmental mitigation requirements developed under the

California Environmental Quality Act.

A pre-treatment inspection shall be conducted by the Consultant, which shall include a survey of the reservoir to be treated to ensure an accurate assessment of the treatment area conditions. A post-treatment report shall be prepared by the Consultant and submitted to the SFPUC presenting a summary of the treatment within 15 working days following each treatment.

This report shall contain a written description of the work performed, a listing of the licensed applicators and other staff who performed the work, equipment used and the treatment methodology.

The post-treatment report shall also contain the GPS treatment data, in digital format, collected during the treatment. The treatment area shall be downloaded into ArcView 9.1 software and overlaid onto an existing aerial photo of the specified reservoir for documentation and regulatory reporting requirements.

The SFPUC will provide the following:

The required amount of algaecide, any water discharge permit modifications and notifications required for application and any surface water quality monitoring associated with the algaecide application that may be

required by water discharge permits, if any.

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

Management of algal problems in drinking water source supplies is necessary to meet public health and aesthetic standards, drinking water demand as well as limit distribution system issues. Algae blooms in local water reservoirs used in the treatment of drinking water can cause taste and odor issues, also in the treatment process it can cause filter clogging that can decrease the output of treated water and the potential to not meet the daily demand for drinking water in the Local and Regional Water System.

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.
PSC 4067 - 09/10

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.
The estimated amount of time it takes in order to complete all tasks required by regulation

2. **Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

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

B. Explain the qualifying circumstances:

Algae blooms can occur at times when we are at a high rate of use from local reservoirs, they can occur very quickly and have the potential to disrupt the supply of drinking water. It is very critical to treat the blooms in timely manner and having a contract in place to quickly address the treatment is needed to meet the daily demand of drinking water.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: This requires boats and equipment set up for the application process, GPS tracking devices, expertise, training and staff certified in the use of the pesticide and the application of pesticides in waters. Knowledge of state and local regulations and compliance with all applicable requirements in pesticide applications into water reservoirs.

B. Which, if any, civil service class(es) normally perform(s) this work? 3424, Integrated Pest Mgmt Specialist;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, they will provide their own boats and equipment with special set ups to apply the pesticide, GPS tracking equipment to monitor and track the application, and equipment such as chemical pumps and such specific for the pesticides used is all owned and provided by the contractor.

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

We are starting conversations at our department to look into what it would take for us to perform this work in house, is it cost effective and what resources will we need to budget for.

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

A. Explain why civil service classes are not applicable.

The city at this time does not have the required training or certifications for this type of work and we do not have the equipment needed to apply pesticides in reservoirs.

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. Current class(es) could perform this work with additional necessary certifications and training if the city also possessed the equipment and technical expertise required to do the work. Staff is currently considering options to identify both the budget and resources necessary to bring the work in-house, but as of yet, no specific timelines or classes have been identified to do the work.”.

6. Additional Information

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.

No.