

and recruitment and hiring challenges. The services continue to be as-needed and only activated when the backlog of AR reaches a level that could negatively impact the scheduled and orderly revenue collection for the Department.

**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.

Explain the qualifying circumstances:

Due to the nationwide switch to the ICD-10 medical record coding standard, and because of the recent lost of three medical records coders, the Department has experienced an unanticipated shortage of staff who can code medical records.

B. Reason for the request for modification:

There will be a continued need to have access to coders to assist the department in periods of staff outages. In addition, during the term of the proposed extension, the Behavioral Health Services unit will begin using Current Procedural Terminal (CPT) codes for service documentation and reporting and they will be converting from Avatar to Epic as the electronic medical record. During the transition, temporary as-needed coders will need to look at records to ensure proper coding and to prevent accounting back logs.

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Expert knowledge of coding requirements in a complex acute care hospital; American Health Information Management Association (AHIMA) accredited coding certification; Certified Coding Specialist (CCS), Certified Coding Specialist-Physician (CCS-P), Registered Health Information Technician (RHIT), or Registered Health Information Administrator (RHIA); three years of relevant coding and abstracting experience, or equivalent combination of education and experience.

B. Which, if any, civil service class(es) normally perform(s) this work? 2112, Medical Records Technician;

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.

Civil service classes are applicable; the Department is in the process of recruiting to fill and utilize civil service positions.

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: A new civil service class is not applicable. This request is for temporary staffing to supplement the existing staff while the Department aggressively recruits for civil service positions.

**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.  
The primary function of the contractor will be to provide supplement staffing for medical record coding. The Department has and will continue to provide training to staff.

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 08/10/22, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU 1021 Miscellaneous;

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

Name: Kelly Hiramoto Phone: 415-255-3492 Email: kelly.hiramoto@sfdph.org

Address: 101 Grove St. Rm. 307, San Francisco, CA 94102

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44181 - 15/16

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/07/2022

# **Receipt of Union Notification(s)**

## Receipt of Modification Request to PSC # 44181 - 15/16 - MODIFICATIONS

dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org>

on behalf of

kelly.hiramoto@sfdph.org <kelly.hiramoto@sfdph.org>

Wed 8/10/2022 9:40 PM

To: Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; Jason Klumb <Jason.Klumb@seiu1021.org>; Frigault, Noah (HRC) <noah.frigault@sfgov.org>; Meyers, Julie (HSA) <Julie.Meyers@sfgov.org>; Thomas Vitale <thomas.vitale@seiu1021.org>; Ricardo.lopez@sfgov.org <Ricardo.lopez@sfgov.org>; Basconcillo, Katherine (PUC) <kbasconcillo@sfgwater.org>; pcamarillo\_seiu@sbcglobal.net <pcamarillo\_seiu@sbcglobal.net>; wendy.frigillana@seiu1021.org <wendy.frigillana@seiu1021.org>; pscreview@seiu1021.org <pscreview@seiu1021.org>; ted.zarzecki@seiu1021.net <ted.zarzecki@seiu1021.net>; davidmkersten@gmail.com <davidmkersten@gmail.com>; xiumin.li@seiu1021.org <xiumin.li@seiu1021.org>; Poon, Sin Yee (HSA) <sin.yee.poon@sfgov.org>; david.canham@seiu1021.org <david.canham@seiu1021.org>; jtanner940@aol.com <jtanner940@aol.com>; arlene.lee@sfdph.org <arlene.lee@sfdph.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>

PSC RECEIPT of Modification notification sent to Unions and DHR

The PUBLIC HEALTH -- DPH has submitted a modification request for a Personal Services Contract (PSC) for \$4,000,000 for services for the period November 1, 2022 – December 31, 2026. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over \$100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/9212>

Email sent to the following addresses: jtanner940@aol.com  
david.canham@seiu1021.org Sin.Yee.Poon@sfgov.org xiumin.li@seiu1021.org  
davidmkersten@gmail.com ted.zarzecki@seiu1021.net pscreview@seiu1021.org  
Wendy.Frigillana@seiu1021.org pcamarillo\_seiu@sbcglobal.net  
Kbasconcillo@sfgwater.org Ricardo.lopez@sfgov.org thomas.vitale@seiu1021.org  
Julie.Meyers@sfgov.org noah.frigault@sfgov.org jason.klumb@seiu1021.org

# **Additional Attachment(s)**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request:  Initial  Modification of an existing PSC (PSC # 44181 - 15/16)

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

Type of Service: As-needed / Temporary Medical Record Coding Services

Funding Source: General Funds

PSC Original Approved Amount: \$1,000,000 PSC Original Approved Duration: 03/20/16 - 06/30/19 (3 years 14 weeks)

PSC Mod#1 Amount: \$1,500,000 PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$1,250,000 PSC Mod#2 Duration: 07/01/19-01/31/23 (3 years 30 weeks)

PSC Cumulative Amount Proposed: \$3,750,000 PSC Cumulative Duration Proposed: 6 years 45 weeks

**1. Description of Work**

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

The contractor will perform coding and abstracting of inpatient accounts using International Classification of Diseases, Tenth Revision-Clinical Modification (ICD-10-CM) and International Classification of Diseases, Tenth Revision-Procedure Coding System ICD-10-PCS) classification systems and Diagnosis-Related Group (DRG) expertise; assign codes for diagnoses, treatments, and procedures according to the appropriate classification system for complex inpatient encounters; follow Center for Medicare and Medicaid Services (CMS)/American Health Information Management Association (AHIMA) coding guidelines; review provider documentation to determine principal diagnosis, comorbidities and complications, secondary conditions and surgical procedures; ensure accurate coding by clarifying diagnosis and procedural information through a query process; assign Present On Admission (POA) values for inpatient diagnoses; abstract required information from source documentation and enter into encoder and abstracting system; identify non-payment conditions Hospital Acquired Conditions (HAC) and, when required, review documentation to verify and, as necessary, correct the patient disposition upon discharge.

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

An ICD-10 coding support service is necessary to provide temporary relief until vacancies are filled and to provide coding coverage for staff to participate in biweekly and quarterly education to improve coding practices due to the complexity of ICD-10. On October 1, 2015, the nation's healthcare sector converted to ICD-10 coding classifications. Despite adding six additional provisional coding positions with extensive training, the Department finds a sustained 40% to 60% loss in coder productivity resulting from changing to the ICD-10 standard. In November and December of 2015, the Departments Accounts Receivables (A/R) increased from \$40 million to \$82 million due to lost productivity and vacancies. The switch to ICD-10 has created a strong demand for coders. All three employees who have recently left City employment received multiple offers for employment, sign-on bonuses, and work-from-home options. If this service is denied, A/R will continue to increase by \$21 million per month, causing cash dollar erosion at a rate of 10% to 40% as A/R days increase, while compounding operational expenses with coding and judiciary denial management processes. If this trend persists, by May 2016 Department senior leadership will need to re-evaluate service line shut down options in order to maintain financial stewardship balance.

**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.**

Previous PSC was in approximately 2004.

**D. Will the contract(s) be renewed?**

Only if there is a continued need.

**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 request is in excess of five years because the Department continues to experience operational issues with expected (vacation, personal time off) and unexpected (short or extended leave, sick, disabilities, voluntary leave) and recruitment and hiring challenges. The services continue to be as-needed and only activated when the backlog of AR reaches a level that could negatively impact the scheduled and orderly revenue collection for the Department.

**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.

Explain the qualifying circumstances:

Due to the nationwide switch to the ICD-10 medical record coding standard, and because of the recent loss of three medical records coders, the Department has experienced an unanticipated shortage of staff who can code medical records.

B. Reason for the request for modification:

The Department needs to resume contracting with third party contractors to provide as-needed ICD-10 coding support services in order to work down a backlog of un-coded, or incorrectly coded medical records. Currently, the value of un-coded, or incorrectly coded medical records has resulted in pending Accounts Receivables (AR) primarily at Zuckerberg San Francisco General Hospital and the Primary Care unit in excess of \$60 million dollars. The contracted third parties will help the Department work the AR backlog which will allow the Department to bill for services rendered by our clinical staff in a timely manner and thus will bring revenue from these services to the Department. The service will also provide temporary as-needed support for existing coders and will help the Department respond to expected (vacation, personal time off) and unexpected (short or extended leave, sick, disabilities, voluntary leave), and the effects of new applications which have updated or changed workflows, with minimal impact to AR collections. Since the approval of the prior request, the Department has taken measures to improve and streamline medical coding practices throughout the organization, and the Department will soon implement a medical coding learning platform to improve the knowledge of current staff that performing coding duties, and the Department will also implement regularly scheduled medical record coding audits which will help the Department to focus on challenges in the coding process which contributes to un-coded, or incorrectly coded medical records. Finally, the Department continues to work with Labor to approve positions, recruit and hire qualified candidates to perform the coding functions which requires specialized training and knowledge.

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Expert knowledge of coding requirements in a complex acute care hospital; American Health Information Management Association (AHIMA) accredited coding certification; Certified Coding Specialist (CCS), Certified Coding Specialist-Physician (CCS-P), Registered Health Information Technician (RHIT), or Registered Health Information Administrator (RHIA); three years of relevant coding and abstracting experience, or equivalent combination of education and experience.

B. Which, if any, civil service class(es) normally perform(s) this work? 2112, Medical Records Technician;

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.

Civil service classes are applicable; the Department is in the process of recruiting to fill and utilize civil service positions.

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: A new civil service class is not applicable. This request is for temporary staffing to supplement the existing staff while the Department aggressively recruits for civil service positions.

**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.

The Department continues to provide training to staff, and will be implement a medical coding learning platform to provide ongoing learning opportunities to to civil service staff.

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 10/21/19, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU 1021 Miscellaneous;

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

Name: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 101 Grove St. Rm. 307, San Francisco, CA 94102

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 44181 - 15/16

DHR Analysis/Recommendation:

02/03/2020

Commission Approval Required

Approved by Civil Service Commission

02/03/2020 DHR Approved for 02/03/2020



PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: RECREATION AND PARK COMMISSION

Dept. Code: REC

Type of Request:  Initial  Modification of an existing PSC (PSC # 43499 - 17/18)

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

Type of Service: Software

Funding Source: Open Space Fund

PSC Original Approved Amount: \$1,500,000 PSC Original Approved Duration: 02/01/18 - 01/01/23 (4 years 47 weeks)

PSC Mod#1 Amount: \$1,065,000 PSC Mod#1 Duration: 09/02/19-02/02/21 (0 sec)

PSC Mod#2 Amount: \$93,440 PSC Mod#2 Duration: 02/02/21-07/02/22 (1 year 21 weeks)

PSC Mod#3 Amount: \$650,000 PSC Mod#3 Duration: 01/01/23-12/31/26 (4 years 26 weeks)

PSC Cumulative Amount Proposed: \$3,308,440 PSC Cumulative Duration Proposed: 8 years 47 weeks

**1. Description of Work**

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

Facilities capital planning software and associated facility assessment services for Recreation and Park assets and facilities, including storage, analysis and reporting of facility condition data on a proprietary software application.

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

Recreation and Park wishes to develop a Deferred Maintenance Plan to provide direction on the investments required to preserve and/or extend the life of assets renovated through the Bond program; identify assets ready for replacement or renovation through the anticipated 2018 Go Bond; and establish preventative maintenance activities to keep core assets in good working condition. Without this service, Recreation and Park would not be able to complete its Deferred Maintenance Plan before the anticipated 2018 GO Bond.

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, through a SaaS contract.

D. Will the contract(s) be renewed?

Ongoing fees will support software upgrades and help desk support. The software's function is to provide long term capital planning so by its nature, the minimum practical period for maintaining the software will be 10 years, so yes.

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 existing contract is being extended four years for VFA's Capital Planning Planner subscription bundle, as well as additional site and facility assessment services.

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

A. Display all that apply

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

Explain the qualifying circumstances:

Condition assessment occurs on a comprehensive basis only once every 5 to 10 years, and annual assessments only require a few weeks worth of work each year.

B. Reason for the request for modification:

September 28, 2022 This modification is to continue the SaaS contract for facility management software system for 4 years. This request for a modification expands the existing scope of the contract. The original contract was for a Facility Condition Assessment to provide accurate data for capital bond planning purposes. As the Facility Assessment proceeded, and although requested prior to commencement of the assessment, it quickly became clear that the

highly detailed data collection required for facility equipment information could not be completed within the time frame required for completion of the assessment for bond planning purposes. As such, the Facility Condition Assessment provides only partial facility equipment information and the detailed information required for equipment assessment and preventative maintenance planning and implementation must still be collected.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: Facility assessment services; storage, analysis and reporting of facility condition data; forecasting impacts of different spending levels; cost estimates; budget prioritization and progress benchmarking.
- 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; 5268, Architect;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor would provide Recreation and Park with proprietary capital planning computer software not currently possessed by the City. The software would be provided as a Software as a Service-based application on an enterprise basis, meaning unlimited users, and the possibility of scaling the application based on the Department's needs.

**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.  
While other providers offer facility condition assessment storage, Four Rivers is the only company to offer a software with the robust analysis and reporting capabilities required for Recreation and Park Capital Planning program, and the knowledge and skill-set required to populate and maintain its proprietary software.
- 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, condition assessment occurs on a comprehensive basis only once every 5 to 10 years, and annual assessments only require a few weeks worth of work each year.

**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.  
2-day training course to about 10-20 Recreation and Park staff members. Recreation and Park employees to be trained include the following: senior management, project managers, planners, IS Business analyst, superintendents, analysts, structural maintenance yard leadership.
- 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.  
The current contract is SaaS and is proprietary.

**7. Union Notification: On 09/28/22, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21; Architect & Engineers, Local 21;**

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

Name: Sean McFadden Phone: 415 831 2779 Email: sean.mcfadden@sfgov.org

Address: 501 Stanyan Street, San Francisco, CA 94117

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43499 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/07/2022

# **Receipt of Union Notification(s)**

**From:** [dhr-psccordinator@sfgov.org](mailto:dhr-psccordinator@sfgov.org) on behalf of [sean.mcfadden@sfgov.org](mailto:sean.mcfadden@sfgov.org)  
**To:** [McFadden, Sean \(REC\); Laxamana, Junko \(DBI\); 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; DHR-PSCCoordinator, DHR \(HRD\)](mailto:McFadden, Sean (REC); Laxamana, Junko (DBI); 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; DHR-PSCCoordinator, DHR (HRD)@ifpte21.com)  
**Subject:** Receipt of Modification Request to PSC # 43499 - 17/18 - MODIFICATIONS  
**Date:** Wednesday, September 28, 2022 9:53:33 AM

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PSC RECEIPT of Modification notification sent to Unions and DHR

The RECREATION AND PARK COMMISSION -- REC has submitted a modification request for a Personal Services Contract (PSC) for \$650,000 for services for the period January 1, 2023 – December 31, 2026. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

If SEIU is one of the unions that represents the classes you identified in the initial PSC and the cumulative amount of the request is over \$100,000, there is a 60 day review period for SEIU

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/13208>

Email sent to the following addresses: [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)  
[pkim@ifpte21.org](mailto:pkim@ifpte21.org)  
[eerbach@ifpte21.org](mailto:eerbach@ifpte21.org) [kpage@ifpte21.org](mailto:kpage@ifpte21.org) [kschumacher@ifpte21.org](mailto:kschumacher@ifpte21.org)  
[tmathews@ifpte21.org](mailto:tmathews@ifpte21.org) [wendywong26@yahoo.com](mailto:wendywong26@yahoo.com) [WendyWong26@yahoo.com](mailto:WendyWong26@yahoo.com)  
[ecassidy@ifpte21.com](mailto:ecassidy@ifpte21.com) [junko.laxamana@sfgov.org](mailto:junko.laxamana@sfgov.org)

# **Additional Attachment(s)**

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: RECREATION AND PARK COMMISSIONDept. Code: RECType of Request:  Initial  Modification of an existing PSC (PSC # 43499 - 17/18)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: SoftwareFunding Source: Open Space FundPSC Original Approved Amount: \$1,500,000PSC Original Approved Duration: 02/01/18 - 01/01/23 (4 years 47 weeks)PSC Mod#1 Amount: \$1,065,000PSC Mod#1 Duration: 09/02/19-02/02/21 (0 sec)PSC Mod#2 Amount: \$93,440PSC Mod#2 Duration: 02/02/21-07/02/22 (1 year 21 weeks)PSC Cumulative Amount Proposed: \$2,658,440PSC Cumulative Duration Proposed: 4 years 21 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Facilities capital planning software and associated facility assessment services for Recreation and Park assets and facilities, including storage, analysis and reporting of facility condition data on a proprietary software application.

**Scope Change**

This request for a modification expands the existing scope of the contract. The original contract was for a Facility Condition Assessment to provide accurate data for capital bond planning purposes. As the Facility Assessment proceeded, and although requested prior to commencement of the assessment, it quickly became clear that the highly detailed data collection required for facility equipment information could not be completed within the time frame required for completion of the assessment for bond planning purposes.

As such, the Facility Condition Assessment provides only partial facility equipment information and the detailed information required for equipment assessment and preventative maintenance planning and implementation must still be collected.

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

Recreation and Park wishes to develop a Deferred Maintenance Plan to provide direction on the investments required to preserve and/or extend the life of assets renovated through the Bond program; identify assets ready for replacement or renovation through the anticipated 2018 Go Bond; and establish preventative maintenance activities to keep core assets in good working condition. Without this service, Recreation and Park would not be able to complete its Deferred Maintenance Plan before the anticipated 2018 GO Bond.

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 43499 - 17/18

D. Will the contract(s) be renewed?

Ongoing fees will support software upgrades and help desk support. The software's function is to provide long term capital planning so by its nature, the minimum practical period for maintaining the software will be 10 years, so yes.

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:

## 2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

Condition assessment occurs on a comprehensive basis only once every 5 to 10 years, and annual assessments only require a few weeks worth of work each year.

B. Reason for the request for modification:

The existing contract is being revised to include additional SaaS service through VFA's Capital Planning Planner subscription bundle, as well as additional site and facility assessment services.

## 3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Facility assessment services; storage, analysis and reporting of facility condition data; forecasting impacts of different spending levels; cost estimates; budget prioritization and progress benchmarking.

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; 5268, Architect;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor would provide Recreation and Park with proprietary capital planning computer software not currently possessed by the City. The software would be provided as a Software as a Service-based application on an enterprise basis, meaning unlimited users, and the possibility of scaling the application based on the Department's needs.

## 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.

While other providers offer facility condition assessment storage, Four Rivers is the only company to offer a software with the robust analysis and reporting capabilities required for Recreation and



Park Capital Planning program, and the knowledge and skill-set required to populate and maintain its proprietary software.

- 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, condition assessment occurs on a comprehensive basis only once every 5 to 10 years, and annual assessments only require a few weeks worth of work each year.

**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 training will be conducted.
- 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.  
Current contractor required to complete additional scope of work.

**7. Union Notification:** On 07/23/21, the Department notified the following employee organizations of this PSC/RFP request:

Professional & Tech Engrs, Local 21; Architect & Engineers, Local 21;

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

Name: Sean McFadden Phone: 415 831 2779 Email: sean.mcfadden@sfgov.org

Address: 501 Stanyan Street, San Francisco, CA 94117

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43499 - 17/18

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Not Required

Approved by DHR on 08/04/2021

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: RECREATION AND PARK COMMISSION

Dept. Code: REC

Type of Request:  Initial  Modification of an existing PSC (PSC # 43499 - 17/18)

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

Type of Service: Software

Funding Source: Open Space Fund

PSC Original Approved Amount: \$1,500,000 PSC Original Approved Duration: 02/01/18 - 01/01/23 (4 years 47 weeks)

PSC Mod#1 Amount: \$1,065,000 PSC Mod#1 Duration: 09/02/19-02/02/21 (0 sec)

PSC Cumulative Amount Proposed: \$2,565,000 PSC Cumulative Duration Proposed: 3 years 2 days

**1. Description of Work**

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

Facilities capital planning software and associated facility assessment services for Recreation and Park assets and facilities, including storage, analysis and reporting of facility condition data on a proprietary software application.

**Scope Change**

This request for a modification expands the existing scope of the contract. The original contract was for a Facility Condition Assessment to provide accurate data for capital bond planning purposes. As the Facility Assessment proceeded, and although requested prior to commencement of the assessment, it quickly became clear that the highly detailed data collection required for facility equipment information could not be completed within the time frame required for completion of the assessment for bond planning purposes.

As such, the Facility Condition Assessment provides only partial facility equipment information and the detailed information required for equipment assessment and preventative maintenance planning and implementation must still be collected.

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

Recreation and Park wishes to develop a Deferred Maintenance Plan to provide direction on the investments required to preserve and/or extend the life of assets renovated through the Bond program; identify assets ready for replacement or renovation through the anticipated 2018 Go Bond; and establish preventative maintenance activities to keep core assets in good working condition. Without this service, Recreation and Park would not be able to complete its Deferred Maintenance Plan before the anticipated 2018 GO Bond.

**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?**

Ongoing fees will support software upgrades and help desk support. The software's function is to provide long term capital planning so by its nature, the minimum practical period for maintaining the software will be 10 years, so yes.

**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:**

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

**A. Display all that apply**

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

Explain the qualifying circumstances:

Condition assessment occurs on a comprehensive basis only once every 5 to 10 years, and annual assessments only require a few weeks worth of work each year.

B. Reason for the request for modification:

The existing contract is being revised to include data collection of facility equipment information in addition to the Facility Condition Assessment. The detailed equipment information will then be used to create our Preventive Maintenance Program in order to enhance and maintain facility condition.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: Facility assessment services; storage, analysis and reporting of facility condition data; forecasting impacts of different spending levels; cost estimates; budget prioritization and progress benchmarking.
- 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; 5268, Architect;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor would provide Recreation and Park with proprietary capital planning computer software not currently possessed by the City. The software would be provided as a Software as a Service-based application on an enterprise basis, meaning unlimited users, and the possibility of scaling the application based on the Department's needs.

**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.  
While other providers offer facility condition assessment storage, Four Rivers is the only company to offer a software with the robust analysis and reporting capabilities required for Recreation and Park Capital Planning program, and the knowledge and skill-set required to populate and maintain its proprietary software.
- 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, condition assessment occurs on a comprehensive basis only once every 5 to 10 years, and annual assessments only require a few weeks worth of work each year.

**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 training will be conducted.
- 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.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
Current contractor required to complete additional scope of work.

**7. Union Notification: On 06/12/19, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21; Architect & Engineers, Local 21;**

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

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43499 - 17/18

DHR Analysis/Recommendation:

07/15/2019

Commission Approval Required

Approved by Civil Service Commission

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