



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

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

August 10, 2023

NOTICE OF CIVIL SERVICE COMMISSION MEETING

**SUBJECT: STATUS REPORT ON DEPARTMENT OF PUBLIC HEALTH
PERSONAL SERVICE CONTRACT NUMBER 48282-18/19.**

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **August 21, 2023, at 2:00 p.m.**

This item will appear on the Regular Agenda. Please refer to the attached notice for procedural and other information about Commission hearings.

Attendance by you or an authorized representative is recommended. Should you or your representative not attend, the Commission will rule on the information previously submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Kelly Hiramoto, Department of Public Health
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

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

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

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

D. Policy on Materials being Considered by the Commission

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

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

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

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

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

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

Each presentation shall conform to the following:

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the “Requests to Speak” portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended.

J. Public Comment and Due Process

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

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

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

Information on Disability Access

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

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

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

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

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

San Francisco Lobbyist Ordinance

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



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of
Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: _____ - _____ -
2. For Civil Service Commission Meeting of: August 21, 2023
3. Check One: **Regular Agenda**
4. Subject: Personal Services Contract # 48282-18/19 with the
Department of Public Health; Approval, Four Year Report Back
5. Recommendation: Adopt the report.
6. Report prepared by: Kelly Hiramoto, Acting PSC Coordinator, Department of Public Health
Telephone number: Kelly.Hiramoto@SFDPH.org
7. Notifications: none
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

Date:

9. Submit the original time-stamped copy of this form and person(s) to be notified
(see Item 7 above) along with the required copies of the report to: **Executive Officer, Civil
Service Commission, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC RECEIPT STAMP≡
box to the right using the time-stamp in the CSC Office.

CSC RECEIPT STAMP



San Francisco Department of Public Health

Dr. Grant Colfax
Director of Health

City and County of San Francisco
London Breed
Mayor

DATE: August 4, 2023

TO: Sandra Eng, Executive Officer, Civil Service Commission

FROM: Kelly Hiramoto, Acting PSC Coordinator, Department of Public Health

RE: Status Report for PSC #48282-18/19 Outsourced Sterile Compounding Services for the Department of Public Health

DocuSigned by:
Kelly Hiramoto
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At the Civil Service Commission meeting on August 19, 2019, the Civil Service Commission approved PSC #48282-18/19 for Outsourced Sterile Compounding Services for the Department of Public Health, provided that the Department of Public Health (DPH) report back to the Commission on the status of the contract in four years by August 2023. Attached is our status report for the contract.

Please note, I have included the August 23, 2019 Civil Service Commission Notice of Action because the Civil Service Commission approval on the PSC did not reflect the need to report back but the Notice of Action does.

We hope that this addresses the Commission's request. Please let us know if there are further questions. I can be reached at kelly.hiramoto@sfdph.org.

cc: Robert Longhitano, Director, Office of Contracts and Compliance
David Smith, PharmD, Chief Pharmacy Officer
Swati Patel, PharmD, Director of Pharmacy

Report to Civil Service Commission on PSC 48282-18/19 Outsourced Sterile Compounding

Situation: On August 19, 2019, the CSC approved PSC 48282-18/19 Outsourced Sterile Compounding Services. Pharmacy has been requested to report back to the Civil Service Commission in four years on the status of the contract.

Background: 503B outsourcing facility as defined by the US Food and Drug Administration under the Federal Food, Drug, and Cosmetic Act (Part A, Drugs and Devices, Section 503B, Sec. 353b, Outsourcing Facilities) was onboarded to assist the Zuckerberg San Francisco General Hospital (ZSFG) pharmacy to provide not otherwise commercially available bulk sterile injectable drugs. The vendor would perform as-needed outsourced sterile compounding pharmacy services than otherwise could not be performed in the in-house Pharmacy. Products being compounded would include, but are not limited to, cardiovascular solutions, anesthesia syringes and solutions, antibiotics, anticoagulation products, electrolyte solutions, ophthalmic injectables and solutions, and analgesic preparations (patient-controlled analgesia, epidural, or regional nerve-block devices). Several factors contributed towards the need to outsource sterile compounding operations for certain bulk products:

1. 503B Compounding Facility products provide a longer beyond use date (BUD) which allows to maintain inventory and prevent delay in medication dispensing to a patient, who may need acute treatment. Regulations require BUDs for in-house Pharmacies to be shorter in duration than for 503B Pharmacies, requiring the in-house Pharmacy to make product more often.
2. Utilizing a 503B products with greater BUD reduces waste of products and staff time. Shorter dated products made in-house may not be utilized by the expiration date and therefore must be discarded.
3. Utilizing a 503B Compounding vendor allows the Pharmacy to mitigate frequent drug shortages caused by unexpected supply chain disruptions.

Assessment: Since onboarding a 503B Compounding vendor has allowed the Pharmacy to be fiscally responsible by minimizing pharmaceutical product waste. We have been able to avoid delay in patient care by maintaining inventory. In addition, we have maintained staff satisfaction by reducing workload and stress brought on by having to compound a large volume of sterile injectable products. We have prevented workplace injuries that may have occurred from excessive upper body manipulation that is required for IV compounding. The vendor's performance has met all requirements of the contract, including timely delivery, uptime for support services and portal access. A Needs Assessment done by the pharmacy department leadership determined factors requiring an outsourced sterile compounding vendor, as outlined in the Background section, will continue for the foreseeable future.



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED
MAYOR

Sent Via Electronic Mail

ELIZABETH SALVESON
PRESIDENT

KATE FAVETTI
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

F. X. CROWLEY
COMMISSIONER

August 23, 2019

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS 47077-18/19; 43035-18/19; 42383-18/19; 48568-18/19; 23737-19/20; 44956-18/19; 48282-18/19; 48890-18/19; 34273-15/16; AND 43232-18/19.

At its meeting on **August 19, 2019** the Civil Service Commission had for its consideration the above matter.

The Commission took the following actions:

1. Approved PSC #48282-18/19 with the condition the Department of Public Health report back in four (4) years, by August 2023.
2. Approved PSC #47077-18/19 with the condition the Municipal Transportation Agency meet regularly with the Municipal Executives Association to discuss the hiring of permanent employees.
3. Adopted the report and approved the remaining requests for proposed Personal Services Contracts. This shall serve to notify the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

MICHAEL L. BROWN
EXECUTIVE OFFICER

CIVIL SERVICE COMMISSION



MICHAEL L. BROWN
Executive Officer

Attachments

Cc: Marissa Bloom, Economic and Workforce Development
Jacquie Hale, Department of Public Health
Bill Irwin, Public Utilities Commission
Nataliya Kuzina, Elections
Daniel Kwon, Public Utilities Commission
Joan Lubamersky, Administrative Services
Amy Nuque, Municipal Transportation Agency
Elaine Walters, SF Fire Department
Commission File
Chron

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPH

Dept. Code: DPH

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

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

Type of Service: Outsourced Sterile Compounding Services for the Department of Public Health

Funding Source: General Funds

PSC Duration: 8 years 1 day

PSC Amount: \$10,000,000

1. Description of Work

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

Contractors will perform as-needed outsourced sterile compounding pharmacy services to provide quality sterile products not otherwise commercially available, for the Zuckerberg San Francisco General Hospital (ZSFG) pharmacy. Contracts will be with "503B outsourcing facilities" or non-traditional compounding facilities, as defined by the US Food and Drug Administration under the Federal Food, Drug, and Cosmetic Act (Part A, Drugs and Devices, Section 503B, Sec. 353b, Outsourcing Facilities). 503B outsourcing facilities are compounding pharmacies which produce given formulations in bulk, as differentiated in that Act from traditional compounding pharmacies which produce drugs based on patient needs essentially one patient at a time. Examples of compounding might include changing the form of a medication from a solid pill to a liquid to avoid allergens, or to obtain a more exact dose. Products may include, but are not limited to, cardiovascular solutions, anesthesia syringes and solutions, antibiotics, anticoagulation products, electrolyte solutions, ophthalmic injectables and solutions, and analgesic preparations (patient-controlled analgesia, epidural, or regional nerve-block devices). Various providers will be utilized according to their capabilities and availability to meet patient needs.

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

The services are necessary in order for the Department to provide compounded products to in a timely manner to provide patient care. 503B services ensure drug stability and sterility in compounded products and must adhere to FDA and California Board of Pharmacy regulatory requirements. Denial will impact the effectiveness of pharmacy operations, decrease the quality of outcomes and jeopardize facility licenses.

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.

The Department has used services in the past utilizing a commodity purchase order process. Due to the nature of the services, the Department will procure future services utilizing a professional services agreement.

D. Will the contract(s) be renewed?

Yes, 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.

There will be an ongoing need for these services because the City does not have the capacity to provide compounded products with extended beyond-use-dating and sterility and stability testing for each batch. The hospital pharmacy will maintain capacity to compound certain sterile products that are not available from 503B companies, supplement products in case of supply disruptions, and will continue to compound smaller volume and more complicated sterile mixtures to support patient care.

2. Reason(s) for the Request

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

Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

Currently the services are being performed by staff technicians and pharmacists. Staff technicians and pharmacists have requested that the City expedite this contract since the workload is excessive. 503B-compounded products have extended beyond-use dating as compared to the products compounded in the hospital pharmacy, thus relieving the technicians and pharmacists from compounding products that end up being wasted. Further, the contractor will provide a fully equipped and licensed laboratory to perform outsourced sterile compounding products.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractor must be a FDA-registered 503B outsourcing facility and have a California State Board of Pharmacy licensure for outsourcing facility. Contractor must comply with California State Board of Pharmacy batch testing recommendations and/or requirements.

B. Which, if any, civil service class(es) normally perform(s) this work? 2409, Pharmacy Technician; 2450, Pharmacist;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, contractor will provide a fully equipped and licensed laboratory to perform outsourced sterile compounding products.

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

Currently the services are being performed by staff technicians and pharmacists. Staff technicians and pharmacists have requested that the City expedite this contract since the workload is excessive. 503B-compounded products have extended beyond-use dating as compared to the products compounded in the Hospital pharmacy, thus relieving the technicians and pharmacists from compounding products that end up being wasted.

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

A. Explain why civil service classes are not applicable.

Civil Services classes are applicable and are performing the services currently. However, at this present time, the pharmacy at ZSFG is not equipped to support the high volume and product line demands of the department. The requested contract services are to supplement current staff and to free staff to work on day-to-day pharmacy tasks.

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. Due the specialized nature of sterile compounding, it is not practical to adopt a new civil service class for the 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. The purpose of the PSC is to relieve staff, rather than to train 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 05/24/2019, 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: 1380 Howard Street, Room 421B San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48282 - 18/19

DHR Analysis/Recommendation:

action date: 08/19/2019

Commission Approval Required

Approved by Civil Service Commission

08/19/2019 DHR Approved for 08/19/2019