



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

LONDON N. BREED
MAYOR

Sent via Electronic Mail

September 7, 2023

NOTICE OF CIVIL SERVICE COMMISSION MEETING

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER 44539-22/23 FROM THE OFFICE OF THE CITY ADMINISTRATOR.

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 **September 18, 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: Joan Lubamersky, City Administrator
Lynn Khaw, City Administrator
Commissioners' Binder
Commission File
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

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3. Corroborating witnesses, if necessary; and
4. Closing remarks.

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

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

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

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

August 22, 2023

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER 44539-22/23 FROM THE OFFICE OF THE CITY ADMINISTRATOR.

At its meeting on August 21, 2023, the Civil Service Commission had for its consideration the above matter.

The Civil Service Commission postponed this item to the meeting of September 18, 2023 at the request of the Office of the City Administrator.

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.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Cc: Joan Lubamersky, City Administrator
Lynn Khaw, City Administrator
Commission File
Chron



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

LONDON N. BREED
MAYOR

Sent via Electronic Mail

August 10, 2023

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2. Cost (capital equipment):

- a. Purchase of capital equipment (boom lifts, scissor lifts, trucks, vans)
 - i. Genie S80X Boom Lift, 86': \$133,400
(<http://www.aerial-lift.net/80-86-ft-aerial-boom-lifts-for-sale/>)
 - ii. Genie GS-2669 RT Scissor Lift, 25'11": \$35,950
(<http://www.aerial-lift.net/25-53-ft-4x4-scissor-lifts-for-sale/>)
 - iii. Ford F-350 Truck (base price from Citywide term contract # 72503): \$35,069
 - iv. Ford Transit Cargo Van (base price from Citywide term contract # 72503): \$28,210
 - Initial Purchase Cost: \$232,629
- b. Total Cost of Ownership ("TCO" includes purchase, operation, maintenance, and storage of capital equipment; using rule of thumb that purchase price is 10% of TCO): \$2,326,290
 - TOTAL ANNUAL CAPITAL EQUIPMENT COST (over 10 years of useful life): \$232,629

² Based on purchase order releases from current contract from 02/01/2018 to 06/30/2019.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: As-Needed Information Technology (IT) Services for OCA's Citywide Technology Procurement Pool

Funding Source: Department Budgets

PSC Duration: 7 years

PSC Amount: \$250,000,000

1. Description of Work

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

This Personal Services Contract ("PSC") is being requested for as-needed information technology ("IT") services of a finite term procured within the prequalified Citywide Technology Procurement Pool ("CTPP"), including but not limited to software/system customization, configuration and implementation, design, development, and testing; system design, development, implementation, and integration; cybersecurity monitoring, including vulnerability assessments, and penetration testing; network configuration and implementation; website development; training; and other services of similar nature.

City departments' technology needs vary greatly, from software or systems involved to specific specialized skills and expertise needed to perform mission-critical tasks. To address this need, the Office of Contract Administration ("OCA") is establishing a CTPP in accordance with Section 21.4 of the San Francisco Administrative Code ("Admin Code 21.4"), which sets forth the requirements for establishing prequalified pools of suppliers from which to select on an as-needed basis. OCA anticipates that CTPP will consist of numerous pre-qualified suppliers.

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

Most IT services procured by City departments pertain to proprietary software and equipment for which access to proprietary code is required. In these situations, Civil Service employees may not legally perform these services without either (A) violating the software manufacturer's copyrights, trademarks, trade secrets, and patents or (B) voiding the equipment manufacturer's warranties. City departments also procure IT services when they require outside specialized expertise, especially for projects involving new technology, of short-term duration, intermittent need, and/or unanticipated and transitional nature. In these cases, such services ultimately supplement the skills provided by City employees and can transfer new skills and knowledge to City staff. Lastly, City departments often procure IT services to expeditiously respond to unanticipated events or delays, as well as supplement staff to address temporary peak workloads.

This PSC, which will be used by City departments on an as-needed basis, will help expedite the procurement of technology solutions in each of these scenarios and ensure City resources and funds are used more efficiently.

Should this request be denied, City's ability to retain IT services for the reasons described above will be severely constrained. Further, the process and timeframes required to procure new systems and implement solutions needed for the provision of essential City services will be greatly expanded. This is of particular concern for City systems involving proprietary software and/or equipment where only authorized resellers or service providers may service the technology.

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.

A pool of contracts, awarded in accordance with San Francisco Administrative Code Chapter 21, and known as the Technology Marketplace has been in place since the 1990s, and the most recent PSC was PSC #44114-17/18, attached.

D. Will the contract(s) be renewed?

No, the resulting contracts awarded to members of CTPP using this PSC will have end dates that do not exceed 7 years from the CTPP's award date. Should departments elect to extend their contracts beyond this date, they must obtain their own PSC approval for any such extension.

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 CTPP will be active for two years with an extension for additional two years only. However, OCA is requesting a 7-year duration because each department's contract duration may vary depending on when that department's contract is awarded. For example, a contract awarded during the first year of the pool could have a duration of 7 years. But a contract awarded during the third year of the pool will be limited to a duration of only 4 years. The resulting contracts awarded to members of CTPP using this PSC will not exceed 7 years. Should departments elect to extend their contracts beyond the 7-year end date, they must obtain their own PSC approval for any such extension.

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).
- Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. Include a copy of the applicable requirement or mandate.
- Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

City departments' IT needs vary greatly, from software or systems involved, to specific specialized skills and expertise needed to perform mission-critical tasks. This Personal Services Contract would allow for departments to procure such IT services on a timely basis and to meet these projects' short-term, as-needed schedules. Further, the work contemplated under this PSC is for work that the listed classifications cannot perform because they lack the required skills, expertise, and/or specific equipment/knowledge certifications granted by IT manufacturers. Additionally, products or equipment needed to perform the work may be temporarily warehoused at vendor's facility.

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

A. Specify required skills and/or expertise: Many highly specialized professional and technical expertise are required on an as-needed basis, varying with each project. Knowledge of specific types of hardware and software, business/IT analytical skills and programming experience for new applications are needed to update, create and implement new IT solutions essential to City operations. Some projects will also require specific equipment/knowledge certifications granted by IT manufacturers.

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; 1061, IS Program Analyst-Assistant; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1091, IT Operations Support Admin I; 1092, IT Operations Support Admin II; 1093, IT Operations Support Admin III; 1094, IT Operations Support Admin IV; 1095, IT Operations Support Admin V; 1091, IT Operations Support Administrator I; 1092, IT Operations Support Administrator II; 1093, IT Operations Support Administrator III ; 1094, IT Operations Support

Administrator IV ; 1094, IT Operations Support Administrator IV ; 1095, IT Operations Support Administrator V;

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Training may occur at vendor's facility. Additionally, the products or equipment may be temporarily warehoused at vendor's facility.

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

The work contemplated under this Personal Services Contract is such that the listed classification cannot perform because they lack access to proprietary software and equipment and/or highly specialized skills, expertise, or certifications that are required for a limited duration. Also, the work will often be intermittent in response to short term needs. Such highly skilled expertise, however, ultimately supplements the skills provided by City employees and helps transfer new skills and knowledge to City staff.

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

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

The work contemplated under this Personal Services Contract is such that the listed classification cannot perform because they lack the required skills, expertise, or certifications. Also, the work will be intermittent, highly skilled and highly specialized for as-needed projects of finite durations. Access to highly skilled expertise will lead to knowledge transfer of most recent best practices and technology.

- 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. Projects and expertise will vary. Also these are short term projects of finite durations and each project and the skills and knowledge required for each will vary.

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.
Yes. Training services may be procured under this PSC. The number of training hours will vary based on the individual department's project.

- 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 06/12/2023, 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: Lynn Khaw Phone: 4155546296 Email: lynn.khaw@sfgov.org

Address: City Hall, Rm 430, 1 Dr. Carlton B. Goodlett Pl. San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44539 - 22/23

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/07/2023

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of lynn.khaw@sfgov.org
To: [Khaw, Lynn \(ADM\); Laxamana, Junko \(DBI\); ewidth@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; amakayan@ifpte21.org; l21pscreview@ifpte21.org; Khaw, Lynn \(ADM\); DHR-PSCCoordinator, DHR \(HRD\)](mailto:Khaw, Lynn (ADM); Laxamana, Junko (DBI); ewidth@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; amakayan@ifpte21.org; l21pscreview@ifpte21.org; Khaw, Lynn (ADM); DHR-PSCCoordinator, DHR (HRD)@ifpte21.org)
Subject: Receipt of Notice for new PCS over \$100K PSC # 44539 - 22/23
Date: Monday, June 12, 2023 7:53:49 PM

RECEIPT for Union Notification for PSC 44539 - 22/23 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 44539 - 22/23 for \$250,000,000 for Initial Request services for the period 09/01/2023 – 08/30/2030. 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/20612> 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: GENERAL SERVICES AGENCY - CITY ADMIN

Dept. Code: ADM

Type of Request: Initial Modification of an existing PSC (PSC # 44114 - 17/18)

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

Type of Service: As needed information technology services for the Technology Marketplace, including but not li

Funding Source: Department budgets

PSC Original Approved Amount: \$100,000,000 PSC Original Approved Duration: 07/01/18 - 06/30/23 (5 years)

PSC Mod#1 Amount: \$50,000,000 PSC Mod#1 Duration: no duration added

PSC Mod#2 Amount: \$50,000,000 PSC Mod#2 Duration: 07/01/23-12/31/23 (26 weeks 2 days)

PSC Cumulative Amount Proposed: \$200,000,000 PSC Cumulative Duration Proposed: 5 years 26 weeks

1. Description of Work

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

As needed information technology services for the Technology Marketplace, including but not limited to system design, business analysis, software as a service, training, and hardware maintenance.

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

The contracts will be to create a pool of prequalified vendors, which will help expedite the procurement of technology solutions. Outside expertise is needed, especially for projects involving new technology, to supplement the skills provided by City employees and to provide knowledge transfer to City departments. If denied, the process and timeframes required to procure new systems and implement solutions will be greatly expanded, which is a great concern in the area of information technology (IT) where technology is constantly and rapidly changing.

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

D. Will the contract(s) be renewed?

Yes, if the services will continue to be needed.

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:

We need 6 months additional services for this contract.

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:

Services are required on an as-needed basis, and performed on a project by project basis and are for services City staff cannot perform because they lack the required skills, expertise, or certifications. In some cases, warranties preclude employees other than the vendor's working on the software/device.

B. Reason for the request for modification:

Additional work is necessary to serve departments that use these services.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Many highly specialized professional and technical skills are required on an as needed basis, varying with each project. Knowledge of specific types of hardware and software, business/IT analytical skills and programming experience for new applications are needed to update, create and implement IT solutions. Some projects will also require specific equipment/knowledge certifications granted by IT manufacturers.

- 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; 1061, IS Program Analyst-Assistant; 1062, IS Programmer Analyst; 1063, IS Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1091, IT Operations Support Admin I; 1092, IT Operations Support Admin II; 1093, IT Operations Support Admn III; 1094, IT Operations Support Admin IV; 1095, IT Operations Support Admin V; 1091, IT Operations Support Administrator I; 1092, IT Operations Support Administrator II; 1093, IT Operations Support Administrator III ; 1094, IT Operations Support Administrator IV ; 1094, IT Operations Support Administrator IV ; 1095, IT Operations Support Administrator V;

- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Training may occur at vendor's facility. Additionally, the products or equipment may be temporarily warehoused at vendor's facility.

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.
Portions of the work may be performed by some of the listed classifications, depending on the department's needs and project type. The work contemplated under this Personal Services Contract is for work that the listed classification cannot perform because they lack the required skills, expertise, or certifications. Also the work will be intermittent, highly skilled and highly specialized for as needed projects. Access to highly skilled expertise will lead to knowledge transfer of most recent best practices and technology.

- 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. Projects and expertise will vary.

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.
See attached training memorandum

- 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.
PSC is for depts to select from various prequalified vendors.

7. **Union Notification:** On 11/08/21, the Department notified the following employee organizations of this PSC/RFP request:
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: Lynn Khaw Phone: 4155546296 Email: lynn.khaw@sfgov.org

Address: One Carlton B. Goodlett Place, Room 362, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44114 - 17/18

DHR Analysis/Recommendation:

12/20/2021

Commission Approval Required

Approved by Civil Service Commission

12/20/2021 DHR Approved for 12/20/2021

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: FIRE DEPARTMENT -- FIR

Dept. Code: FIR

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

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

Type of Service: Electronic Health Records (EHR) Software Integration and Implementation

Funding Source: Operating Funds

PSC Amount: \$150,000

PSC Est. Start Date: 06/01/2023

PSC Est. End Date 05/25/2028

1. Description of Work

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

Contractor will be responsible for the installation and setup of the EHR Software Integration and Implementation proprietary software, and the conversion of legacy information into the new system for the San Francisco Fire Department - including medical programs and organizational compliance programs.

Software support and maintenance will include upgrades to new software versions of the proprietary EHR system, provide additional licenses, provide an interface to the existing systems used by the Fire Department, and other services necessary to maintain and support system functionality.

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

The contract is necessary for the integration and implementation of the EHR software and to ensure continued maintenance and support. EHR Software Integration and Implementation will improve the workflow and allow internal systems to "talk" to each other and share and/or, if permitted, modify record information and provide statistics. Without approval of these services, the Fire Department will not be able to roll out a new EHR system, resulting in continued dependence on a work process that is inefficient and less secure when it comes to employee health information. Consequences of denial include the SFFD not being able to get real-time updates and information, which could compromise the SFFD's ability to best assist their employees and the public.

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 is a new service.

D. Will the contract(s) be renewed?

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.

not applicable

2. Reason(s) for the Request

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

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

B. Explain the qualifying circumstances:

The services are as-needed services for support and maintenance.