



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

**LONDON N. BREED
MAYOR**

**MINUTES
Regular Meeting
November 20, 2023**

**2:00 p.m.
Room 400, CITY HALL
1 Dr. Carlton B. Goodlett Place**

This meeting will be held in person at the location listed above. Members of the public may attend the meeting to observe and provide public comment at the physical meeting location listed above or by calling (415) 655-0001 and entering meeting id # 2664 525 4130. Instructions for providing remote public comment are below.

**LISTEN/PUBLIC COMMENT CALL-IN
USA is (415) 655-0001 | Access Code: # 2664 525 4130
Press # twice in order to listen to the meeting via audio conference
Dial *3 when you are ready to queue**

LONDON N. BREED, MAYOR

COMMISSIONERS

JACQUELINE MINOR

President

KATE FAVETTI

Vice President

F.X. CROWLEY

VITUS LEUNG

ELIZABETH SALVESON

SANDRA ENG

Executive Officer

The public is encouraged to submit comments in advance of the meeting by email at civilservice@sfgov.org, or by voicemail message at the CSC Office main line at 628-652-1100. Comments submitted by 5:00 pm the Friday before the meeting will be included in the record. During commission meeting use the Civil Service Commission's dedicated public comment line 1-415-655-0001, Access Code # 2664 525 4130.

CALL TO ORDER

2:00 p.m.

ROLL CALL

President Jacqueline P. Minor	Present
Vice President Kate Favetti	Excused Absence
Commissioner F. X. Crowley	Present
Commissioner Vitus Leung	Present
Commissioner Elizabeth Salvesson	Present

President Jacqueline Minor presided.

REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA (Item No. 2)

Monique Flambures, a former employee of Tenderloin Neighborhood Development Corporation (TNDC), attended the meeting with former co-workers and community members to voice their concerns about a huge injustice that has happened at the organization where she used to work (TNDC). On October 18th, about twenty employees were laid off, 80% of which were people of color. Several of them were tenants, community services and community organizer workers where TNDC has several contracts with agencies such as DCYF, HSH and HSA. She is demanding that the Civil Service Commission and the City of San Francisco conduct an audit and a thorough investigation in what they believe is a wrongful termination of several employees and the mismanagement of funds.

Sergio Sosa, used to work at TNDC and at La Raza Community Resource Center, he attended another CSC meeting, about two months ago, demanding an investigation of the organization because they fired him after working there for 18 months at the beginning of the pandemic. The agency is not managing the community money properly; he expressed how the director harassed and bullied the employees, that is the reason why they decided to go on strike.

Maria Cristina Gutierrez, Executive Director of Companeros Del Barrio, expressed concern about the mishandling of these funds. They were forced to close the preschool program because the roof was leaking, and they refused to repair it. The other board members refused to do anything about it.

Ana B. Gutierrez, a counselor for twelve years, has been a peer counselor for more than thirty years. She indicated that organizers are one of the extreme key people in the democracy to work because most people – about 80% probably – don't know how the system works. She asked to please not touch the organizers. There is a need for organizers to help the young people and the programs that serve so many people in so many ways.

Terry Fill, voiced concerns of the TNDC employees who were laid off and about the people in the community who will be affected by not receiving needed services from TNDC.

Natalie Fong, born and raised, San Francisco resident, also work within the Tenderloin community at a different place and has seen the impact of these gardens and its ability to provide free and fresh local foods to the community.

Nicholas Blake, volunteered at the Tenderloin Garden every Saturday and is requesting that someone investigate non-profits organization in the community.

Addie Precina, current resident, volunteered at Tenderloin Garden which are helpful for mental health, but the funds are not being used properly, people are being laid off.

Arianna He, was one of the four people who were cut from the urban agriculture program under TNDC without previous notice. This is a reflection on TNDC's lack of commitment to the tenants who love and appreciate and receive nourishment from the food that's harvest and the land that they're able to steward.

Kei Powers, thanked the Commission for listening. What has happened with TNDC has been allowed due to a systemic structure. This is a call to everyone to remove the obstacles that suppress life, and it is a call to anyone who cares and chooses to take action to remove the obstacles that suppress community organizing.

Ronald, spoke about better ways to do business with non-profit organizations within the community.

Julian Valdivia, loved the Tenderloin because he grew up there and loved it when he talked to his friends about the neighborhood. Lets others know that the Tenderloin is not bad as many think and how great the non-profits and the community are.

Lorenzo Listana, urged the Commission to conduct a public hearing/investigation on TNDC as an organization that receives funding from taxpayers of San Francisco.

Michael Haas, moved to the Tenderloin last year, was happy to be moving a block away from the Tenderloin People's Garden. It caught his eye on day one and feels blessed because he joined a wonderful crew of volunteers.

Jiayong Chen, former employee of the Tenderloin Neighborhood Development Corporation and formally worked with the Urban Agricultural team. She was one of the many employees that got laid off in October 2023. She spoke about the many services that were cut in the Tenderloin neighborhood.

Catalina Carrizo, lives in a Larking Street building and voiced that the community was shocked when they found out about the laid off community workers. Asking what was going to happen with the garden and for help to rehire all the gardeners.

Norma Carrera, has been working in the community for many years and is requesting an investigation within TNDC to find out why so many people were laid off.

Huong Tran, has lived in San Francisco for many years and worked with TNDC for eight years. Huong knew of three people who were laid off.

Alex Kawano, had the pleasure of volunteering at the Tenderloin People's Garden. Deeply saddening and frustrating that shortly after volunteering at TNDC for the first time, he was informed of the actions taken by TNDC to lay off essential workers and in essence essential services to the community.

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of November 6, 2023 – 2:00 p.m.

Action: Adopted the Minutes. (Vote of 4 to 0)

ANNOUNCEMENTS (Item No. 4)

None.

HUMAN RESOURCES DIRECTOR’S REPOR (Item No. 5)

None.

EXECUTIVE OFFICER’S REPORT (Item No. 6)

None.

0233-23-8 Review of Request for Approval of Proposed Personal Services Contracts. (Item No. 7)

PSC	Department	Amount	Type of Service	Type of Approval	Duration
40886-23/24	City Administrator	\$700,000	Parking Garage operation and management at the 1650 Mission Street Garage consisting of monthly parking for 105 vehicles. Services will include maintenance of facility and valet parking. The location consists of monthly parking for vehicles. The location is used by the public and City staff.	Regular	1/29/2029
49867-23/24	City Administrator	\$20,000,000	Contractors will provide high volume and high quality electronic conversion of City records to digital images in rapid time. The records included varying from large documents such as maps and drawings to archival records, to books, to confidential personal records, and other bound records. Contractors will take large volumes of records, convert/scan records at a rapid pace, index the data, deliver the data, and either return or destroy the records as required by City departments. In some cases, contractors will provide storage when original records must be stored instead of shredding.	Regular	1/30/2029
40708-23/24	Emergency Management	\$45,000,000	Department of Emergency Management (DEM) provides the Primary 911 Public Safety Answering Point (PSAP) for the City and County of San Francisco. The core Information Technology (IT) system for processing 911 calls and dispatching San Francisco Fire Department (SFFD), San Francisco Police Department (SFPD), San Francisco Sheriff's Department (SFSO) and San Francisco Municipal Transportation Agency (SFMTA) responders is the Computer Aided Dispatch system (CAD). DEM is replacing its current CAD platform which went live in 2014 and is at End of Life (EOL) with the new Motorola Premiere One CAD Platform. This will consist of deploying a customized hardware stack and customized, proprietary software developed by Motorola Solutions. These services will provide DEM with the required project management, implementation, train-the-trainer, warranty, maintenance and 24/7/365 support services to implement and maintain the proprietary Motorola Premiere One CAD system	Regular	11/30/2038

PSC	Department	Amount	Type of Service	Type of Approval	Duration
42533-22/23	Human Rights Commission	\$750,000	The Human Rights Commission seeks to engage professional community engagement partners and event planners to help in the coordination and logistics of multiple community engagement events and focus groups to be held throughout the funding cycle. These events will be a part of important department outreach initiatives to connect directly with San Francisco citizens and gain feedback from key stakeholders. These events will allow the department to confer directly with nonprofit organizations providing services in the city, community members as well as the recipients of community and/or city services.	Regular	6/30/2025
41953-23/24	Mayor	\$2,250,000	The Contractor shall customize, provide licensing and support, and maintain an end-to-end web-based grants management system identified by the City as Grants Management System (GMS) to provide the functionalities described below for at least 1,000 Users with varying levels of access, as well as a wide variety of experience in the use of online tools. The System must provide Mayor's Office of Community Development (MOHCD) staff and potential and awarded Grantees with the ability to initiate, manage and monitor the entire granting process, including Grantee Project proposal set-up, submission, review and negotiations, grant award, reporting and reimbursement, and Agency and User setup and administration. Services provided shall include System planning and management, including but not limited to, requirements and design, integration, testing, acceptance, deployment, data migration (if applicable), training, and maintenance. Developer and Subscription System User support Monday through Friday, 8am - 6pm Pacific Time (as a minimum window of availability) is required. Live phone support is highly preferred. The System must include all products and services required for successful implementation, as well as System maintenance and updates over the full term of the Agreement. Services may include, but not be limited to, business process and technical assessment and recommendations, project planning, System implementation, data migration (if applicable) and troubleshooting, acceptance testing, training, and support.	Regular	11/30/2032
45971- 22/23	Public Health	\$2,000,000	The Department will contract for an on-premise instrument manager application. The instrument manager application is a middleware product that will connect the hospital lab instruments at Zuckerberg San Francisco General Hospital's (ZSFG) Clinical Laboratory and Public Health Lab to the Hospital EHR Laboratory Information System. The instrument manager communicates lab results directly from the testing instruments to patient charts, fully automating results inside Epic health records. The instrument manager software eliminates manual input, and risks in data input inaccuracies. The professional services piece of this contract will be the implementation, training, testing and maintenance portion, required to use the on-premise software. The owner of the proprietary software, is the only organization that is able to provide support and staff to implement, train, test and maintain the system.	Regular	06/30/2028

PSC	Department	Amount	Type of Service	Type of Approval	Duration
40006 – 23/24	Public Utilities Commission	\$1,700,000	The purpose of this contract is to provide supplemental semi-annual and annual maintenance, calibration and as-needed repair services and hands-on-training for Wastewater Enterprise (WWE) maintenance staff to maintain its boilers located at various wastewater facilities. Work under this contract includes maintenance and hands-on-training to the firing head, burner, burner windbox, tubes, refractory and filters. Work will also include emissions testing during the semi-annual and annual maintenance, to comply with Bay Area Air Quality Management District (BAAQMD) permits for operation of the boilers on dual fuel, natural gas and digester gas. This contract is to supplement semi-annual and annual maintenance tasks and any unplanned emergency as-needed repair work that cannot be performed by existing City staff. The Contractor will provide hands-on-training and knowledge for WWE maintenance staff. WWE maintenance staff does monthly maintenance and limited as-needed repair work. The maintenance staff does not have the expertise, knowledge, and manpower to perform all the supplemental semi-annual and annual maintenance tasks at this time. This limited scope of work will not offset future staff work. As staff receive training and become proficient with the boilers, the intent will be to transfer the maintenance tasks and emergency as-needed repair work to WWE maintenance staff.	Regular	1/31/2029
42574 – 23/24	Public Utilities Commission	\$300,000	The Consultant will assist SFPUC in conducting a nationwide search to fill the high-level positions which are critical to the San Francisco Public Utilities Commission (SFPUC) by recruiting candidates, screening candidates, conducting interviews, vetting candidates, and assisting in negotiations. Staff from the proposed Recruitment Services Firm will meet with Executive Staff and other stakeholders of the SFPUC to determine the core competencies, prepare a work plan with detailed timeline to conduct a search and identify top qualified candidates. Additional activities include, but are not limited to the following Task Descriptions (1-5): 1) Meet with subject matter experts to obtain in-depth knowledge of position requirements, organizational needs, competencies and ideal candidate; 2) Develop recruitment strategy including development of refined job description, developing advertisement materials and diversity strategy; 3) Build candidate pool and source candidates through active recruitment and network; 4) Present candidate pool to organization, vetting candidate qualifications, conduct reference / background checks; 5) Establish final selection process with SMEs and work with organization to make a selection.	Regular	01/31/2028
47681 – 23/24	Public Utilities Commission	\$2,000,000	<ul style="list-style-type: none"> Bank or third-party Electronic Bill Payment and Presentment System (EBPP) services: Electronic presentment of SFPUC bills to current and future bill pay customers through an EBPP Service. Bill pays consolidation services: Consolidation of electronic bill payment volumes produced through the various service providers in the industry. Branded EBPP services: Vendor hosted SFPUC branded EBPP Service to electronically deliver bills and accept electronic payments to/from SFPUC. Alternate and emerging electronic bill presentment and payment services; optional services and technologies that help SFPUC increased use of EBPP, reduce paper bills and / or increase electronic payments Marketing and promotion services: Increase enrollment of SFPUC customers into SFPUCs branded EBPP Service 	Regular	08/31/2029
47933 – 23/24	Public Utilities Commission	\$1,545,332	Provide emergency technical support 24-hours a day, maintenance, and remote monitoring of the Distributed Controls System (DCS) software and hardware modules, software patches and upgrades, and phased equipment upgrades at the Southeast and Oceanside Plants. It also establishes a procedure to keep Wastewater Enterprise (WWE) systems up-to-date, which will allow WWE to effectively manage the wastewater treatment systems	Regular	06/01/2027

PSC	Department	Amount	Type of Service	Type of Approval	Duration
48314 – 23/24	Public Utilities Commission	\$2,000,000	The SFPUC’s capital infrastructure projects are covered by a Project Labor Agreement which establishes a uniform process for contractors to facilitate the hiring and management of their professional trades workforce during the construction activities on our capital projects. The agreement further provides a process by which unions and contractors can work with local area community service providers and partners to identify, recruit and train local workers in pre-apprenticeship programs to foster career pathways into the trades for local residents in order to meet mandatory Federal, State, and local workforce requirements, including the State’s Journey to Apprenticeship ratios and the City’s Local Hire Policy for construction. In order to ensure contractors have the ability to recruit local workers with the necessary skills to participate on our capital projects, the SFPUC supports local community organizations with providing union, approved, multi-craft core curriculum, and pre-apprenticeship construction skills and awareness training. Successful graduates can be referred into local area union apprenticeships, including but not limited to, Carpenters, Laborers, Operating Engineers, and Electricians apprenticeships to work on our heavy civil projects and/or other projects in their area.	Regular	06/30/2029
49639 – 23/24	Public Utilities Commission	\$2,000,000	Research conducted in the SFPUC Watersheds under this agreement will meet the following objectives: 1. Sustain the vegetation health, biodiversity, and enhance habitat and ecosystem services on SFPUC urban and wildland urban interface lands by addressing invasive species issues, drought, climate change, fire risk and other threats. 2. Sustain Bay Area biodiversity and ecosystems by investigating interconnections among changes caused by biotic and abiotic factors, such as temperature; quantity and quality of available water; native, non-native, and invasive plants, animals, pests, and pathogens; and past and current stewardship actions on SFPUC Watershed lands. 3. Use a science-based approach to improve success and efficiency of SFPUC restoration and conservation activities and manage vegetation in forests, wildlands, open space areas and other vegetated lands in the wildland urban interface or other disturbed lands in the Greater San Francisco Bay Area. Primary studies will investigate tree decline and water relations in the wildland-urban interface and gather data that quantifies how trees survive in prolonged drought periods, the impact of native or exotic tree water-use during drought and/or storms on the water balance and how trees in the Bay Area wildland urban interface lands will respond to future climate extremes. Climate extremes call for research to determine how heat and drought, storms and flooding impact plant health and mortality risk, and related consequences for fuels profiles, tree regeneration, and weed invasion. Water-relations and hydrological drivers of tree water availability will be evaluated and opportunities to capitalize on plants natural water use efficiency characteristics will be explored. Finally, aspects of tree and plant health and the ecosystem services they provide will be examined. A second suite of projects will examine riparian forest health and how to improve habitat restoration in riparian systems. SFPUC has concerns about the health of native California sycamores (<i>Platanus racemosa</i>) and sycamore riparian habitat (a defined sensitive natural community) across its range and within areas managed by the San Francisco Public Utilities Commission. Increased mortality of mature trees has been reported over the past several decades, along with lower-than-expected levels of fruit production and poor recruitment of both seedlings and resprouts. In Bay Area restoration sites, planting nursery-origin sycamores has yielded relatively low success rates, and restoration activities in the area have been implicated for unintentional introductions of soil-borne <i>Phytophthora</i> (a concerning plant pathogen) species. Research under this agreement will continue to inventory and track overstory tree health as well as investigate causes of declining health and mortality of overstory trees and sycamore regeneration. Sycamore anthracnose (<i>Apiognomonia platani</i>), <i>Phytophthora</i> diseases, canker diseases (e.g., <i>Macrodiplodiopsis desmazieri</i>), wood-decay, and abiotic factors will be examined in detail.	Regular	06/01/2029

PSC	Department	Amount	Type of Service	Type of Approval	Duration
49492-23/24	Public Works	\$6,000,000	The Request for Proposal (RFP) Solicitation is seeking Contract Management / Project Controls (CM/PC) professional services during design and construction of the public work portion of a public / private joint development project. The CM/PC consultant team will support of the City's core Project Management/Construction Management (PM/CM) team in managing and administering the design and construction period performed under the City's first Design-Build-Finance-Operate-Maintain (DBFOM) Agreement which the City will execute directly with an infrastructure development team. This project delivery method and DBFOM Project Agreement contemplates a unique commercial structure and contracting approach where the lead infrastructure developer enters into a subcontract with a design-build contractor to perform all design and construction work. For this reason, the roles and responsibilities of the City's core PM/CM team which will be supported by the CM/PC consultant team are different than traditional design-build delivery. Due to the streamlined approach to contract management of design and construction performed under a DBFOM project delivery method, this RFP is seeking a streamlined Consultant Team to perform the Scope of Services. Of the limited number individuals who would constitute the Consultant Team who is selected to perform this Scope of Services, these individuals are expected to be highly specialized with demonstrated experience meeting the minimum qualifications including experience administering a DBFOM Agreement with project-specific commercial and financial provisions and management systems tailored to this type of agreement and risk allocation.	Regular	04/01/2031
49802 – 23/24	Technology	\$9,900,000	Contractor will provide services to monitor and administer Avaya telephone Switches and telecom used by all City departments. These 24x7 services include: 1. Monitor and respond to alarms and resolve failures in a timely manner in accordance with Service Level Agreement. 2. Regularly install the most current released software versions and patches for all covered equipment. 3. Maintain accurate equipment records, routing guides (runbooks), and network maps that are updated after all system migrations, upgrades, relocations, redeployments, and disconnections. 4. Reduce active port counts as certain City departments migrate away from their legacy Avaya infrastructure.	Regular	11/30/2028
42280 – 23/24	Public Health	\$500,000	As needed, temporary, supplemental and accredited cancer registry personnel services for the Health Information Management System (HIMS) department of San Francisco Health Network which includes Zuckerberg San Francisco General Hospital (ZSFGH) and Laguna Honda Hospital (LHH). This service assists current staff to manage and maintain the Cancer Registry for abstracting cancer cases as required by Federal and State laws, meet standards of the Joint Commission and American College of Surgeons, conduct case finding and studies, and maintain documentation for the tumor board. The service is needed to meet unanticipated workload peaks in demand and whenever accredited staff is unavailable.	Regular	11/30/2027
43332 – 16/17	Airport	Current Approved Amount \$380,000,000 Increase Amount Requested \$40,000,000 New Total Amount Requested \$420,000,000	Project Management Support Services (PMSS) and Design Build (DB) teams will manage and complete the design and construction of the International Terminal Building (ITB) Refresh Project at the San Francisco International Airport (Airport). Services include project controls, scheduling, document control, design management, contracts management, architectural and engineering design services, and construction of the project. This project includes renovation of the International Terminal to improve passenger processing, design and construction of modifications to the arrivals and departures levels, including upgrades to the security screening checkpoints, Federal Inspection Service Area, security and access control systems and equipment, Customs and Borders Protection (CBP) support areas, and various utility and support infrastructure upgrades. Of the PSC Amount requested, construction costs will account for an estimated \$322,000,000	Modification	12/31/2026

PSC	Department	Amount	Type of Service	Type of Approval	Duration
46791-19/20	Public Health	Current Approved Amount \$599,000 Increase Amount Requested \$200,000 New Total Amount Requested \$799,000	Contractor will provide multi-lingual telephone answering services for several programs within the Department of Public Health, including the Behavioral Health Services, Communicable Disease Control and Prevention, Environmental Health Bureau, Health at Home, Laguna Honda Hospital, Primary Care, and Zuckerberg San Francisco General Hospital. Services include hearing impaired, telecommunications device for the deaf (TDD) services/ equipment and sufficient staff to handle calls with computerized system to record call times with details, while maintaining records of information for monthly reports for volume and call statistics.	Modification	06/30/2030
49622 – 18/19	Technology	Current Approved Amount \$1,894,973 Increase Amount Requested \$0 New Total Amount Requested \$1,894,973	Vendor will install a Jail Management System (JMS) and to work with San Francisco Sheriff Department Information Technology Support Services Staff (ITSS) to configure a prototype of the Inmate Booking Module in JMS. This service shall include a subscription to use the JMS software in conjunction with the San Francisco Sheriff Department existing Microsoft Dynamic CRM licenses. The prototype would be used by San Francisco Sheriff Department in a non-production environment for the duration of the subscription (12 months) in order to confirm that Vendor’s JMS will meet the jail management system needs of San Francisco Sheriff Department. The scope, assumptions, and costs presented in this SOW represent Vendor proprietary experience and knowledge. A. Project Scope Vendor will work with San Francisco Sheriff Department to install Offender360 JMS and all technology components associated with the software in a non-production San Francisco Sheriff Department environment on their server hardware. Vendor will conduct a series of training workshops with San Francisco Sheriff Department Information Technology Staff to enable San Francisco Sheriff Department To make configuration changes to the standard JMS Booking module and develop a non-production prototype that meets the specific business requirements of San Francisco Sheriff Department for the booking process. Vendor will include in the services a 12 month subscription of the Offender360 JMS software to allow San Francisco Sheriff Department users to test the application in a non-production environment for up to 12 months. The result of this project will provide a prototype that will enable San Francisco Sheriff Department to validate and confirm that Offender360 will meet the jail management system needs of San Francisco Sheriff Department.	Modification	03/31/2026

Speakers:

Michelle Geddes, Emergency Management spoke on PSC #40708-23/24
 Emilia Wong, Human Rights Commission spoke on PSC #42533-23/24
 Michael Solomon, Mayor’s Office spoke on PSC #41953-23/24
 Elizabeth Connely, Public Utilities Commission spoke on PSC #48314-23/24
 Sean O’Brien, Department of Public Works spoke on PSC #49492-23/24
 Kelly Hiramoto and Tammy Higgason, Department of Public Health spoke on 42280-23/24

0233-23-8 Cont.

Action:

- 1) Approved PSC #40708-23/24 from Emergency Management with the condition to report back in four (4) years. (Vote of 4 to 0)
- 2) Continued PSC #42533-23/24 from the Human Rights Commission to the meeting of December 4, 2023. (Vote of 4 to 0)
- 3) Approved PSC #41953-23/24 from the Mayor's Office with the condition to report back in four (4) years. (Vote of 4 to 0)
- 4) Approved PSC #48314-23/24 from the Public Utilities Commission with the condition to report back in four (4) years. (Vote of 4 to 0)
- 5) Approved PSC #49492-23/24 from the Department of Public Works with the condition to report back in four (4) years. (Vote of 4 to 0)
- 6) Approved PSC #42280-23/24 from the Department of Public Health. (Vote of 4 to 0)
- 7) Adopted the report. Approved the remaining requests for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 8)

The Commissioners wished everyone a Happy Thanksgiving

ADJOURNMENT (Item No. 9)

3:23 p.m.