



London Breed
Mayor

Carol Isen
Human Resources Director

Date: May 31, 2024

To: The Honorable Civil Service Commission

Through: Carol Isen
Human Resources Director

From: Vincent Lee, POL
Reanna Albert / Kelly Hiramoto, DPH
Shawndrea Hale / Daniel Kwon, PUC
Amy Nuque/Simon Abulencia, MTA

Subject: **Personal Services Contracts Approval Request**

This report contains six (6) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on November 5, 2014.

The services proposed by these contracts have been reviewed by Department of Human Resources (DHR) staff to evaluate whether the requesting departments have complied with City policy and procedures regarding PSCs. The proposed PSCs have been posted on the DHR website for seven (7) calendar days. CSC procedures for processing PSCs require that any appeal of these contracts be filed in the office of the CSC, Executive Officer during the posting period.

No timely appeals have been filed regarding the PSCs contained in this report. These proposed PSCs are being submitted to the CSC for ratification/approval.

DHR has prepared the following cost summary for personal services contracts that have been processed through the Department of Human Resources Fiscal Year 23/24 to date:

Total of this Report	YTD Expedited Approvals FY2023-2024	Total for FY2023-2024
\$90,909,688	\$446,497,360	\$4,539,570,911

Vincent Lee
Police
1245 3rd St.,
San Francisco, CA 94158
(415) 837-7127

Reanna Albert / Kelly Hiramoto
Public Health
1380 Howard St.,
San Francisco, CA 94103
RA: (628) 271-6178
KH: (415) 255-3492

Shawndrea Hale / Daniel Kwon
Public Utilities Commission
525 Golden Gate Ave., 8th Floor
San Francisco, CA 94102
SH: (415) 551-4540
DK: (415) 934-5722

Amy Nuque / Simon Abulencia
Municipal Transportation Agency
1 South Van Ness Ave., 6th Floor
San Francisco, CA 94103
AN: (415) 646-2802
SA: (415) 646-4885

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POSTING FOR

June 17, 2024

PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
41848 - 23/24	POLICE	\$500,000.00	The SFPD is seeking to retain a local evaluator to produce a Local Evaluation Plan (LEP) and Local Evaluation Report (LER). The LEP is a written document that describes how the project will be monitored and evaluated and shows how evaluation results will be used for project improvement and decision making. The LER will document the activities completed with the support of grant funds and the outcomes achieved.	June 1, 2024	May 30, 2027	REGULAR
49998 - 23/24	PUBLIC HEALTH	\$10,000,000.00	Contractor(s) will support San Francisco Department of Public Health's Skilled Nursing Facility Locations in obtaining and sustaining compliance with state and federal regulations for skilled nursing facilities. Specifically, the selected contractor(s) will conduct, at least, quarterly site visits and act as proxies for state and federal regulators and conduct full scale regulatory evaluations to test the sustainability of regulatory compliance. Areas of focus are intended to enable the skilled nursing facility to obtain and sustain compliance with state and federal regulations for skilled nursing facilities.	August 1, 2024	December 31, 2028	REGULAR
34188 - 23/24	PUBLIC UTILITIES COMMISSION	\$160,000.00	The San Francisco Public Utilities Commission is looking to migrate its aging phone system infrastructure (supporting about 3000 users over multiple counties) to a cloud-based telephony service.	May 1, 2024	December 31, 2025	REGULAR

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			<p>The new solution will leverage AT&T Cloud services in combination with Microsoft Teams and is meant to reduce some of the cost and support complexities associated with the current Avaya on-site solutions.</p> <p>We are looking to procure consulting services to help us plan a successful migration to the cloud by formally managing the discovery of existing configuration, identifying needs and risk areas, developing detailed design and engineering documents, and planning the porting of numbers between on-premises and cloud environments.</p>			
<u>42240 - 23/24</u>	PUBLIC UTILITIES COMMISSION	\$80,000,000.00	<p>The Water Capital Improvement Program - Program Management Support Services contract (“Contract”) is required to provide expertise and services both for programmatic support and project-level support. Services will be requested over the duration of the Contract by task order to support both programmatic oversight functions and project-level services. For programmatic support, the following types of services may be requested: contract management, program management plan, document management, quality management, programmatic review, long-range capital planning, adaptive management processes, triple bottom line assessments, program safety, program risk management, facilities integration, project labor relations, diversity, equity and inclusion, quality assurance and control, communications and reporting, cost estimating, change management, program deliverability, climate change, standards development and review, procedures development and review, technology transfer and training, emerging technologies review, and sustainability.</p> <p>At the project level, the following types of services</p>	November 1, 2024	November 1, 2034	REGULAR

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			may be requested: project planning support, project management support and coordination, special project-specific evaluations, technical advisory panels, seismic evaluations and standards, hydraulic modeling, systems engineering, value engineering, cost estimating, construction as-built drawing support, asset digitalization, operations testing, training and start-up, contracts preparation support, project close-out support, project lessons learned.			

TOTAL AMOUNT \$90,660,000

Posting For June 17, 2024

Proposed Modifications to Personal Services Contracts

Commission Hearing Date

2024-06-17

APPLY

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
43238 - 19/20 - MODIFICATIONS	June 17, 2024	PUBLIC HEALTH -- DPH	\$0	\$850,000	The contractor(s) will provide interpretation in various languages as needed for on-site interpreting, back-fill for civil service staff on extended leave, and other unanticipated absences. Services will be provided for both DPH staff and patients/clients. Interpreter(s) must be available Monday-Friday, 8:00 a.m.-5:00 p.m. and be willing and able to provide services at Zuckerberg San Francisco General Hospital and other Department facilities, on an as-needed basis. Contractor(s) must be able to provide services in the languages needed by specific patients/clients, and to provide simultaneous interpretation, as needed.	06/01/2024	12/31/2028	ADMINISTRATIVE APPROVAL
41495 - 22/23 - MODIFICATIONS	June 17, 2024	MUNICIPAL TRANSPORTATION AGENCY -- MTA	\$249,688	\$749,688	(See attached 'A. Concise Description of proposed Work' and A. Concise Description of proposed Work - Amended 07/18/23') A. General The San Francisco Municipal Transportation Agency (SFMTA or Agency) is requesting proposals from qualified firms (Proposers) to provide budget support, financial reconciliation, and procedure documentation consulting services (Services) to the Finance & Information Technology Division's Budget, Financial Projections, and Analysis Section (BFPA). The selected Contractor shall support BFPA operations by conducting analyses of operating budget sources and uses to propose budget realignments for each Agency Division, conduct financial reconciliation analysis and assist in clearing the backlog of financial analysis, and assist BFPA in developing, documenting, and refining BFPA related policies and procedures All Services are to be	10/23/2024	01/23/2025	ADMINISTRATIVE APPROVAL

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					<p>performed in alignment with goals and policies set by the BFPA Section. Proposers must be versed in City and County of San Francisco (City), federal and state statutes, regulations governing City, federal and state funding, grants, public benefits, and government programs. Given the nature of the Services, the Proposer's Project Team should have proven subject-matter and industry best-practices expertise in governmental accounting, budgeting, human resources, payroll, and purchasing. Knowledge and experience in budget analysis and realignment methodologies and the City's Oracle PeopleSoft Financials and procurement management system (FSP) is also required. B. Background The SFMTA is responsible for the management of ground transportation in the City. The SFMTA has oversight over the Municipal Railway (Muni), the City's public transit system, as well as paratransit, bicycling, parking, pedestrians, and regulation of taxis. The Agency is organized into 11 Divisions with Fiscal Year (FY) 22-23 operating and capital budgets in the amounts of \$1.364 billion and \$543.3 million. The SFMTA operating budget is partially funded by \$189.1 million in regional, state, and federal grants. In July 2017, the City implemented an Oracle PeopleSoft financials and procurement management system. The Agency's 11 Divisions are: Chief of Staff; Office of Racial Equity and Belonging; Chief Strategy Officer; Communications, Marketing and Outreach; Finance & Technology; Government Affairs; Human Resources; Streets; Safety; Taxis, Access, and Mobility Services (TAMS), and Transit. The BFPA is responsible for preparing the operating and capital budgets on a two-year cycle; managing the budget, including position control budget entries, and capital funding allocations; preparing financial analysis to support financial reporting and strategic decision making; tracking and analyzing the</p>			

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					<p>Agency's physical assets to achieve and maintain a state of good repair; identifying and acquiring grants through competitive processes; and administering grants, including collaborating with funding partners, monitoring spending patterns, and financial and administrative activities related to grant close-out. A realigned budget analysis would provide staff the knowledge needed to make strategic daily decisions and prepare for and complete the FY 24-25 and FY 25-26 budget cycle. A realigned budget would reduce the day-to-day workload of the BFPA team by reducing mid-cycle budget transfers. Additionally, staff shortages due to the challenges of hiring in a post-pandemic environment have created a backlog of financial analysis and grant administration tasks, such as grant close-outs. Finally, the Agency is seeking assistance in developing documentation of policies and procedures for actions such as position approval, budget adjustments, and contract approval. Documentation of such procedures is a short-term project that requires resources above existing staffing levels.</p> <p>Scope Change:</p> <p>The original scope does not need to be modified as all services continue to fall within initial categories outlined; however, there are additional sub-categories of service that will need to be provided. This includes: Within the required service area A3. "Categorization of expenditure types to actuals," the following more detailed analysis has been required:</p> <ul style="list-style-type: none"> • Analysis of historical and current special class labor expenditures such as attrition. • Analysis and reconciliation of budget entries and reports to expected amounts. Within the required service area A8. <p>"Preparation of reports and materials that will facilitate knowledge transfer to BFPA and Division staff," the BFPA Manager noticed that with the number of new budget staff hired</p>			

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					<p>into the SFMTA, the envisioned level of documentation was not sufficient to support their learning and growth. As a result, EQ has and continues to need to provide additional personalized assistance to new BFPA staff to ensure they are learning the new budget systems and processes. The following more detailed support has been and continues to be required:</p> <ul style="list-style-type: none"> • Preparation and delivery of budget development process training materials facilitating budget knowledge transfer to new budget staff. • Provision of ad-hoc knowledge transfer regarding budget processes and reports to new budget staff. <p>Additionally, as contractor time more deeply focuses on staff training and support as well as process and procedure documentation, there are elements of the original scope that have been and will continue to be deprioritized. These include: A4 "Analysis of continuing funds to identify active projects and projects that are appropriate to close-out", A5 "Analysis of manual carry-forward to identify active projects and projects that are appropriate to close-out" B1 "Analysis of purchase orders to identify purchase orders that can be closed," and B4 "Reconciliation of payroll data to budget to identify corrective action to align labor charges with budgeted positions." These are tasks that have since been identified as possible to be completed by staff outside of the BFPA and/or may be completed by BFPA staff following training and support by the contractor.</p>			

TOTAL AMOUNT \$249,688

**Regular/Continuing/Annual
Personal Services Contracts**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: POLICE -- POL

Dept. Code: POL

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

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

Type of Service: POL - BSCC Grant Evaluation Services

Funding Source: BSCC ORT Prevention Grant

PSC Duration: 2 years 51 weeks

PSC Amount: \$500,000

1. Description of Work

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

The SFPD is seeking to retain a local evaluator to produce a Local Evaluation Plan (LEP) and Local Evaluation Report (LER). The LEP is a written document that describes how the project will be monitored and evaluated and shows how evaluation results will be used for project improvement and decision making. The LER will document the activities completed with the support of grant funds and the outcomes achieved.

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

A third-party evaluator is a required condition of grant funding. Failure to secure an evaluator jeopardizes \$15.3M in grant funding.

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.

Grant evaluation services are typically provided by third-party, non-City entity providers.

D. Will the contract(s) be renewed?

No

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
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).

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.

B. Explain the qualifying circumstances:

As-needed for grant compliance services are not available within the Department, and are presently unavailable from the Controller's Office. The Department has exhausted its viable options to procure the services from Civil Service Employees. Grant funding requires the procurement of a qualified third-party performance evaluator within a very tight timetable to remain in compliance.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Expertise performing performance evaluations with a large number of variables and process and outcome metrics for a Law Enforcement Agency operating under oversight of a state grantor.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1684, Auditor II;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

The Department sought to retain the Controller's Office, the City's designated performance auditor, as a potential City-entity third-party to provide evaluation services. The Controller's Office declined the offer and referred the Department to an open RFP issued by the Controller for third-party evaluators.

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

- A. Explain why civil service classes are not applicable.
A third-party evaluator is a required condition of grant funding. The Department sought to retain the Controller's Office, the City's designated performance auditor, as a potential City-entity third-party to provide evaluation services. The Controller's Office declined the offer and referred the Department to a pre-qualified pool of candidates from RFQ issued by the Controller for third-party evaluators.
- 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. There are existing classifications within the Controller's Office who may be capable of performing this work.

6. Additional Information

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.
No. No training required. A third-party evaluator is a required condition of grant funding.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 04/26/2024, 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: Vincent Lee Phone: 4158377127 Email: vincent.lee@sfgov.org

Address: 1245 3rd St, 6th Fl San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41848 - 23/24

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 06/17/2024

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of vincent.lee@sfgov.org
To: [Lee, Vincent \(POL\); Laxamana, Junko \(DBI\); jnuti@ifpte21.org; sportillo@ifpte21.org; kdavis@ifpte21.org; jharding@ifpte21.org; mweirick@ifpte21.org; agarza@ifpte21.org; ewallace@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; Kristen.Schumacher; amakayan@ifpte21.org; l21pscreview@ifpte21.org; Lee, Vincent \(POL\); DHR-PSCCoordinator, DHR \(HRD\)](mailto:Lee,Vincent(POL);Laxamana,Junko(DBI);jnuti@ifpte21.org;sportillo@ifpte21.org;kdavis@ifpte21.org;jharding@ifpte21.org;mweirick@ifpte21.org;agarza@ifpte21.org;ewallace@ifpte21.org;WendyWong26@yahoo.com;wendywong26@yahoo.com;tmathews@ifpte21.org;Kristen.Schumacher;amakayan@ifpte21.org;l21pscreview@ifpte21.org;Lee,Vincent(POL);DHR-PSCCoordinator,DHR(HRD))
Subject: Receipt of Notice for new PCS over \$100K PSC # 41848 - 23/24
Date: Friday, April 26, 2024 10:57:42 AM

RECEIPT for Union Notification for PSC 41848 - 23/24 more than \$100k

The POLICE -- POL has submitted a request for a Personal Services Contract (PSC) 41848 - 23/24 for \$500,000 for Initial Request services for the period 06/01/2024 – 05/30/2027. 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/22310> 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

Choi, Suzanne (HRD)

From: Emily Wallace <ewallace@ifpte21.org>
Sent: Wednesday, May 15, 2024 4:41 PM
To: Kao, Ryan (POL); Lee, Vincent (POL); Laxamana, Junko (DBI); Jessica Nuti; Stefanie Portillo; Kevin Davis; Julia Harding; Mark Weirick; Audrey Garza; WendyWong26@yahoo.com; tmathews@ifpte21.org; Kristen Schumacher; amakayan@ifpte21.org; l21pscreview@ifpte21.org; DHR-PSCCoordinator, DHR (HRD)
Subject: Re: Receipt of Notice for new PCS over \$100K PSC # 41848 - 23/24

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

Hi Ryan,

Appreciate your patience while we reviewed this submission. The Union agrees to waive our remaining review period, and this PSC (41848 - 23/24) can move forward.

For the Union,
Emily Wallace
IFPTE Local 21 Representative

From: Kao, Ryan (POL) <ryan.kao@sfgov.org>
Sent: Monday, May 13, 2024 2:48 PM
To: Lee, Vincent (POL) <vincent.lee@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; Jessica Nuti <jnuti@ifpte21.org>; Stefanie Portillo <sportillo@ifpte21.org>; Kevin Davis <kdavis@ifpte21.org>; Julia Harding <jharding@ifpte21.org>; Mark Weirick <mweirick@ifpte21.org>; Audrey Garza <agarza@ifpte21.org>; Emily Wallace <ewallace@ifpte21.org>; WendyWong26@yahoo.com <WendyWong26@yahoo.com>; WendyWong26@yahoo.com <WendyWong26@yahoo.com>; tmathews@ifpte21.org <tmathews@ifpte21.org>; Kristen Schumacher <kschumacher@ifpte21.org>; amakayan@ifpte21.org <amakayan@ifpte21.org>; L21PSC Review <L21PSCReview@ifpte21.org>; DHR <dhr-psccordinator@sfgov.org>
Subject: RE: Receipt of Notice for new PCS over \$100K PSC # 41848 - 23/24

Dear Local 21,

I'm the BSCC Organized Retail Theft grant project director tasked with ensuring the City maximizes this state funding opportunity.

We are operating under a set of external state-imposed deadlines to complete a third-party evaluation, which in this case is a completed evaluation by July 31, 2024, a deadline that can only be met by a waiver of the 30-day review period. If we are on calendar for June 17, 2024, that would give the evaluator roughly 6 weeks to complete the evaluation, down from the 8 weeks forecasted for the project. This can be done, but it highlights the razor thin margins that we're operating under.

This state grant is critical to the City's operation and image. The lion's share of the grant will be spent internally and either directly or indirectly benefit the union. In fact, we sought to keep the work within the City by contracting another City department, but that was declined based on timing and workload. The PSC is the sole bottleneck that is preventing the project from proceeding.

The waiver will further the union's interests by protecting this valuable funding stream for the City. Please review it as soon as possible and let me or Vince know if you have any questions or concerns that we can address.

Sincerely,
Ryan Kao

Ryan Kao
Director of Crime Strategies
San Francisco Police Department
1245 3rd Street, 6th Floor
San Francisco, CA 94158
P: 415 837 7290
C: 415 932 9343

-----Original Message-----

From: Lee, Vincent (POL) <vincent.lee@sfgov.org>

Sent: Monday, May 13, 2024 11:05 AM

To: Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; jnuti@ifpte21.org; sportillo@ifpte21.org; kdavis@ifpte21.org; jharding@ifpte21.org; mweirick@ifpte21.org; agarza@ifpte21.org; ewallace@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; Kristen Schumacher <kschumacher@ifpte21.org>; amakayan@ifpte21.org; l21pscreview@ifpte21.org; DHR-PSCCoordinator, DHR (HRD) <dhr-psccoordinator@sfgov.org>; Kao, Ryan (POL) <ryan.kao@sfgov.org>

Subject: RE: Receipt of Notice for new PCS over \$100K PSC # 41848 - 23/24

Importance: High

Good Morning Local 21,

I just wanted to follow-up on my email from last week to request a waiver for this 30 day review period. Can you please review and provide a response? Thanks in advance for your attention to this matter.

Regards,

Vincent Lee
Contracts Manager, Fiscal Division
San Francisco Police Dept
1245 3rd St, 6th Floor
(415)837-7217 (email preferred)

-----Original Message-----

From: Lee, Vincent (POL)

Sent: Wednesday, May 8, 2024 3:08 PM

To: vincent.lee@sfgov.org; Laxamana, Junko (DBI) <junko.laxamana@sfgov.org>; jnuti@ifpte21.org; sportillo@ifpte21.org; kdavis@ifpte21.org; jharding@ifpte21.org; mweirick@ifpte21.org; agarza@ifpte21.org; ewallace@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; Kristen Schumacher <kschumacher@ifpte21.org>; amakayan@ifpte21.org; l21pscreview@ifpte21.org; DHR-PSCCoordinator, DHR (HRD) <dhr-psccoordinator@sfgov.org>; Kao, Ryan (POL) <ryan.kao@sfgov.org>

Subject: RE: Receipt of Notice for new PCS over \$100K PSC # 41848 - 23/24

Good Afternoon Local 21,

The San Francisco Police Department(SFPD) would like to request a waiver for the 30 day review period for Local 21 for

this PSC.

The SFPD is seeking to retain a local evaluator to produce a Local Evaluation Plan (LEP) and Local Evaluation Report (LER). The LEP is a written document that describes how the project will be monitored and evaluated and shows how evaluation results will be used for project improvement and decision making. The LER will document the activities completed with the support of grant funds and the outcomes achieved. A third-party evaluator is a required condition of grant funding. Failure to secure an evaluator jeopardizes \$15.3M in grant funding.

The SFPD sought to retain the Controller's Office, the City's designated performance auditor, as a potential City-entity third-party to provide evaluation services. The Controller's Office declined the offer and referred the Department to an open RFP issued by the Controller for third-party evaluators. With this said, we are hoping that Local 21 will consider approving our request to waive the 30 day waiting period so that we can proceed. Can you please review and respond?

Regards,

Vincent Lee
Contracts Manager, Fiscal Division
San Francisco Police Dept
1245 3rd St, 6th Floor
(415)837-7217 (email preferred)

-----Original Message-----

From: dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org> On Behalf Of vincent.lee@sfgov.org

Sent: Friday, April 26, 2024 10:49 AM

To: Lee, Vincent (POL) <vincent.lee@sfgov.org>; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; jnuti@ifpte21.org; sportillo@ifpte21.org; kdavis@ifpte21.org; jharding@ifpte21.org; mweirick@ifpte21.org; agarza@ifpte21.org; ewallace@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; Kristen Schumacher <kschumacher@ifpte21.org>; amakayan@ifpte21.org; l21pscreview@ifpte21.org; Lee, Vincent (POL) <vincent.lee@sfgov.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>

Subject: Receipt of Notice for new PCS over \$100K PSC # 41848 - 23/24

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41848 - 23/24 for \$500,000 for Initial Request services for the period 06/01/2024 – 05/30/2027. 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/22310> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC 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: Specialized Regulatory Expertise Services for Skilled Nursing Facility Locations

Funding Source: DPH's General Fund

PSC Amount: \$10,000,000

PSC Est. Start Date: 08/01/2024

PSC Est. End Date 12/31/2028

1. Description of Work

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

Contractor(s) will support San Francisco Department of Public Health's Skilled Nursing Facility Locations in obtaining and sustaining compliance with state and federal regulations for skilled nursing facilities. Specifically, the selected contractor(s) will conduct, at least, quarterly site visits and act as proxies for state and federal regulators and conduct full scale regulatory evaluations to test the sustainability of regulatory compliance. Areas of focus are intended to enable the skilled nursing facility to obtain and sustain compliance with state and federal regulations for skilled nursing facilities.

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

The services are necessary to complete all the required steps in obtaining and sustaining compliance with state and federal regulations for skilled nursing facilities. Failure to approve this contract may result in the inability to successfully maintain and sustain compliance of approximately 800 Skilled Nursing Facility beds in San Francisco, and may jeopardize the future of skilled nursing facilities for the most vulnerable residents of San Francisco.

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.

Similar services were obtained in PSC 40941-22/23 Specialized Consulting Services for Long Term Care Facilities, which assisted Laguna Honda Hospital & Rehabilitation Center (LHH) efforts in obtaining the Centers for Medicare & Medicaid Services (CMS) re-certification. This request is for services at both Laguna Honda Hospital and the skilled Nursing Facility beds at Zuckerberg San Francisco General Hospital.

D. Will the contract(s) be renewed?

Only if the need for focused sustainability continues to be present and there is funding.

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).

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.

B. Explain the qualifying circumstances:

These services will be required on average, at a quarterly basis, to evaluate the Department's readiness and preparedness related to Skilled Nursing Facility federal and state regulatory requirements.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The contractor must provide a team of consultants with extensive knowledge and experience in state and federal regulations, implementation and operation of skilled nursing facilities.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1803, Performance Analyst I; 1805, Performance Analyst II; 2322, Nurse Manager; 2324, Nursing Supervisor; 2591, Health Program Coordinator 2; 2593, Health Program Coordinator 3; 0923, Manager II; 0931, Manager III; 0932, Manager IV;
- 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?

The Department continues to look within DPH at all positions that may have special or unique skills that can support sustaining compliance with state and federal regulations for skilled nursing facilities. The Department continues to identify and utilize all existing employees to fill in and provide support. Specialized consultants are needed to fill knowledge gaps and to provide recommendations to address highly complicated issues which require current industry best practice and evidence based knowledge, skills and abilities related to skilled nursing facilities regulations and issues.

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

- A. Explain why civil service classes are not applicable.
Civil Service positions are currently engaged in many areas of compliance. However, there are specialized topic areas that can only be filled by highly specialized consultants with expertise in Skilled Nursing Facilities regulations at both the state and federal levels, including all recent legislation. In addition, the engagements are short term. Additionally, existing civil service staff will be able to have access to industry leaders and subject matter experts in the field of skilled nursing facilities and will be able to benefit from knowledge transfer.
- 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, the need is short term. It is anticipated that civil service staff will benefit from the additional recommendations and best practice knowledge transfer from these subject matter experts.

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. Existing civil service staff will be able to have access to industry leaders and subject matter experts in the field of skilled nursing facilities and will be able to benefit from knowledge transfer.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. **Union Notification:** On 04/19/2024, the Department notified the following employee organizations of this PSC/RFP request:
Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; Teamsters, Local 856 Health Workers; Teamsters, Local 856 Supv Nurses

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

Name: Reanna Albert Phone: 628-271-6178 Email: reanna.albert@sfdph.org

Address: 1380 Howard Street San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49998 - 23/24

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 06/17/2024

Receipt of Union Notification(s)

Receipt of Notice for new PCS over \$100K PSC # 49998 - 23/24

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

on behalf of

reanna.albert@sfdph.org <reanna.albert@sfdph.org>

Fri 4/19/2024 10:06 AM

To:Albert, Reanna (DPH) <reanna.albert@sfdph.org>;mleach <mleach@ibt856.org>;jnuti@ifpte21.org <jnuti@ifpte21.org>; sportillo@ifpte21.org <sportillo@ifpte21.org>;kdavis@ifpte21.org <kdavis@ifpte21.org>;jharding@ifpte21.org <jharding@ifpte21.org>;mweirick@ifpte21.org <mweirick@ifpte21.org>;agarza@ifpte21.org <agarza@ifpte21.org>; ewallace@ifpte21.org <ewallace@ifpte21.org>;WendyWong26@yahoo.com <WendyWong26@yahoo.com>; WendyWong26@yahoo.com <WendyWong26@yahoo.com>;tmathews@ifpte21.org <tmathews@ifpte21.org>;Kristen Schumacher <kschumacher@ifpte21.org>;amakayan@ifpte21.org <amakayan@ifpte21.org>;l21pscreview@ifpte21.org <l21pscreview@ifpte21.org>;andrea@sfmea.com <andrea@sfmea.com>;Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; Criss@sfmea.com <Criss@sfmea.com>;christina@sfmea.com <christina@sfmea.com>;staff@sfmea.com <staff@sfmea.com>

RECEIPT for Union Notification for PSC 49998 - 23/24 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 49998 - 23/24 for \$10,000,000 for Initial Request services for the period 08/01/2024 – 12/31/2028. 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/22274> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions

you intended to contact, the PSC Coordinator must change the state back to NOT

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

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 40941 - 22/23)

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

Type of Service: Specialized Consulting Services for Long Term Care Facilities

Funding Source: General Funds & Hospital Funds

PSC Original Approved Amount: \$18,000,000 PSC Original Approved Duration: 06/06/23 - 12/31/24 (1 year 29 weeks)

PSC Mod#1 Amount: \$8,000,000 PSC Mod#1 Duration: 12/01/23-08/30/25 (34 weeks 3 days)

PSC Cumulative Amount Proposed: \$26,000,000 PSC Cumulative Duration Proposed: 2 years 12 weeks

1. Description of Work

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

Contractor(s) will assist Laguna Honda Hospital & Rehabilitation Center (LHH) efforts in obtaining the Centers for Medicare & Medicaid Services (CMS) re-certification. Specifically, the selected contractors will work on a time sensitive project (s) to address performance improvement issues. Improvement topics will be in the area of providing technical assistance in the area of recertification; participation as subject matter experts on standing committees; provide consulting services for the Nursing Home Administrator, Director of Nursing, Closure Plan, Infection Prevention, Quality Assurance and Performance Improvement (QAPI), Behavioral Health and serve as a resource for education on nursing home regulations and best practice protocols; develop curriculum and conduct instructional sessions for as needed topics as identified by LHH leadership; participate in Leadership and Executive team meetings and provide consulting services to support the coordinated efforts and preparation for CMS reapplication; provide consulting services for the selection and interviewing process for candidates being considered for key leadership positions that are currently being occupied by interim staff; provide consulting services for the development of a transition plan with LHH staff that describes the transition tasks from the selected vendor to LHH staff and assures sustainability post re-certification; provide clinical as-needed consultants for each of the 13 nursing units to assess the current day-to-day staff activities and identify areas of improvement so consistent care is provided that is in alignment with the regulations.

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

The services are necessary to complete all the required steps to obtain re-certification of Laguna Honda Hospital, and to establish an ongoing framework to ensure that the improvements that have been made are operationalized and continue on post recertification. Failure to approve this contract may result in the inability to successfully obtain recertification and may jeopardize the future of Laguna Honda Hospital's ability to act as a skilled nursing facility for the most vulnerable residents of San Francisco.

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 40941 - 22/23

D. Will the contract(s) be renewed?

Only if the need continues to be present.

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

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

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

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

Explain the qualifying circumstances:

Immediate Need: Background. On October 14, 2021, the California Department of Public Health (CDPH) completed an extended survey at Laguna Honda Hospital (LHH) of two incidents of non-fatal drug overdoses. In February 2022, the Centers for Medicare & Medicaid Services (CMS) issued LHH \$243,045 in civil monetary penalties based on those deficiencies. Between January 21, 2022, and April 13, 2022, CDPH conducted three re-visits, where it found additional deficiencies that showed that LHH was out of compliance with all applicable Medicare Conditions of Participation. On April 13, 2022, CDPH and CMS informed LHH that since it was still out of compliance with the applicable Medicare Conditions of Participation, termination of the CMS Provider Agreement and certification in the Medicare/Medicaid program would become effective at 12:01 am on April 14, 2022. LHH intends to seek reinstatement of its Medicare/Medicaid program certification and execute a new CMS Provider Agreement. To obtain reinstatement and a new Provider Agreement, DPH must demonstrate that LHH substantially complies with all applicable Medicare Conditions of Participation. The re-application process will include an application, an initial survey, a 3-month reasonable assurance period, and a second survey to ensure that LHH remains in substantial compliance. Short-term projects & as-needed intermittent service: The needed recertification effort is made up of many projects that all lead to the common goal of recertification and each subject area will be short term and intermittent. Outside experts are required to be used to fill in gaps and respond to emerging issues that directly effect the success of the recertification effort.

B. Reason for the request for modification:

This modification is to extend the end date and to increase the funding to allow for additional as-needed awards.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The contractor must provide a team of consultants with extensive knowledge and experience in regulations, implementation and operation of long term care facilities and in particular experience responding to, and implementing, plans of correction. The team provided will typically consist of individuals with direct clinical experience and also have the ability to navigate in non clinical settings and respond to various regulators and leadership.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1803, Performance Analyst I; 1805, Performance Analyst II; 2591, Health Program Coordinator 2; 2593, Health Program Coordinator 3; 0923, Manager II; 0931, Manager III; 0932, Manager IV;
- 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 positions are currently engaged in many areas of the recertification effort. However, there are specialized topic areas that can only be filled by highly specialized consultants. In addition, the engagements are short term, and project-based and the need for consultants will be decreased as we move towards recertification. Additionally, existing civil service staff will be able to have access to industry leaders and subject matter experts in the field of long term care operations and administration and will be able to benefit from knowledge transfer.
- 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, the need is short term, and project-based. Upon recertification it is anticipated that civil service staff will transition to performing many of the duties that are being performed by contractor resources.

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, as part of the engagement the selected contractor will develop curriculum and conduct instructional sessions for as-needed topics identified by LHH leadership. This will include using adult learning principles such as “TeachBack”, case studies, return demonstrations, motivational interviewing, and in-person opportunities for question and answers. This specialized curriculum and instructional session will be available to all employees of Laguna Honda Hospital.

- 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 12/06/23, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Municipal Executive Association; 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: Reanna Albert Phone: 628-271-6178 Email: reanna.albert@sfdph.org

Address: 1380 Howard St., San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40941 - 22/23

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 12/15/2023

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: Specialized Consulting Services for Long Term Care Facilities

Funding Source: General Funds & Hospital Funds

PSC Amount: \$18,000,000

PSC Est. Start Date: 06/06/2023

PSC Est. End Date 12/31/2024

1. Description of Work

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

Contractor(s) will assist Laguna Honda Hospital & Rehabilitation Center (LHH) efforts in obtaining the Centers for Medicare & Medicaid Services (CMS) re-certification. Specifically, the selected contractors will work on a time sensitive project (s) to address performance improvement issues. Improvement topics will be in the area of providing technical assistance in the area of recertification; participation as subject matter experts on standing committees; provide consulting services for the Nursing Home Administrator, Director of Nursing, Closure Plan, Infection Prevention, Quality Assurance and Performance Improvement (QAPI), Behavioral Health and serve as a resource for education on nursing home regulations and best practice protocols; develop curriculum and conduct instructional sessions for as needed topics as identified by LHH leadership; participate in Leadership and Executive team meetings and provide consulting services to support the coordinated efforts and preparation for CMS reapplication; provide consulting services for the selection and interviewing process for candidates being considered for key leadership positions that are currently being occupied by interim staff; provide consulting services for the development of a transition plan with LHH staff that describes the transition tasks from the selected vendor to LHH staff and assures sustainability post re-certification; provide clinical as-needed consultants for each of the 13 nursing units to assess the current day-to-day staff activities and identify areas of improvement so consistent care is provided that is in alignment with the regulations.

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

The services are necessary to complete all the required steps to obtain re-certification of Laguna Honda Hospital, and to establish an ongoing framework to ensure that the improvements that have been made are operationalized and continue on post recertification. Failure to approve this contract may result in the inability to successfully obtain recertification and may jeopardize the future of Laguna Honda Hospital's ability to act as a skilled nursing facility for the most vulnerable residents of San Francisco.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.

PSC 49607 – 15/16: complementary services focusing on other areas have been performed under contract

D. Will the contract(s) be renewed?

Only if the need continues to be present.

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):

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

- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

B. Explain the qualifying circumstances:

Immediate Need: Background. On October 14, 2021, the California Department of Public Health (CDPH) completed an extended survey at Laguna Honda Hospital (LHH) of two incidents of non-fatal drug overdoses. In February 2022, the Centers for Medicare & Medicaid Services (CMS) issued LHH \$243,045 in civil monetary penalties based on those deficiencies. Between January 21, 2022, and April 13, 2022, CDPH conducted three re-visits, where it found additional deficiencies that showed that LHH was out of compliance with all applicable Medicare Conditions of Participation. On April 13, 2022, CDPH and CMS informed LHH that since it was still out of compliance with the applicable Medicare Conditions of Participation, termination of the CMS Provider Agreement and certification in the Medicare/Medicaid program would become effective at 12:01 am on April 14, 2022. LHH intends to seek reinstatement of its Medicare/Medicaid program certification and execute a new CMS Provider Agreement. To obtain reinstatement and a new Provider Agreement, DPH must demonstrate that LHH substantially complies with all applicable Medicare Conditions of Participation. The re-application process will include an application, an initial survey, a 3-month reasonable assurance period, and a second survey to ensure that LHH remains in substantial compliance. Short-term projects & as-needed intermittent service: The needed recertification effort is made up of many projects that all lead to the common goal of recertification and each subject area will be short term and intermittent. Outside experts are required to be used to fill in gaps and respond to emerging issues that directly effect the success of the recertification effort.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The contractor must provide a team of consultants with extensive knowledge and experience in regulations, implementation and operation of long term care facilities and in particular experience responding to, and implementing, plans of correction. The team provided will typically consist of individuals with direct clinical experience and also have the ability to navigate in non clinical settings and respond to various regulators and leadership.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1803, Performance Analyst I; 1805, Performance Analyst II; 2591, Health Program Coordinator 2; 2593, Health Program Coordinator 3; 0923, Manager II; 0931, Manager III; 0932, Manager IV;
- 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?

The Department continues to look within DPH at all positions that may have special or unique skills that can support the LHH recertification effort. The Department continues to activate existing employees to fill in and provide support. Specialized consultants are needed to fill gaps and to address highly complicated issues which require up to date knowledge, skills and abilities of long term care/skilled nursing regulations and issues.

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

- A. Explain why civil service classes are not applicable.
Civil Service positions are currently engaged in many areas of the recertification effort. However, there are specialized topic areas that can only be filled by highly specialized consultants. In addition, the engagements are short term, and project-based and the need for consultants will be decreased as we move towards recertification. Additionally, existing civil service staff will be able to have access to industry leaders and subject matter experts in the field of long term care operations and administration and will be able to benefit from knowledge transfer.

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, the need is short term, and project-based. Upon recertification it is anticipated that civil service staff will transition to performing many of the duties that are being performed by contractor resources.

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. Yes, as part of the engagement the selected contractor will develop curriculum and conduct instructional sessions for as-needed topics identified by LHH leadership. This will include using adult learning principles such as "TeachBack", case studies, return demonstrations, motivational interviewing, and in-person opportunities for question and answers. This specialized curriculum and instructional session will be available to all employees of Laguna Honda Hospital.

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 05/19/2023, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, Local 21; Municipal Executive Association; 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: Kelly Hiramoto Phone: 415-255-3492 Email: kelly.hiramoto@sfdph.org

Address: 1380 Howard St. San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40941 - 22/23

DHR Analysis/Recommendation:

action date: 06/05/2023

Commission Approval Required

Approved by Civil Service Commission

06/05/2023 DHR Approved for 06/05/2023

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC

Dept. Code: PUC

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

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

Type of Service: Design and Planning

Funding Source: ITS

PSC Duration: 1 year 34 weeks

PSC Amount: \$160,000

1. Description of Work

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

The San Francisco Public Utilities Commission is looking to migrate its aging phone system infrastructure (supporting about 3000 users over multiple counties) to a cloud-based telephony service. The new solution will leverage AT&T Cloud services in combination with Microsoft Teams and is meant to reduce some of the cost and support complexities associated with the current Avaya on-site solutions.

We are looking to procure consulting services to help us plan a successful migration to the cloud by formally managing the discovery of existing configuration, identifying needs and risk areas, developing detailed design and engineering documents, and planning the porting of numbers between on-premises and cloud environments.

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

The Department of Technology has a city-wide Enterprise Agreement with AT&T. This is used to provide our current phone services and will be leveraged for provisioning the cloud-based telephony services. However, this agreement does not include design services, which are crucial for planning an effective migration. Given the size of our organization, it is important to have an experienced partner in this process. Denial of the request could delay the start of the migrations and have an impact on operations. On-premises equipment is nearing its End of Life and needs to be replaced soon. Some remote sites are already suffering outages due to a combination of cross-site dependencies and weather events. This can have an impact on our ratepayers who may not be able to reach their support teams on a timely manner.

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.

Telephony Design and support services had been previously provided by DT and its telephony partners (Vox, Converge One, etc.). These services are directly in support of on-premises Avaya phone technology.

D. Will the contract(s) be renewed?

No

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. Reason(s) for the Request

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

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

B. Explain the qualifying circumstances:

This project has very specific short-term scope: Planning a telephony migration from on-premises AT&T/Avaya phone solutions to cloud-based AT&T/Microsoft solution. We are specifically looking for a partner with verified experience in this space who can help us assess and plan a successful migration with the least amount of impact to staff.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Validated experience planning migrations for large organizations (3000+ users) from on-premises Avaya/AT&T telephony systems to AT&T cloud telephony services and Microsoft Teams Direct Route.

B. Which, if any, civil service class(es) normally perform(s) this work? 1044, IS Engineer-Principal;

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?

This is the first instance of migrating from AT&T on-premises services to AT&T cloud services in the city. The specific expertise needed for these design services is not currently available. We have been working with the Department of Technology on this initiative, and they are aware that we need to solicit professional services for the design phase of this project.

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

A. Explain why civil service classes are not applicable.

This is a one-time design agreement that would cover our entire agency. Once that design work is completed, there should be no need for this level of complex design.

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. Not needed. Once migration is complete, future planning and design tasks can be carried out by IT Engineering class staff.

6. Additional Information

A. Will the contractor directly supervise City and County employee? If so, please include an explanation. No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.

No. While there is no formalized training curriculum included in the scope, Information Technology Engineering staff (1044 Principal Engineers) will fully participate in the assessment and design process with the vendor. This should enable them to acquire the necessary knowledge and skills to see the migration through, as well as plan future deployments. Vendor will carry out a formal knowledge transfer session on the overall architecture and configuration elements, including delivery of detailed design documents. Approximate time of this session is 2 hours.

- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 04/18/2024, the Department notified the following employee organizations of this PSC/RFP request:
Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 34188 - 23/24

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 06/17/2024

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of shale@sfgov.org
To: [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); junko.laxamana@sfgov.org; jnuti@ifpte21.org; sportillo@ifpte21.org; kdavis@ifpte21.org; jharding@ifpte21.org; mweirick@ifpte21.org; agarza@ifpte21.org; ewallace@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); dhr-psccordinator@sfgov.org
Subject: Receipt of Notice for new PCS over \$100K PSC # 34188 - 23/24
Date: Thursday, April 18, 2024 11:50:14 AM

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RECEIPT for Union Notification for PSC 34188 - 23/24 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 34188 - 23/24 for \$160,000 for Initial Request services for the period 05/01/2024 – 12/31/2025. 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:

[https://urldefense.com/v3/_http://apps.sfgov.org/dhrdrupal/node/22271_!!NCYPjq8!-l9odXnTLWifa11CKn_E1q_TctQwPqRj-yi-5EhBcfOB4hL72-_AxYM59R_p9HRo7FOUfwB0f1q\\$](https://urldefense.com/v3/_http://apps.sfgov.org/dhrdrupal/node/22271_!!NCYPjq8!-l9odXnTLWifa11CKn_E1q_TctQwPqRj-yi-5EhBcfOB4hL72-_AxYM59R_p9HRo7FOUfwB0f1q$) For union notification, please see

the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC

Dept. Code: PUC

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

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

Type of Service: Water Capital Improvement Program - Program Management Support Services

Funding Source: Water Enterprise Revenue and Revenue Bond PSC Duration: 10 years 2 days

PSC Amount: \$80,000,000

1. Description of Work

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

The Water Capital Improvement Program - Program Management Support Services contract ("Contract") is required to provide expertise and services both for programmatic support and project-level support. Services will be requested over the duration of the Contract by task order to support both programmatic oversight functions and project-level services. For programmatic support, the following types of services may be requested: contract management, program management plan, document management, quality management, programmatic review, long-range capital planning, adaptive management processes, triple bottom line assessments, program safety, program risk management, facilities integration, project labor relations, diversity, equity and inclusion, quality assurance and control, communications and reporting, cost estimating, change management, program deliverability, climate change, standards development and review, procedures development and review, technology transfer and training, emerging technologies review, and sustainability.

At the project level, the following types of services may be requested: project planning support, project management support and coordination, special project-specific evaluations, technical advisory panels, seismic evaluations and standards, hydraulic modeling, systems engineering, value engineering, cost estimating, construction as-built drawing support, asset digitalization, operations testing, training and start-up, contracts preparation support, project close-out support, project lessons learned.

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

The capital programs for the Water Enterprise are funded for over 3 billion dollars over ten years to provide critical improvements to the existing Regional Water System and Local (San Francisco) Water System as well as Hetch Hetchy Power hydroelectric and transmission facilities. Many of these assets were constructed over 100 years ago, have outlived their useful life, and are in need of upgrade or replacement. New assets, such as alternative water supply facilities and expansion of the Emergency Firefighting Water System in San Francisco, are necessary to meet Level of Service goals for drought protection, post-earthquake firefighting, and other emerging regulatory requirements and public safety needs. While the SFPUC's Water Enterprise and Infrastructure Division have built strong capital improvement program (CIP) planning and implementation practices and procedures, delivering programs of this magnitude requires continuous programmatic review and oversight to ensure best practices, emerging regulatory requirements, and technological developments are implemented proficiently to optimize cost efficiencies, ensure compliance with project schedules, communicate effectively with stakeholders, and successfully deliver the capital programs. In addition to the strategic planning and expertise that a program management consultant team may add, the SFPUC has struggled to provide sufficient resources to deliver projects according to schedules and budgets; the staff augmentation that a program management team can provide for project planning and management will greatly enhance cost efficiencies by facilitating on-time delivery of the projects, saving ratepayers millions of dollars in escalation costs. The SFPUC does not currently have a Contract for program management services for the Water capital programs, and the result is that project teams have been

challenged for sufficient resources to deliver projects on schedule and within budget. In addition, management would benefit from a fresh review of tools and processes to better enhance the SFPUC's capabilities as well as bring in latest technologies and resilience and sustainability practices. Without the Contract, the Water Enterprise capital programs will continue to be delayed and may not provide the maximum benefit intended to be provided by the newly constructed assets. Delays to replacing the critical aging infrastructure could result in increased frequency and severity of failure of assets, interrupting critical water supply or power supply to customers for potentially long periods of time.

- 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.

CS-963 (2009-2019) for a total contract value of \$34,000,000 provided program management services for the WSIP, a 4.8-billion-dollar capital improvement program of 87 projects for the Regional and Local Water Systems. The WSIP is currently 99% complete with only two active remaining projects in construction. As the WSIP neared completion, the SFPUC opted to not continue programmatic services. However, since then, to continue to maintain and improve facilities throughout the water and power generation systems, the WECIP and the HCIP were initiated in 2018. These capital programs have grown in magnitude and complexity, currently including 55 projects budgeted at over 5 million dollars each, many with much larger budgets and several with multiple construction contracts. In order to effectively deliver the ongoing 10-Year Water CIP, valued at over three billion dollars, additional consultant support services are needed.

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

No

- E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.

The SFPUC Infrastructure Division and Water Enterprise seek consultant services to provide specialized program management support services for the Water Enterprise Capital Improvement Program (WECIP), Hetch Hetchy Water Capital Improvement Program (HCIP), and Water System Improvement Program (WSIP). These services are required to provide programmatic support such as strategic capital planning, program and project risk management, pre-construction technical advice, pre-construction planning and management, labor and contract relations, development and refinement of standards, preparation and review of programmatic schedules and budgets, analysis of alternative delivery methods, asset management support and advice, and other programmatic and project-level support services. These services are requested for continuous ten years in order to provide continuity and consistency of support to the programs. Most projects have durations of 7-15 years depending on the level of complexity of planning, permitting, and construction services, and thus maintaining consultant support services for a ten-year duration is critical to provide consistent advice, oversight, quality assurance, and guidance for the many and varied projects in the capital programs. It is envisioned that all work that develops "programmatic" processes and procedures, such as a "triple bottom line" or other sustainability tool, would be initially implemented with support from the Contract, but then would be fully implemented by in-house staff. Thus, it is anticipated that after 10 years of programmatic support, these services could be provided in-house, and the contract would not need to be renewed. The SFPUC plans to provide an update to the Civil Service Commission in Year 5 on the use of the Contract to date, how programmatic tasks are being transferred to in-house staff, and plans for the remaining 5 years of the Contract.

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).

B. Explain the qualifying circumstances:

The Water Enterprise's capital programs require support from consultants with broad and specialized experience and expertise in delivering large multi-billion-dollar capital improvement programs for water and power infrastructure. These services are needed both for specific projects in the 10-year Capital Plan, where services may be intermittent or as-needed, as well as for the capital programs, where consultant services will be required to develop and help implement new practices that span multiple projects and multiple years of the rolling capital program.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Program management support services to deliver these multi-billion-dollar capital improvement programs require extensive experience and expertise both at the programmatic level and project level. Expertise will be required for: program management planning, document management and control, quality control and quality assurance (QA/QC), financial planning for infrastructure financing including grant writing and low-interest loan applications, triple bottom line assessments, construction safety requirements and best practices, program risk management, water and power facilities integration, construction labor relations, quality assurance and control, communications and reporting, cost estimating, change management, climate change and sustainability, engineering standards development and review, project delivery procedures development and review, technology transfer and training, emerging technologies review, asset management programs, and water and power facilities start-up and operations support. At the project level, the following types of expertise may be required: facility conditions and needs assessments, alternatives analysis and conceptual engineering, project management and project controls, seismic evaluations of pipelines and pump stations, geotechnical evaluations of dams and underground facilities, hydraulic modeling of water systems, value engineering for large infrastructure projects in various stages of design and construction, construction cost estimating for water and power infrastructure facilities, construction as-built drawing support, asset digitalization, operations testing, training and start-up, asset management software systems, contracts preparation, project close-out support, project lessons learned.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 5211, Eng/Arch/Landscape Arch Sr; 5212, Engineer/Architect Principal; 5241, Engineer; 5408, Coord of Citizen Involvement; 5506, Project Manager 3; 5508, Project Manager 4; 9252, Communications Specialist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
No

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

Both SFPUC and Department of Public Works (PW) provide full support services for these programs to the greatest of their availability. SFPUC and PW are currently always offered, and will continue to be offered, the opportunity to provide services before requested from the consultant. SFPUC Engineering Management Bureau meets regularly with PW to discuss opportunities for work on SFPUC capital programs. SFPUC will always prioritize work first for City employees, including PW employees, before requested from the consultant.

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

- A. Explain why civil service classes are not applicable.
In some cases, Civil Service classifications are applicable, and where City staff are available, they will be (or already are being) fully utilized. However, in order to deliver the capital programs of this magnitude and complexity, professionals with highly specialized expertise acquired over many years of experience, are needed to help deliver the water capital programs as effectively and efficiently as possible, including professionals with experience delivering infrastructure programs greater than three billion dollars in magnitude; with experience in seismic standards for pipelines, dams and pump stations; with expertise in water and power regulatory developments; and other highly specialized related disciplines.

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. Because a range of specialized technical expertise is needed, it would be impractical to adopt new civil service class(es) to perform this work, especially because the need for specialists will be short-term and not continuous. Once the projects or programs requiring specialized services are completed, there would be no continued need for the specialized expertise.

6. Additional Information

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not. Yes. Under this contract, the consultant may be requested to provide both programmatic and project or asset-specific trainings to support technology transfer to SFPUC staff. Programmatic training areas may include asset management best practices; document control practices; tools for project and program controls and reporting; engineering standards development; tools for measuring sustainability, triple bottom line, and impact to climate; procedures updates; and other related topics. Project or asset-specific trainings may include operational trainings for new or upgraded facilities, asset management software trainings, contract development, and lessons learned.

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 03/27/2024, the Department notified the following employee organizations of this PSC/RFP request:

Municipal Executive Association; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21

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

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

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42240 - 23/24

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 06/17/2024

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of shale@sfwater.org
To: Hale, Shawndrea M.; jnuti@fpte21.org; sportillo@fpte21.org; kdavis@fpte21.org; jharding@fpte21.org; mweirick@fpte21.org; agarza@fpte21.org; ewallace@fpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@fpte21.org; kschumacher@fpte21.org; amakavan@fpte21.org; L21PSCReview@fpte21.org; andrea@sfmea.com; janko.laxamana@sfgov.org; Criss@sfmea.com; Christina@sfmea.com; staff@sfmea.com; Hale, Shawndrea M.; dhr-psccordinator@sfgov.org
Subject: Receipt of Notice for new PCS over \$100K PSC # 42240 - 23/24
Date: Wednesday, March 27, 2024 10:02:55 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources. RECEIPT for Union Notification for PSC 42240 - 23/24 more than \$100k The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request

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RECEIPT for Union Notification for PSC 42240 - 23/24 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 42240 - 23/24 for \$80,000,000 for Initial Request services for the period 11/01/2024 – 11/01/2034. 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:

https://urldefense.com/v3/_http://apps.sfgov.org/dhrrupal/node/22206_!!NCYPjq8!8iPzUnDgxYvBypGAIQjUO2TWIZ0Scl6Imfo7RKNHzR7syvZvycOY9fK8QSqLROU2bG1bMLNz77L.kS

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

Modification

Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 43238 - 19/20)

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

Type of Service: Professional Services

Funding Source: Grants, General Fund

PSC Original Approved Amount: \$.850,000 PSC Original Approved Duration: 03/01/20 - 02/29/24 (4 years)

PSC Mod#1 Amount: no amount added PSC Mod#1 Duration: 03/01/24-12/31/25 (1 year 43 weeks)

PSC Mod#2 Amount: no amount added PSC Mod#2 Duration: 06/01/24-12/31/28 (3 years 1 day)

PSC Cumulative Amount Proposed: \$.850,000 PSC Cumulative Duration Proposed: 8 years 43 weeks

1. Description of Work

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

The contractor(s) will provide interpretation in various languages as needed for on-site interpreting, back-fill for civil service staff on extended leave, and other unanticipated absences. Services will be provided for both DPH staff and patients/clients. Interpreter(s) must be available Monday-Friday, 8:00 a.m.-5:00 p.m. and be willing and able to provide services at Zuckerberg San Francisco General Hospital and other Department facilities, on an as-needed basis. Contractor(s) must be able to provide services in the languages needed by specific patients/clients, and to provide simultaneous interpretation, as needed.

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

In order to provide quality, effective services, to comply with the Americans with Disabilities Act, and to provide access to public hearings and regulatory meetings by providing language assistance to DPH staff, patients/clients and the public, the Department must have interpreters ready to respond to in-person interpreting needs when telephonic interpretation is not appropriate. Common needs for in-person interpretation are communication with limited English-speaking patients who have speech impediments, patients/clients who are hard of hearing, and to provide access to public meetings and hearings, especially where simultaneous interpretation is needed, which is not provided by civil service employees. Without these services, DPH staff will not be able to communicate with patients/clients on a variety of sensitive subjects, including their diagnosis and treatment plans. Interpreters are needed at public meetings to interpret proceedings so that patients/clients and members of the public may participate effectively in hearings or regulatory meetings. There is also additional need currently, due to the shortage of on-staff interpreters as the result of staff retirements and extended leaves of absence.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.

PSC 43238-19/20

D. Will the contract(s) be renewed?

Only if there is a need and continued funding.

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 duration is in excess of five years due to a delay in contract negotiation and the continuing need for services while the department continues its hiring plan.

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.

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

Explain the qualifying circumstances:

The Department has immediate need to provide these services to compensate temporarily for position vacancies and staff leaves, and to be able to provide on-site simultaneous interpreters on an as-needed, intermittent basis. Despite concerted hiring efforts in the recent past, the Department continues to be short-staffed, a situation exacerbated by extended leaves.

B. Reason for the request for modification:

To extend the duration to align with the anticipated contract term.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Certification as a Medical Interpreter from an accredited college or university, national certification in Interpreting from the Certification Commission for Healthcare Interpreters (CCHI) or the National Board of Certification for Medical Interpreters (NBCMI), or a Bachelors or degree or higher in Interpreting or in Translation and Interpreting.

B. Which, if any, civil service class(es) normally perform(s) this work? 2586, Health Worker 2;

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.

These services are currently performed by civil service employees. The Department is working to continue provision of these services by civil service employees through a long-term training program. Contract(s) under this PSC will be used to back-fill interpreter staff due to extended personal leave or other unanticipated absences, and to provide simultaneous interpreting at public hearings, since it is not feasible for the Department to hire staff interpreter to provide this service where the needs occur fewer than once a month.

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: There are existing civil service classes that do perform interpreting services, however, staff shortages require back-fill in order to continue providing quality services to patients/clients. On-site, simultaneous interpretation services are not currently provided by existing classes, however, it would be impractical to adopt a new class, since the need for the services is intermittent, as needed, and needed less than full-time.

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 provided

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 03/21/24, 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: Reanna Albert Phone: 628-271-6178 Email: reanna.albert@sfdph.org

Address: 1380 Howard Street, Room 421B, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43238 - 19/20

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 06/17/2024

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of reanna.albert@sfdph.org
To: [Albert, Reanna \(DPH\)](mailto:Albert.Reanna@DPH); Chanel.Brown@seiu1021.org; jegy.sering@seiu1021.org; matthew.torres@seiu1021.org; SF-DHR-Info@seiu1021.org; [Najuawanda Daniels](mailto:Najuawanda.Daniels); [Jason Klumb](mailto:Jason.Klumb); [Frigault, Noah \(HRC\)](mailto:Frigault.Noah@HRC); Julie.Meyers@sfgov.org; [Thomas Vitale](mailto:Thomas.Vitale); Ricardo.Lopez@sfgov.org; Kbasconcello@sfwater.org; pcamarillo_seiu@sbcglobal.net; [Wendy Frigillana](mailto:Wendy.Frigillana); pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; [XiuMin Li](mailto:XiuMin.Li); Sin.Yee.Poon@sfgov.org; [David Canham](mailto:David.Canham); jtanner940@aol.com; [Wu, Cynthia \(DPH\)](mailto:Wu.Cynthia@DPH); DHR-PSCCoordinator, [\(HRD\)](mailto:DHR(HRD))
Subject: Receipt of Modification Request to PSC # 43238 - 19/20 - MODIFICATIONS
Date: Thursday, March 21, 2024 1:35:41 PM

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 \$0 for services for the period June 1, 2024 – December 31, 2028. 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/17316>

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
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Julie.Meyers@sfgov.org noah.frigault@sfgov.org jason.klumb@seiu1021.org
najuawanda.daniels@seiu1021.org SF-DHR-Info@seiu1021.org
matthew.torres@seiu1021.org jegy.sering@seiu1021.org
Chanel.Brown@seiu1021.org

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTHDept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 43238 - 19/20)

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

Type of Service: Professional ServicesFunding Source: Grants, General FundPSC Original Approved Amount: \$850,000PSC Original Approved Duration: 03/01/20 - 02/29/24 (4 years)PSC Mod#1 Amount: no amount addedPSC Mod#1 Duration: 03/01/24-12/31/25 (1 year 43 weeks)PSC Cumulative Amount Proposed: \$850,000PSC Cumulative Duration Proposed: 5 years 43 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

The contractor(s) will provide interpretation in various languages as needed for on-site interpreting, back-fill for civil service staff on extended leave, and other unanticipated absences. Services will be provided for both DPH staff and patients/clients. Interpreter(s) must be available Monday-Friday, 8:00 a.m.-5:00 p.m. and be willing and able to provide services at Zuckerberg San Francisco General Hospital and other Department facilities, on an as-needed basis. Contractor(s) must be able to provide services in the languages needed by specific patients/clients, and to provide simultaneous interpretation, as needed.

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

In order to provide quality, effective services, to comply with the Americans with Disabilities Act, and to provide access to public hearings and regulatory meetings by providing language assistance to DPH staff, patients/clients and the public, the Department must have interpreters ready to respond to in-person interpreting needs when telephonic interpretation is not appropriate. Common needs for in-person interpretation are communication with limited English-speaking patients who have speech impediments, patients/clients who are hard of hearing, and to provide access to public meetings and hearings, especially where simultaneous interpretation is needed, which is not provided by civil service employees. Without these services, DPH staff will not be able to communicate with patients/clients on a variety of sensitive subjects, including their diagnosis and treatment plans. Interpreters are needed at public meetings to interpret proceedings so that patients/clients and members of the public may participate effectively in hearings or regulatory meetings. There is also additional need currently, due to the shortage of on-staff interpreters as the result of staff retirements and extended leaves of absence.

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 43238 - 19/20

D. Will the contract(s) be renewed?

Only if there is a need and continued funding.

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 duration is in excess of five years due to a delay in contract negotiation and the continuing need for services while the department continues its hiring plan.

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.

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

Explain the qualifying circumstances:

The Department has immediate need to provide these services to compensate temporarily for position vacancies and staff leaves, and to be able to provide on-site simultaneous interpreters on an as-needed, intermittent basis. Despite concerted hiring efforts in the recent past, the Department continues to be short-staffed, a situation exacerbated by extended leaves.

B. Reason for the request for modification:

The duration is in excess of five years due to a delay in contract negotiation and the services are ongoing.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Certification as a Medical Interpreter from an accredited college or university, national certification in Interpreting from the Certification Commission for Healthcare Interpreters (CCHI) or the National Board of Certification for Medical Interpreters (NBCMI), or a Bachelors or degree or higher in Interpreting or in Translation and Interpreting.

B. Which, if any, civil service class(es) normally perform(s) this work? 2586, Health Worker 2;

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.

These services are currently performed by civil service employees. The Department is working to continue provision of these services by civil service employees through a long-term training program. Contract(s) under this PSC will be used to back-fill interpreter staff due to extended personal leave or other unanticipated absences, and to provide simultaneous interpreting at

public hearings, since it is not feasible for the Department to hire staff interpreter to provide this service where the needs occur fewer than once a month.

- 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: There are existing civil service classes that do perform interpreting services, however, staff shortages require back-fill in order to continue providing quality services to patients/clients. On-site, simultaneous interpretation services are not currently provided by existing classes, however, it would be impractical to adopt a new class, since the need for the services is intermittent, as needed, and needed less than full-time.

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 is currently utilizing the 9910 Public Service Trainee classification to prepare future employees to qualify and provide services as 2586 Health Workers II. The first cohort of this 15-month program had nine participants, from which four 2586 Health Workers II and one 2587 Health Worker III were hired into permanent positions. A second cohort began in early 2019, with a focus on interpreters with Cantonese and/or Mandarin language skills.

- C. Are there legal mandates requiring the use of contractual services?

No.

- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.

No.

- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.

No.

- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.

No.

7. **Union Notification:** On 09/10/21, 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: Arlene Lee Phone: 415-554-2938 Email: arlene.lee@sfdph.org

Address: 1380 Howard Street, Room 421B, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43238 - 19/20

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 11/19/2021

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: Professional Services

Funding Source: Grants, General Fund

PSC Duration: 4 years

PSC Amount: \$850,000

1. Description of Work

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

The contractor(s) will provide interpretation in various languages as needed for on-site interpreting, back-fill for civil service staff on extended leave, and other unanticipated absences. Services will be provided for both DPH staff and patients/clients. Interpreter(s) must be available Monday-Friday, 8:00 a.m.-5:00 p.m. and be willing and able to provide services at Zuckerberg San Francisco General Hospital and other Department facilities, on an as-needed basis. Contractor(s) must be able to provide services in the languages needed by specific patients/clients, and to provide simultaneous interpretation, as needed.

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

In order to provide quality, effective services, to comply with the Americans with Disabilities Act, and to provide access to public hearings and regulatory meetings by providing language assistance to DPH staff, patients/clients and the public, the Department must have interpreters ready to respond to in-person interpreting needs when telephonic interpretation is not appropriate. Common needs for in-person interpretation are communication with limited English-speaking patients who have speech impediments, patients/clients who are hard of hearing, and to provide access to public meetings and hearings, especially where simultaneous interpretation is needed, which is not provided by civil service employees. Without these services, DPH staff will not be able to communicate with patients/clients on a variety of sensitive subjects, including their diagnosis and treatment plans. Interpreters are needed at public meetings to interpret proceedings so that patients/clients and members of the public may participate effectively in hearings or regulatory meetings. There is also additional need currently, due to the shortage of on-staff interpreters as the result of staff retirements and extended leaves of absence.

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 PSC.

D. Will the contract(s) be renewed?

Only if there is a need and continued funding.

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):

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

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

B. Explain the qualifying circumstances:

The Department has immediate need to provide these services to compensate temporarily for position vacancies and staff leaves, and to be able to provide on-site simultaneous interpreters on an as-needed, intermittent basis. Despite concerted hiring efforts in the recent past, the Department continues to be short-staffed, a situation exacerbated by extended leaves.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Certification as a Medical Interpreter from an accredited college or university, national certification in Interpreting from the Certification Commission for Healthcare Interpreters (CCHI) or the National Board of Certification for Medical Interpreters (NBCMI), or a Bachelors or degree or higher in Interpreting or in Translation and Interpreting.
- B. Which, if any, civil service class(es) normally perform(s) this work? 2586, Health Worker 2;
- 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?

The Department has a long term plan to address its ongoing interpreter needs using civil service employees. The Department has an interpreter trainee program which utilizes the 9910 Public Trainee classification. Staff hired under this the interpreter trainee program will be able to acquire the needed skills to compete for 2586 Health Worker II positions. The first 15-month interpreter trainee program for nine trainees resulted in the hiring of four 2586 Health Workers II and one 2587 Health Worker III into permanent positions. The Department launched a second training program in early 2019 focusing on interpreters with Cantonese and/or Mandarin language skills. In addition to the training program, the Department is also re-examining the Minimum Qualifications required for Interpreters to determine if they reflect of the current work needed.

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

- A. Explain why civil service classes are not applicable.
These services are currently performed by civil service employees. The Department is working to continue provision of these services by civil service employees through a long-term training program. Contract(s) under this PSC will be used to back-fill interpreter staff due to extended personal leave or other unanticipated absences, and to provide simultaneous interpreting at public hearings, since it is not feasible for the Department to hire staff interpreter to provide this service where the needs occur fewer than once a month.
- 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. There are existing civil service classes that do perform interpreting services, however, staff shortages require back-fill in order to continue providing quality services to patients/clients. On-site, simultaneous interpretation services are not currently provided by existing classes, however, it would be impractical to adopt a new class, since the need for the services is intermittent, as needed, and needed less than full-time.

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 Department is currently utilizing the 9910 Public Service Trainee classification to prepare future employees to qualify and provide services as 2586 Health Workers II. The first cohort of this 15-month program had nine participants, from which four 2586 Health Workers II and one 2587 Health Worker III were hired into permanent positions. A second cohort began in early 2019, with a focus on interpreters with Cantonese and/or Mandarin language skills.

C. Are there legal mandates requiring the use of contractual services?
No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 02/13/2020, 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# 43238 - 19/20

DHR Analysis/Recommendation:

action date: 05/18/2020

Commission Approval Required

Approved by Civil Service Commission

05/18/2020 DHR Approved for 05/18/2020

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY

Dept. Code: MTA

Type of Request: Initial Modification of an existing PSC (PSC # 41495 - 22/23)

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

Type of Service: Budget Support, Financial Reconciliation and Procedure Documentation Consulting Services

Funding Source: Local Funds

PSC Original Approved Amount: \$500,000 PSC Original Approved Duration: 10/01/23 - 10/01/25 (2 years 1 day)

PSC Mod#1 Amount: \$249,688 PSC Mod#1 Duration: 10/23/24-01/23/25 (0 sec)

PSC Cumulative Amount Proposed: \$749,688 PSC Cumulative Duration Proposed: 1 year 16 weeks

1. Description of Work

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

(See attached 'A. Concise Description of proposed Work' and A. Concise Description of proposed Work - Amended 07/18/23')

A. General

The San Francisco Municipal Transportation Agency (SFMTA or Agency) is requesting proposals from qualified firms (Proposers) to provide budget support, financial reconciliation, and procedure documentation consulting services (Services) to the Finance & Information Technology Division's Budget, Financial Projections, and Analysis Section (BFPA). The selected Contractor shall support BFPA operations by conducting analyses of operating budget sources and uses to propose budget realignments for each Agency Division, conduct financial reconciliation analysis and assist in clearing the backlog of financial analysis, and assist BFPA in developing, documenting, and refining BFPA related policies and procedures All Services are to be performed in alignment with goals and policies set by the BFPA Section.

Proposers must be versed in City and County of San Francisco (City), federal and state statutes, regulations governing City, federal and state funding, grants, public benefits, and government programs. Given the nature of the Services, the Proposer's Project Team should have proven subject-matter and industry best-practices expertise in governmental accounting, budgeting, human resources, payroll, and purchasing. Knowledge and experience in budget analysis and realignment methodologies and the City's Oracle PeopleSoft Financials and procurement management system (FSP) is also required.

B. Background

The SFMTA is responsible for the management of ground transportation in the City. The SFMTA has oversight over the Municipal Railway (Muni), the City's public transit system, as well as paratransit, bicycling, parking, pedestrians, and regulation of taxis.

The Agency is organized into 11 Divisions with Fiscal Year (FY) 22-23 operating and capital budgets in the amounts of \$1.364 billion and \$543.3 million. The SFMTA operating budget is partially funded by \$189.1 million in regional, state, and federal grants. In July 2017, the City implemented an Oracle PeopleSoft financials and procurement management system.

The Agency's 11 Divisions are: Chief of Staff; Office of Racial Equity and Belonging; Chief Strategy Officer; Communications, Marketing and Outreach; Finance & Technology; Government Affairs; Human Resources; Streets;

Safety; Taxis, Access, and Mobility Services (TAMS), and Transit.

The BFPA is responsible for preparing the operating and capital budgets on a two-year cycle; managing the budget, including position control budget entries, and capital funding allocations; preparing financial analysis to support financial reporting and strategic decision making; tracking and analyzing the Agency's physical assets to achieve and maintain a state of good repair; identifying and acquiring grants through competitive processes; and administering grants, including collaborating with funding partners, monitoring spending patterns, and financial and administrative activities related to grant close-out.

A realigned budget analysis would provide staff the knowledge needed to make strategic daily decisions and prepare for and complete the FY 24-25 and FY 25-26 budget cycle. A realigned budget would reduce the day-to-day workload of the BFPA team by reducing mid-cycle budget transfers. Additionally, staff shortages due to the challenges of hiring in a post-pandemic environment have created a backlog of financial analysis and grant administration tasks, such as grant close-outs. Finally, the Agency is seeking assistance in developing documentation of policies and procedures for actions such as position approval, budget adjustments, and contract approval. Documentation of such procedures is a short-term project that requires resources above existing staffing levels.

Scope Change

The original scope does not need to be modified as all services continue to fall within initial categories outlined; however, there are additional sub-categories of service that will need to be provided. This includes:

Within the required service area A3. "Categorization of expenditure types to actuals," the following more detailed analysis has been required:

- Analysis of historical and current special class labor expenditures such as attrition.
- Analysis and reconciliation of budget entries and reports to expected amounts.

Within the required service area A8. "Preparation of reports and materials that will facilitate knowledge transfer to BFPA and Division staff," the BFPA Manager noticed that with the number of new budget staff hired into the SFMTA, the envisioned level of documentation was not sufficient to support their learning and growth. As a result, EQ has and continues to need to provide additional personalized assistance to new BFPA staff to ensure they are learning the new budget systems and processes. The following more detailed support has been and continues to be required:

- Preparation and delivery of budget development process training materials facilitating budget knowledge transfer to new budget staff.
- Provision of ad-hoc knowledge transfer regarding budget processes and reports to new budget staff.

Additionally, as contractor time more deeply focuses on staff training and support as well as process and procedure documentation, there are elements of the original scope that have been and will continue to be deprioritized. These include: A4 "Analysis of continuing funds to identify active projects and projects that are appropriate to close-out", A5 "Analysis of manual carry-forward to identify active projects and projects that are appropriate to close-out" B1 "Analysis of purchase orders to identify purchase orders that can be closed," and B4 "Reconciliation of payroll data to budget to identify corrective action to align labor charges with budgeted positions." These are tasks that have since been identified as possible to be completed by staff outside of the BFPA and/or may be completed by BFPA staff following training and support by the contractor.

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

Consequences of denial would lead to SFMTA not being able to prepare and complete SFMTA’s FY 24-25 and FY 25-26 budgets; a continued backlog of financial analysis and grant administration tasks, such as grant close-outs; and a delay in position approval, budget adjustments, and contract approval due to a lack of procedures. Staff turnover related to leadership transition, an aging workforce, and the pandemic have resulted in a loss of operating budget knowledge. As a result, staff lack the tools and knowledge base to make strategic decisions and prepare for the FY 24-25 and FY 25-26 budget cycles. A zero-base budget analysis would provide staff with the knowledge needed to make strategic daily decisions and complete the FY 24-25 budget cycle. The resources for this level of one-time, in-depth analysis exceed the resources of the BFPA, which is staffed at a level consistent with day-to-day operation. Additionally, staff shortages due to the challenges of hiring in a post-pandemic environment have created a backlog of financial analysis and grant administration tasks, such as grant close-outs, that create a short-term need for staff to clear the backlog so that normal operations can resume. Finally, the BFPA lacks documentation of policies and procedures for actions such as position approval, budget adjustments, and contract approval. Improvement and documentation of such procedures is a short-term project that requires resources above existing staffing levels.

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?

No

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:

N/A - We are not requesting a duration of 5 years or more

2. Reason(s) for the Request

A. Display all that apply

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

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

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

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

Explain the qualifying circumstances:

The SFMTA seeks budget support, financial reconciliation, and procedure documentation consulting services for one-time projects that are immediately needed to support the preparation of the 24-25 and 25-26 budgets. The short duration of this project needed during this transitional period makes it infeasible to conduct hiring through the civil service process. Due to the time-sensitivity of the services which may directly or indirectly impact the SFMTA’s daily operations and delivery of services to the public, we believe it is reasonable and necessary to hire contractors to fill such needs.

B. Reason for the request for modification:

In the fall and winter of 2023, the SFMTA experienced the departure of all staff including the operating budget manager and budget development lead in the BFPA budget section during the development of the SFMTA’s biannual budget. As a result, BFPA Manager Rally Catapang asked Equilibrium Collaborative (EQ) to focus its efforts on providing analysis and materials necessary to ensure the SFMTA can accurately and successfully complete all elements of the FY 2024-25 and FY 2025-26 budget. The need to focus on budget development and provide a greater volume of budget support services than originally anticipated has created the need for a contract extension to fulfill the full scope of services outlined in the original contract. Due to these unexpected operational changes within BFPA during the term of the contract, Equilibrium Collaborative has been required to provide a more robust level of budget support service to fulfill the scope of work. Within the required

service area A3. "Categorization of expenditure types to actuals," the following more detailed analysis is required: • Analysis of historical and current special class labor expenditures such as attrition. • Analysis and reconciliation of budget entries and reports to expected amounts. Within the required service area A8. "Preparation of reports and materials that will facilitate knowledge transfer to BFPA and Division staff," the following more detailed support has been and continues to be required: • Preparation and delivery of budget development process training materials facilitating budget knowledge transfer to new budget staff. • Provision of ad-hoc knowledge transfer regarding budget processes and reports to new budget staff. The BFPA Manager noticed that with the number of new budget staff hired into the SFMTA in the middle of the biannual budget development process, the envisioned level of documentation was not sufficient to support the new staff's absorption of the material, learning and growth. As a result, EQ has provided additional personalized assistance to new BFPA staff to ensure they are learning the new budget systems and processes. The need for this level of support continues in the continued absence of an operating budget manager, which is under recruitment but not anticipated to begin work for several months due to typical hiring timelines. The need for the above more focused services has taken contractor time and contract resources that were not envisioned as part of the original budget and timeline. This evolution of needs within the original contract scope in response to staffing changes within the BFPA is leading to the request for a 3-month extension of the contract to January 23, 2025, and an increase in the contract amount of \$249,688, which is less than 50% of the original CSC approval.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The contractor must be versed in the City and County of San Francisco (City), federal and state statutes, regulations governing the City, federal and state funding, grants, public benefits, and government programs. Given the nature of the services, the Contractor's Team must have proven subject-matter and industry best-practices expertise in governmental accounting, budgeting, human resources, payroll, and purchasing. Knowledge and experience in zero-based budgeting and the City's Oracle PeopleSoft Financials and procurement management system (FSP) are also required.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1825, Prnpl Admin Analyst II;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.
Immediate need for highly specialized financial analytic expertise for this short-duration project. While there are civil service classes that can perform some of the services, the lack of City resources and the need for some independent review during a short duration would not make it feasible for City employees to conduct the work.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No, due to the temporary need for financial analytical services to assist with the completion of short-term tasks, it is not practical to adopt a new civil service class to perform the highly specialized nature of 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.
It is anticipated that the contract extension, if approved, will lead to approximately 600 hours of additional contractor time spent developing materials for and providing training and support to BFPA staff within the following categories of the original scope of work: Original Scope of Work Required Service Type of Training Provided with Extension Employees Served A.7 Preparation of reports, dashboards, and processes for on-going monitoring of a realigned budget to be presented to staff in written and presentation formats at a meeting; and

Structured and ad-hoc personalized training and support for BFPAs analysts will be provided on how to understand, use and develop said reports, dashboards, and processes. 2- 1820s, 4- 1823s, 2- 1824s; potentially 1-9174 and 1-9179 if they are hired before contract expires. A.8 Preparation of reports and materials that will facilitate knowledge transfer to BFPAs and Division staff. Structured and ad-hoc personalized training and support for BFPAs analysts will be provided on how to understand, use and develop said reports and materials. 2- 1820s, 4- 1823s, 2- 1824s; potentially 1-9174 and 1-9179 if they are hired before contract expires. C.5 Providing training to SFMTA staff on implementing the processes and policies described above. Structured and ad-hoc personalized training and support for BFPAs operating budget analysts will be provided on how to understand, use and develop said reports and materials. 2- 1820s, 4- 1823s, 2- 1824s; potentially 1-9174 and 1-9179 if they are hired before contract expires.

- 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.
Yes, CSC signed off on original scope.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
Yes, same contractor will work under the extension.

7. Union Notification: On 05/16/24, the Department notified the following employee organizations of this PSC/RFP request:
Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Management & Superv Local 21;

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

Name: Simon Abulencia Phone: 415-646-2366 Email: simon.abulencia@sfmta.com

Address: 1 So. Van Ness Avenue, 6th Floor, San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41495 - 22/23

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 06/17/2024

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of simon.abulencia@sfmta.com
Sent: Thursday, May 16, 2024 4:42 PM
To: Abulencia, Simon (MTA); Laxamana, Junko (DBI); sportillo@ifpte21.org; jharding@ifpte21.org; agarza@ifpte21.org; amakayan@ifpte21.org; jnuti@ifpte21.org; kdavis@ifpte21.org; mweirick@ifpte21.org; ewallace@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; Kristen Schumacher; l21pscreview@ifpte21.org; DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Modification Request to PSC # 41495 - 22/23 - MODIFICATIONS

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

PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a modification request for a Personal Services Contract (PSC) for \$249,688 for services for the period October 23, 2024 – January 23, 2025. 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:

https://url.avanan.click/v2/___http://apps.sfgov.org/dhrdrupal/node/22400___YXAzOnNmZHQyOmE6bzo1YTkyMDAzYjEyYmZkN2M2MDg1NmMwNWJkZGE2MTE4YT02OjRkZGM6ZTgxOTU5NzAwZDgxYmZhNjExYTU1OTE1ZWE4MzIzOWUwZDk5NTk3NDQ3NDQ5NTQxYTc2MTc5ZjlhZmFjMjRhOTpwOIQ

Email sent to the following addresses: L21PSCReview@ifpte21.org kschumacher@ifpte21.org tmathews@ifpte21.org wendywong26@yahoo.com WendyWong26@yahoo.com ewallace@ifpte21.org mweirick@ifpte21.org kdavis@ifpte21.org jnuti@ifpte21.org amakayan@ifpte21.org agarza@ifpte21.org jharding@ifpte21.org sportillo@ifpte21.org junko.laxamana@sfgov.org

Additional Attachment(s)

I. Introduction and Schedule

A. General

The San Francisco Municipal Transportation Agency (SFMTA or Agency) is requesting proposals from qualified firms (Proposers) to provide budget support, financial reconciliation, and procedure documentation consulting services (Services) to the Finance & Information Technology Division's Budget, Financial Projections, and Analysis Section (BFPA). The selected Contractor shall support BFPA operations by conducting analyses of operating budget sources and uses to propose budget realignments for each Agency Division, conduct financial reconciliation analysis and assist in clearing the backlog of financial analysis, and assist BFPA in developing, documenting, and refining BFPA related policies and procedures All Services are to be performed in alignment with goals and policies set by the BFPA Section.

Proposers must be versed in City and County of San Francisco (City), federal and state statutes, regulations governing City, federal and state funding, grants, public benefits, and government programs. Given the nature of the Services, the Proposer's Project Team should have proven subject-matter and industry best-practices expertise in governmental accounting, budgeting, human resources, payroll, and purchasing. Knowledge and experience in budget analysis and realignment methodologies and the City's Oracle PeopleSoft Financials and procurement management system (FSP) is also required.

B. Background

The SFMTA is responsible for the management of ground transportation in the City. The SFMTA has oversight over the Municipal Railway (Muni), the City's public transit system, as well as paratransit, bicycling, parking, pedestrians, and regulation of taxis.

The Agency is organized into 11 Divisions with Fiscal Year (FY) 22-23 operating and capital budgets in the amounts of \$1.364 billion and \$543.3 million. The SFMTA operating budget is partially funded by \$189.1 million in regional, state, and federal grants. In July 2017, the City implemented an Oracle PeopleSoft financials and procurement management system.

The Agency's 11 Divisions are: Chief of Staff; Office of Racial Equity and Belonging; Chief Strategy Officer; Communications, Marketing and Outreach; Finance & Technology; Government Affairs; Human Resources; Streets; Safety; Taxis, Access, and Mobility Services (TAMS), and Transit.

The BFPA is responsible for preparing the operating and capital budgets on a two-year cycle; managing the budget, including position control budget entries, and capital funding allocations; preparing financial analysis to support financial reporting and strategic decision making; tracking and analyzing the Agency's physical assets to achieve and maintain a state of good repair; identifying and acquiring grants through competitive processes; and administering grants, including collaborating with funding partners, monitoring spending patterns, and financial and administrative activities related to grant close-out.

A realigned budget analysis would provide staff the knowledge needed to make strategic daily decisions and prepare for and complete the FY 24-25 and FY 25-26 budget cycle. A realigned budget would reduce the day-to-day workload of the BFPA team by reducing mid-

cycle budget transfers. Additionally, staff shortages due to the challenges of hiring in a post-pandemic environment have created a backlog of financial analysis and grant administration tasks, such as grant close-outs. Finally, the Agency is seeking assistance in developing documentation of policies and procedures for actions such as position approval, budget adjustments, and contract approval. Documentation of such procedures is a short-term project that requires resources above existing staffing levels.

II. Scope of Services

This Scope of Service generally describes representative Services that the selected Contractor may provide. Proposers must have demonstrated expertise in providing the Services described below.

This Scope of Services is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the Services. Proposing teams may suggest a modified scope as part of their Proposal.

A. Budget Support

The selected Contractor shall conduct an analysis of the SFMTA's FY18-19 and FY21-22 operating budget sources and uses to propose budget realignments for each Agency Division. This analysis shall include:

- FY18-19 budget appropriation versus actual spending to project FY24-25 and FY25-26 expenditures;
- Reconciliation of the PeopleSoft Financial systems (FSP), including the People & Pay (payroll) module, to budget appropriation;
- Categorization of expenditure types to actuals;
- Analysis of continuing funds to identify active projects and projects that are appropriate to close-out;
- Analysis of manual carry-forward to identify active projects and projects that are appropriate to close-out;
- Analysis of overhead budget appropriated per Division;
- Preparation of reports, dashboards, and processes for on-going monitoring of a realigned budget to be presented to staff in written and presentation formats at a meeting; and
- Preparation of reports and materials that will facilitate knowledge transfer to BFPA and Division staff.

1. Budget Support Deliverables

The Contractor will provide each of the following Deliverables to the SFMTA for review and approval to achieve the Budget Support objectives. Each final Deliverable will be presented in the form of a report and presentation given at a meeting with SFMTA staff. The Deliverables will be provided to the BFPA team to apply their policy, contextual, and Agency knowledge to make policy and budget decisions.

- a. Methodological Approach:** The Contractor shall develop reports, dashboards, and processes and presentations describing a methodological approach for structuring and carrying out the evaluation of the Budget Support tasks. The methodological approach shall be analytical and quantitatively-based, repeatable, and consistent with City-budget and accounting practices.
- b. Weekly Progress Updates:** The Contractor will draft and submit to the SFMTA Weekly Progress Update reports that demonstrate progress toward project

completion on project schedule. Weekly progress updates shall include a review of draft analyses for confirmation of the methodological approach.

- c. Division-Specific Analysis and Recommendations:** The Contractor will draft and submit to the SFMTA a report with Division-specific analysis and recommendations. This report shall clearly and concisely present the material described in the Budget Support scope as described in Section II.A, including but not limited to, budget appropriate versus actual spending, categorization of expenditure types, list of manual carry-forwards to close out, and list of projects for close-out.
- d. Knowledge Transfer Reports and Presentations:** The Contractor will draft and submit reports and deliver presentations for each deliverable listed below that will facilitate the transfer of knowledge for on-going analysis and monitoring of a realigned budget. These materials shall be sufficiently detailed that SFMTA staff can implement repeat analysis on an annual basis.

Summary of Deliverables Due under Budget Support

Deliverable	Delivery Milestone Target
a. Presentation of methodological approach	Within one month of contract award.
b. Weekly progress updates, including review of draft analysis for confirmation of methodological approach	Weekly until the methodological approach is finalized
c. Division-Specific Analysis and Recommendations	Within one month of completion of the Summary of Finding by Division report
d. Reports and presentations to transfer knowledge from Contractor to SFMTA staff	Within one month of completion of the Division-Specific Analysis and Recommendations report

B. Financial Reconciliation

The Contractor shall conduct the following financial reconciliation analysis services for the SFMTA, using the FSP system:

- Analysis of purchase orders to identify purchase orders that can be closed;
- Analysis of grant portfolio to compare grant timeline and burn-rate to identify grant funds that should be reallocated or closed-out;
- Analysis of project budgets and expenditures by fund source to confirm availability of funds at the fund level for project-funded positions; and

- Reconciliation of payroll data to budget to identify corrective action to align labor charges with budgeted positions.

1. Financial Reconciliation Deliverables

The Contractor will provide each of the following Deliverables to the SFMTA for review and approval to achieve the Financial Reconciliation objectives. Each final Deliverable will be presented in the form of a report and presentation given at a meeting with SFMTA staff.

- a. Purchase Orders Close-Out:** The Contractor shall develop and deliver a list of purchase orders that can be closed permanently to relieve any encumbrances against the identified purchase orders. This list shall be clear and concise and shall allow SFMTA staff to take action to close the identified purchase orders.
- b. Grant Close-Out and Grant Fund Reallocation:** The Contractor shall develop and deliver a list of grants that should be closed out and grant funds that should be reallocated. This list shall be clear and concise and shall allow SFMTA staff to take action to close the identified grants and the grant funds that should be reallocated.
- c. Project Close-Out and Project Fund Reallocation:** The Contractor shall develop and deliver a list of projects that should be closed out and funding sources that should be reallocated. This list shall be clear and concise and shall allow SFMTA staff to take action to close the identified projects and the funding sources that should be reallocated.
- d. Insufficiently Funded Project-Funded Positions:** The Contractor shall develop and deliver a list of project-funded staff positions that are insufficiently funded. This list shall be clear and concise and shall allow SFMTA staff to take action to disapprove further project-funded positions, allow existing project positions to expire, or terminate exiting project positions.
- e. Positions that Require Corrective Action:** The Contractor shall develop and deliver a list of staff positions that require corrective action. This list shall include FSP chartfields where position is charging and where position should be charging. This list shall be clear and concise and shall allow SFMTA staff to take the corrective action.

Summary of Financial Reconciliation Deliverables

Deliverable	Delivery Milestone Target
a. Purchase Orders Close-Out List	Within 6 months of contract award
b. Grant Close-Out and Grant Fund Reallocation List	Within 6 months of contract award
c. Project Close-Out and Project Fund Reallocation List	Within 6 months of contract award
d. Insufficiently Funded Project-Funded Positions List	Within 6 months of contract award

Deliverable	Delivery Milestone Target
e. List of Positions that Require Corrective Action	Within 6 months of contract award

C. Policy and Procedure Documentation

The Contractor shall assist BFPA in developing, documenting and refining BFPA related policies and procedures. Contractor’s services in this area shall include:

- Record BFPA policies and procedures, as articulated by BFPA staff to serve as a written record for on-boarding of future permanent, civil service BFPA positions ;
- Developing processes for analyzing and approving staff position;
- Developing processes for monitoring availability of project funds for project-funded staff positions;
- Preparing a one-page guidance document for each Division that covers position approval, budget approval for contracts, budget revisions, and requests for off-budget expenditure; and
- Providing training to SFMTA staff on implementing the processes and policies described above.

1. Policy and Procedure Documentation Deliverables

The Contractor will provide each of the following Deliverables to the SFMTA for review and approval to achieve the Policy and Procedure Documentation objectives. Each final Deliverable will be presented in the form of a report and presentation given at a meeting or training session with SFMTA staff.

- a. Position Approval Procedure:** The Contractor shall draft and submit a procedure document for analyzing and approving or rejecting project-funded positions. The procedures document shall be sufficiently detailed to allow SFMTA staff to implement the procedures.
- b. Project-Funded Position Funding Process:** The Contractor shall draft and submit a process document for annually monitoring availability of funds at the fund level for project-funded positions. The process document shall be sufficiently detailed to allow SFMTA staff to implement the process on an annual basis.
- c. Position/Contract/Fund Policy and Procedure Manual:** The Contractor shall draft and submit a policy and procedures manual for position approval, contract approval, fund management, and project schedule and burn rate.
- d. Approval Guidance Documents:** The Contractor shall draft and submit a one-page guidance documents for each Division that covers each of the following: position approval, contract approval, and budget requests. The guidance document shall be sufficiently detailed to allow SFMTA staff to implement each process.
- e. Policy and Procedure Documentation Training:** The Contractor shall provide training by making a presentation to BFPA staff on implementing the processes and policies described above. The selected Contractor should prepare one training session for each item above.

Summary of Policy and Procedure Documentation Deliverables

Deliverable	Delivery Milestone Target
a. Project-Funded Position Approval Procedure Document	Within 15 months of contract award
b. Project-Funded Position Funding Process Document	Within 15 months of contract award
c. Position/Contract/Fund Policy and Procedure Manual	Within 18 months of contract award
d. Approval Guidance Document	Within 18 months of contract award
e. Policy and Procedure Documentation Training	Within 18 months of contract award

D. Reserved. (Sections Applicable to Goods)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY -- MTA

Dept. Code: MTA

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

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

Type of Service: Budget Support, Financial Reconciliation and Procedure Documentation Consulting Services

Funding Source: Local Funds

PSC Duration: 2 years 1 day

PSC Amount: \$500,000

1. Description of Work

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

(See attached 'A. Concise Description of proposed Work' and A. Concise Description of proposed Work - Amended 07/18/23')

A. General

The San Francisco Municipal Transportation Agency (SFMTA or Agency) is requesting proposals from qualified firms (Proposers) to provide budget support, financial reconciliation, and procedure documentation consulting services (Services) to the Finance & Information Technology Division's Budget, Financial Projections, and Analysis Section (BFPA). The selected Contractor shall support BFPA operations by conducting analyses of operating budget sources and uses to propose budget realignments for each Agency Division, conduct financial reconciliation analysis and assist in clearing the backlog of financial analysis, and assist BFPA in developing, documenting, and refining BFPA related policies and procedures. All Services are to be performed in alignment with goals and policies set by the BFPA Section.

Proposers must be versed in City and County of San Francisco (City), federal and state statutes, regulations governing City, federal and state funding, grants, public benefits, and government programs. Given the nature of the Services, the Proposer's Project Team should have proven subject-matter and industry best-practices expertise in governmental accounting, budgeting, human resources, payroll, and purchasing. Knowledge and experience in budget analysis and realignment methodologies and the City's Oracle PeopleSoft Financials and procurement management system (FSP) is also required.

B. Background

The SFMTA is responsible for the management of ground transportation in the City. The SFMTA has oversight over the Municipal Railway (Muni), the City's public transit system, as well as paratransit, bicycling, parking, pedestrians, and regulation of taxis.

The Agency is organized into 11 Divisions with Fiscal Year (FY) 22-23 operating and capital budgets in the amounts of \$1.364 billion and \$543.3 million. The SFMTA operating budget is partially funded by \$189.1 million in regional, state, and federal grants. In July 2017, the City implemented an Oracle PeopleSoft financials and procurement management system.

The Agency's 11 Divisions are: Chief of Staff; Office of Racial Equity and Belonging; Chief Strategy Officer;

Communications, Marketing and Outreach; Finance & Technology; Government Affairs; Human Resources; Streets; Safety; Taxis, Access, and Mobility Services (TAMS), and Transit.

The BFPA is responsible for preparing the operating and capital budgets on a two-year cycle; managing the budget, including position control budget entries, and capital funding allocations; preparing financial analysis to support financial reporting and strategic decision making; tracking and analyzing the Agency's physical assets to achieve and maintain a state of good repair; identifying and acquiring grants through competitive processes; and administering grants, including collaborating with funding partners, monitoring spending patterns, and financial and administrative activities related to grant close-out.

A realigned budget analysis would provide staff the knowledge needed to make strategic daily decisions and prepare for and complete the FY 24-25 and FY 25-26 budget cycle. A realigned budget would reduce the day-to-day workload of the BFPA team by reducing mid-cycle budget transfers. Additionally, staff shortages due to the challenges of hiring in a post-pandemic environment have created a backlog of financial analysis and grant administration tasks, such as grant close-outs. Finally, the Agency is seeking assistance in developing documentation of policies and procedures for actions such as position approval, budget adjustments, and contract approval. Documentation of such procedures is a short-term project that requires resources above existing staffing levels.

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

Consequences of denial would lead to SFMTA not being able to prepare and complete SFMTA's FY 24-25 and FY 25-26 budgets; a continued backlog of financial analysis and grant administration tasks, such as grant close-outs; and a delay in position approval, budget adjustments, and contract approval due to a lack of procedures. Staff turnover related to leadership transition, an aging workforce, and the pandemic have resulted in a loss of operating budget knowledge. As a result, staff lack the tools and knowledge base to make strategic decisions and prepare for the FY 24-25 and FY 25-26 budget cycles. A zero-base budget analysis would provide staff with the knowledge needed to make strategic daily decisions and complete the FY 24-25 budget cycle. The resources for this level of one-time, in-depth analysis exceed the resources of the BFPA, which is staffed at a level consistent with day-to-day operation. Additionally, staff shortages due to the challenges of hiring in a post-pandemic environment have created a backlog of financial analysis and grant administration tasks, such as grant close-outs, that create a short-term need for staff to clear the backlog so that normal operations can resume. Finally, the BFPA lacks documentation of policies and procedures for actions such as position approval, budget adjustments, and contract approval. Improvement and documentation of such procedures is a short-term project that requires resources above existing staffing levels.

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.

Historically, the SFMTA has developed its budget based on minor changes to the prior year's budget base. In response to the pandemic, SFMTA has dramatically changed transit service levels and the way the department performs its daily functions. To properly implement operational changes of this magnitude, SFMTA should prepare a zero-base budget that reflects these operational changes. The magnitude of this effort is beyond the capacity of existing MTA staff, who are fully allocated to the day-to-day implementation of the existing budget. Similarly, because existing MTA staff are fully allocated to the day-to-day implementation of the budget, there is insufficient staff to resolve the backlog of reconciliations created during the pandemic. Finally, SFMTA has never had written policies and procedures for positions, project-funded positions, or contract approval. This is a one-time project that would significantly improve the BFPA's client service to the operational Divisions of the SFMTA.

D. Will the contract(s) be renewed?

No

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. Reason(s) for the Request

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

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

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

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

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

B. Explain the qualifying circumstances:

The SFMTA seeks budget support, financial reconciliation, and procedure documentation consulting services for one-time projects that are immediately needed to support the preparation of the 24-25 and 25-26 budgets. The short duration of this project needed during this transitional period makes it infeasible to conduct hiring through the civil service process. Due to the time-sensitivity of the services which may directly or indirectly impact the SFMTA's daily operations and delivery of services to the public, we believe it is reasonable and necessary to hire contractors to fill such needs.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: The contractor must be versed in the City and County of San Francisco (City), federal and state statutes, regulations governing the City, federal and state funding, grants, public benefits, and government programs. Given the nature of the services, the Contractor's Team must have proven subject-matter and industry best-practices expertise in governmental accounting, budgeting, human resources, payroll, and purchasing. Knowledge and experience in zero-based budgeting and the City's Oracle PeopleSoft Financials and procurement management system (FSP) are also required.

B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 1825, Prnpl Admin Analyst II;

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

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

Not applicable, lack of resources City-wide would make it difficult to obtain these services from other City departments.

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

- A. Explain why civil service classes are not applicable.
 Immediate need for highly specialized financial analytic expertise for this short-duration project. While there are civil service classes that can perform some of the services, the lack of City resources and the need for some independent review during a short duration would not make it feasible for City employees to conduct the work.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, due to the temporary need for financial analytical services to assist with the completion of short-term tasks, it is not practical to adopt a new civil service class to perform the highly specialized nature of 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.
Yes. The Contractor shall provide training by making a presentation to BFPA staff on implementing the processes and policies related to analyzing and approving staff positions; developing processes for monitoring the availability of project funds for project-funded staff positions, and on position approval, contract approval, and budget requests.

- 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 05/17/2023, the Department notified the following employee organizations of this PSC/RFP request:

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

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

Name: Simon Abulencia Phone: 415-646-2366 Email: simon.abulencia@sfmta.com

Address: 1 So. Van Ness Avenue, 6th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41495 - 22/23

DHR Analysis/Recommendation:

Commission Approval Required

conditions

07/17/2023 DHR Approved for 07/17/2023

action date: 07/17/2023

Approved by Civil Service Commission with