

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR

Submitted By: Cynthia Avakian

Department Coordinator: Cynthia Avakian,
cynthia.avakian@flysfo.com

Project Manager: Cynthia Avakian

ServiceNow Number: DHRPSC0004157

Version: 0.01

Version Type: New

Brief description of proposed work: 49571 - 23/24 - International Terminal Equipment Maintenance and Operating Support

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$15,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 60

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Maintenance and support for the operation of integrated electronic and computer systems at the San Francisco International Airport (SFO) which is used by all of the Airport tenant airlines and the Airport Commission staff. The cost of maintaining the equipment and software is shared by the Airlines and the Airport Commission. As background, the Lease and Use Agreement is the operating and use agreement between the Airport Commission and all of its signatory airlines. As part of the most recently negotiated lease and use agreement that went into effect in 2023 for a ten year term, a consortium was recognized as an "Existing Air Carrier Consortium" for the purposes of performing operations, maintenance and other services at the Airport. The consortium is made up of the airline lease and use signatories that operate at SFO, and has been providing terminal

management and operations services at the International Terminal. Except for certain amounts funded by the Airport Commission, the "Existing Air Carrier Consortium" is largely funded by fees charged to the member airlines of the consortium. The work under this request includes maintenance and support of the Integrated Electronic Systems, and as-needed Patron Assistance.

The Integrated Electronic Systems include: proprietary systems for flight information, Common Use Passenger Processing, and Common Use Self Service Kiosks. Patron Assistance is a service to patrons with special needs from the main terminal complex to outlying facilities, including rental car and long term parking, which is not provided for by the Airlines.

Why are these services required and what are the consequences of denial?: The equipment, which includes self-service kiosks for customers and Airline staff, is essential for the operation of SFO. Maintenance and upgrades of the proprietary equipment require the support of the software vendor and systems is necessary for efficient operations and denial would lead to service disruptions.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 1

Why have you not hired City employees to perform the services?: Because of the complex nature of the funding for this service, we haven't been able to hire City employees for this work.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: The Airport Commission approves all contract in excess of the minimum competitive amount and this contract is in excess of that amount so it will require Airport Commission approval.

Will any contracts under this PSC require Board of Supervisors approval: Yes

Provide details related to contracts for which BOS approval will be required?: For the initial term of the contract BOS approval is not needed but if we exercise the 2-year option to exten, we may need BOS approval.

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:
No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

Additional information to support your request (Optional): The common use kiosk portion of the services is proprietary so City employees do not have access to the code to do that work.

Union Notifications

Job Class(es): 1042 - IS Engineer-Journey, 1062 - IS Programmer Analyst, 1071 - IS Manager, 2586 - Health Worker 2, 1061 - IS Program Analyst-Assistant, 1041 - IS Engineer-Assistant, 1070 - IS Project Director, 1044 - IS Engineer-Principal, 1064 - IS Prg Analyst-Principal, 1063 - IS Programmer Analyst-Senior, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21, 351 - Municipal Exec Assoc-Misc, 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: L21pscreview@ifpte21.org, staff@sfmea.com, Christina@sfmea.com, Criss@SFMEA.com, Amit@sfmea.com, SF-DHR-Info@seiu1021.org

Union Review Sent On: 6/18/2024

Union Review End Date: 8/17/2024

Union Review Duration Met On: 8/19/2024

From: dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@flysfso.com
To: Cynthia Avakian (AIR); carey.dall@seiu1021.org; Yes@sfgov.org; kristin.hardy@seiu1021.org; Chanel.Brown@seiu1021.org; oumar.fall@seiu1021.org; cade.crowell@seiu1021.org; SF-DHR-Info@seiu1021.org; max.porter@seiu1021.org; jason.klumb@seiu1021.org; Laxamana, Junko (DBI); sarah.wilson@seiu1021.org; Thomas Vitale; Ricardo.lopez@sfgov.org; Kbasconillo@sfgwater.org; Sandeep.lal@seiu1021.me; pcamarillo_seiu@sbcglobal.net; Wendy Frigillana; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; davidmkersten@gmail.com; XiuMin Li; Sin.Yee.Poon@sfgov.org; David Canham; jtanner940@aol.com; 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; Cynthia Avakian (AIR); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 49571 - 23/24
Date: Tuesday, June 18, 2024 2:15:11 PM

RECEIPT for Union Notification for PSC 49571 - 23/24 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 49571 - 23/24 for \$15,000,000 for Initial Request services for the period 10/01/2024 – 09/30/2029. 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/22026> 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

Cynthia Avakian (AIR)

From: Cynthia Avakian (AIR)
Sent: Monday, July 8, 2024 11:24 AM
To: staff@sfmea.com; Criss@SFMEA.com; Christina@sfmea.com; Amit@sfmea.com
Cc: DHR-PSCCoordinator, DHR (HRD); Enrique Guadamos (AIR)
Subject: FW: Receipt of Notice for new PCS over \$100K PSC # 49571 - 23/24

MEA,

I inadvertently omitted MEA from the union notice for class 1071. Attached is the email notice. Please let me know if you have any questions. This PSC is tentatively on the agenda for the 9/16/24 Civil Service Commission meeting.

Thanks,

Cynthia Avakian

Director, Contracts | Information Technology & Telecommunications (ITT) San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128 or San Francisco International Airport | North Shoulder Building – Airport Commission Offices | San Francisco, CA 94128 (for overnight deliveries) Tel 650-821-2014 | flysfo.com (preferred pronouns: she/her/hers)

[Facebook](#) | [Twitter](#) | [YouTube](#) | [Instagram](#) | [LinkedIn](#)

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

From: dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org> On Behalf Of cynthia.avakian@flysfo.com
Sent: Tuesday, June 18, 2024 2:15 PM
To: Cynthia Avakian (AIR) <cynthia.avakian@flysfo.com>; carey.dall@seiu1021.org; Yes@sfgov.org; kristin.hardy@seiu1021.org; Chanel.Brown@seiu1021.org; oumar.fall@seiu1021.org; cade.crowell@seiu1021.org; SF-DHR-Info@seiu1021.org; max.porter@seiu1021.org; jason.klumb@seiu1021.org; Laxamana, Junko (DBI) <Junko.Laxamana@sfgov.org>; sarah.wilson@seiu1021.org; Thomas Vitale <thomas.vitale@seiu1021.org>; Ricardo.lopez@sfgov.org; Kbasconcillo@sfgwater.org; Sandeep.lal@seiu1021.me; pcamarillo_seiu@sbcglobal.net; Wendy Frigillana <wendy.frigillana@seiu1021.org>; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; davidmkersten@gmail.com; XiuMin Li <xiumin.li@seiu1021.org>; Sin.Yee.Poon@sfgov.org; David Canham <david.canham@seiu1021.org>; jtanner940@aol.com; 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; Cynthia Avakian (AIR) <cynthia.avakian@flysfo.com>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>
Subject: Receipt of Notice for new PCS over \$100K PSC # 49571 - 23/24

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After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/22026> 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

IER Inc.
1000 Industrial Park Rd
Belton - TX 76513 - USA
tel. : +254 933 5000
fax : +254 933 5050
www.ier.fr



Dear Enrique, Dear Lew,

IER is a global supplier of common use self service (CUSS) solutions with over 10,000 kiosks deployed worldwide in airports, train stations, post offices and various retail and government applications.

IER is currently the CUSS supplier to SFO.

SFO has been using the IER CUSS software platform and hardware kiosks since 2007. IER is currently under contract through SFOTEC to maintain the CUSS software platform and kiosks, as well as the relationships with airlines.

The IER CUSS software platform is proprietary and will only operate on IER kiosks and hardware components. Furthermore, the current SFO kiosks are embedded into the SFO desks with a specific design. Within the current custom design of the SFO desks, SFO can replace the hardware kiosks only with new IER CUSS kiosks and retain the existing CUSS software platform, licenses, and configuration currently serving the airlines.

IER CUSS pricing for our platform and components remains comparable and typically less than that of our competition. This was a factor in the decision by SFO to select IER as the CUSS vendor back in 2007.

We will be happy to provide additional information or clarification upon your request.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Marc Szerwiniack', written over a light blue horizontal line.

Marc Szerwiniack
Product and Sales Manager Airlines & Airports

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSIONDept. Code: AIRType of Request: Initial Modification of an existing PSC (PSC # 4133 11/12)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: International Terminal Equipment Maintenance and Operating SupportFunding Source: Airport Operating FundsPSC Original Approved Amount: \$18,000,000PSC Original Approved Duration: 07/01/12 - 12/31/22 (10 years 26 weeks)PSC Mod#1 Amount: \$4,000,000PSC Mod#1 Duration: no duration addedPSC Mod#2 Amount: no amount addedPSC Mod#2 Duration: 12/31/22-12/31/24 (2 years 1 day)PSC Cumulative Amount Proposed: \$22,000,000PSC Cumulative Duration Proposed: 12 years 26 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Maintenance and support for the operation of integrated electronic and computer systems used by all of the Airport tenant airlines and the Airport Commission staff. The cost of maintaining the equipment and software is shared by the Airlines and the Airport Commission. In 2007, the Civil Service Commission approved PSC 4034-05/06 for the maintenance of the Common Use Terminal Equipment Maintenance for the International Terminal; however, the new Terminal 2 and consolidation of systems in Terminal 1 and 3 have increased the scope of the maintenance and support. The work under this request includes maintenance and support of the Integrated Electronic Systems, Network Monitoring and Help Desk Services; and as-needed Patron Assistance.

The Integrated Electronic Systems include: proprietary systems for flight information, Common Use Passenger Processing, and Common Use Self Service Kiosks. Network Monitoring and Help Desk Services provided outside of normal airport business hours, 365 days per year. Patron Assistance is a service to patrons with special needs from the main terminal complex to outlying facilities, including rental car and long term parking, which is not provided for by the Airlines.

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

The equipment, which includes self-service kiosks for customers and Airline staff, is essential for the operation of SFO. Maintenance and upgrades of the proprietary equipment require the support of the software vendor and systems is necessary for efficient operations and denial would lead to service disruptions.

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 4133-11/12

D. Will the contract(s) be renewed?

Yes, if there continues to be a need for such services at SF

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:

Need to extend for holdover provision

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

City doesn't have access to the proprietary software.

B. Reason for the request for modification:

Need to address holdover provision

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Extensive knowledge and experience with the installation, configuration, maintenance, troubleshooting upgrading and support of common use terminal equipment systems and associated peripherals.

B. Which, if any, civil service class(es) normally perform(s) this work? none

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.

Since the system and the equipment are proprietary, no civil service classification can perform this 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: If the City had access to the integration software codes, portions of the work could be performed by: 1021-1023 IS Administrator series, 1041-1043 IS Engineer series, 1061-1063 IS Programmer Analyst series, 1070 IS Project Director and 1071 IS Manager. Since the system and the equipment are proprietary, no civil service classification can perform this work. The network monitoring and help desk services

are required 24 hours per day 365 days per year to dispatch appropriate services required to maintain Airport operations. Over the next 12 to 24 months, the Airport is planning to either bring the Network Monitoring and Help Desk services in-house or prepare a separate RFP to address this work. In July 2011 during the prior approval, the Airport transferred the maintenance of approximately 800 electronic displays to 7318 Electronic Maintenance Technicians and 7345 Electricians. Patron Assistance could possibly be performed by 2586 Health Worker II.

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 is proposed under this contract.
- 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.
Yes, San Francisco Terminal Company, LLC

7. Union Notification: On 11/09/21, the Department notified the following employee organizations of this PSC/RFP request:
all unions were notified

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

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: P. O. Box 8097, San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4133 11/12

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 11/23/2021

CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

June 25, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4133-11/12 THROUGH 4141-11/12; 4098-10/11; AND 3103-09/10.

At its meeting of June 18, 2012 the Civil Service Commission had for its consideration the above matter.

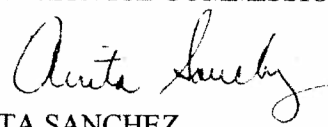
PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

The Commission:

- 1) Adopted the report; Approved request for PSC #4134-11/12 as amended. Notified the Office of the Controller and the Office of Contract Administration.
- 2) Adopted the report; Approved request for PSC #4140-11/12 as amended. Notified the Office of the Controller and the Office of Contract Administration.
- 3) Adopted the report; Approved request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION


ANITA SANCHEZ
Executive Officer

Attachment

c: Derik Aoki, Children & Families Commission
Cynthia Avakian, Airport Commission
Parveen Boparai, Municipal Transportation Agency
Rachel Buerkle, Department of the Environment
Micki Callahan, Human Resources Director
Marie de Vera, Department of Human Resources
Aleric Degrafinried, Public Utilities Commission
Thomas DiSanto, Planning Department
Jaci Fong, Office of Contract Administration
Shamica Jackson, Public Utilities Commission
LaWan Jones, Public Utilities Commission
William Lee, Department of Emergency Management
Ben Rosenfield, Controller
Maria Ryan, Department of Human Resources
Commission File
Chron

KATE FAVETTI
PRESIDENT

SCOTT R. HELDFOND
VICE PRESIDENT

MARY Y. JUNG
COMMISSIONER

E. DENNIS NORMANDY
COMMISSIONER

ANITA SANCHEZ
EXECUTIVE OFFICER

POSTING FOR
6/18/2012

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4133-11/12	27	Airport Commission	Regular	\$18,000,000	Maintenance and support for the operation of integrated electronic and computer systems used by all of the Airport tenant airlines and the Airport Commission staff. The cost of maintaining the equipment and software is shared by the Airlines and the Airport Commission. In 2007, the Civil Service Commission approved PSC 4034-05/06 for the maintenance of the Common Use Terminal Equipment Maintenance for the International Terminal; however, the new Terminal 2 and consolidation of systems in Terminal 1 and 3 have increased the scope of the maintenance and support. The work under this request includes maintenance and support of the Integrated Electronic Systems, Network Monitoring and Help Desk Services; and as-needed Patron Assistance.	7/1/2012 - 12/31/2022
4134-11/12	64	Children & Families Commission	Regular	\$70,000	The Integrated Electronic Systems include: proprietary systems for flight information, Common Use Passenger Processing, and Common Use Self Service Kiosks. Network Monitoring and Help Desk Services provided outside of normal airport business hours, 365 days per year. Patron Assistance is a service to patrons with special needs from the main terminal complex to outlying facilities, including rental car and long term parking, which is not provided for by the Airlines.	8/1/2012 - 12/31/2016
4135-11/12	77	Emergency Management	Regular	\$200,000	The contractor will manage, organize, and administer regional catastrophic planning, training, and exercise efforts in the Bay Area as established by the Bay Area UASI Approval Authority, through benchmarking, capabilities assessment and a series of public outreach.	7/1/2012 - 4/30/2014
4136-11/12	22	Environment	Regular	\$59,190	Administer the California Green Business Network's online Green Business database, including everyday database management, web based and in person trainings and support for new users of online database, customer service to all coordinator users, and oversight of bug fixes and necessary updates to the system.	5/1/2012 - 12/31/2012
4137-11/12	35	Municipal Transportation Agency	Regular	\$120,000	The Contractor will provide professional consulting services to the San Francisco Municipal Transportation Agency (SFMTA) to assist the SFMTA in developing, preparing, and updating Indirect Cost Allocations Plans based on the Federal Office of Management and Budget (OMB) 2 CFR Part 225 - Cost Principles for State, Local and Indian Tribal Governments (OMB A-87).	7/1/2012 - 9/30/2017

PERSONAL SERVICES CONTRACT SUMMARY

DATE: April 23, 2012

DEPARTMENT NAME: AIRPORT COMMISSION

DEPARTMENT NUMBER: 27

TYPE OF APPROVAL: [] EXPEDITED [X] REGULAR (OMIT POSTING []) [] CONTINUING [] ANNUAL

TYPE OF REQUEST: [X] INITIAL REQUEST [] MODIFICATION

TYPE OF SERVICE: International Terminal Equipment Maintenance and Operating Support

FUNDING SOURCE: Airport Operating Funds

PSC AMOUNT: \$18,000,000 PSC DURATION: 7/1/2012 - 12/31/2022

1. DESCRIPTION OF WORK

A. Concise description of proposed work: Maintenance and support for the operation of integrated electronic and computer systems used by all of the Airport tenant airlines and the Airport Commission staff. The cost of maintaining the equipment and software is shared by the Airlines and the Airport Commission. In 2007, the Civil Service Commission approved PSC 4034-05/06 for the maintenance of the Common Use Terminal Equipment Maintenance for the International Terminal; however, the new Terminal 2 and consolidation of systems in Terminal 1 and 3 have increased the scope of the maintenance and support. The work under this request includes maintenance and support of the Integrated Electronic Systems, Network Monitoring and Help Desk Services; and as-needed Patron Assistance.

The Integrated Electronic Systems include: proprietary systems for flight information, Common Use Passenger Processing, and Common Use Self Service Kiosks. Network Monitoring and Help Desk Services provided outside of normal airport business hours, 365 days per year. Patron Assistance is a service to patrons with special needs from the main terminal complex to outlying facilities, including rental car and long term parking, which is not provided for by the Airlines.

B. Explain why this service is necessary and the consequences of denial: The equipment, which includes self-service kiosks for customers and Airline staff, is essential for the operation of SFO. Maintenance and upgrades of the proprietary equipment require the support of the software vendor and systems is necessary for efficient operations and denial would lead to service disruptions.

C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number): These services have been previously provided under PSC #4034-05/06.

D. Will the contract(s) be renewed? Yes, if there continues to be a need for such services at SFO.

2. UNION NOTIFICATION: Copy of this summary is to be sent to employee organizations as appropriate (refer to instructions for specific procedure):

IFPTE Local 21, Electrical
Workers Local 6, SEIU
1021
Union Name

Signature of person mailing/faxing form

April 23, 2012
Date

RFP sent to: Union Name on Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC # 4133-11/12
STAFF ANALYSIS/RECOMMENDATION:

Approved 6/18/12

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. **Specify required skills and/or expertise:** Extensive knowledge and experience with the installation, configuration, maintenance, troubleshooting upgrading and support of common use terminal equipment systems and associated peripherals.

B. **Which, if any, civil service class normally performs this work?** If the City had access to the integration software codes, portions of the work could be performed by: 1021-1023 IS Administrator series, 1041-1043 IS Engineer series, 1061-1063 IS Programmer Analyst series, 1070 IS Project Director and 1071 IS Manager. Since the system and the equipment are proprietary, no civil service classification can perform this work.

The network monitoring and help desk services are required 24 hours per day 365 days per year to dispatch appropriate services required to maintain Airport operations. Over the next 12 to 24 months, the Airport is planning to either bring the Network Monitoring and Help Desk services in-house or prepare a separate RFP to address this work. In July 2011 during the prior approval, the Airport transferred the maintenance of approximately 800 electronic displays to 7318 Electronic Maintenance Technicians and 7345 Electricians. Patron Assistance could possibly be performed by 2586 Health Worker II.

C. **Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:**
Yes, the contractor will provide access to the proprietary software codes and the specialized equipment.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. **Explain why civil service classes are not applicable:** The common use equipment and integration software codes are proprietary, so civil service classes are not applicable. Please see the answer to Question 3.B. above.

B. **Would it be practical to adopt a new civil service class to perform this work? Explain.**
No. Please see the answer to Question 3.B.

5. ADDITIONAL INFORMATION (if "yes," attach explanation)

A. Will the contractor directly supervise City and County employees?

Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. Will the contractor train City and County employees?

<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	-------------------------------------

- Describe the training and indicate approximate number of hours.
- Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate numbers to be trained.

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

<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	-------------------------------------

D. Are there federal or state grant requirements regarding the use of contractual services?

<input type="checkbox"/>	<input checked="" type="checkbox"/>
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E. Has a board or commission determined that contracting is the most effective way to provide this service? No, however, the Airport Commission has approved Resolution # 12-0064 for the approval of the Agreement to SFOTEC.

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? The current contractor, SFOTEC, will continue to provide these needed services, if approved.

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD:



Signature of Departmental Personal Services Contract Coordinator

Cynthia P. Avakian

(650) 821-2014

Print or Type Name

Telephone Number

Airport Commission, Contracts Administration Unit
P.O. Box 8097, San Francisco, CA 94128

Address