

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: JUV

Submitted By: Elisa Baeza

Department Coordinator: Elisa Baeza,
elisa.baeza@sfgov.org

Project Manager: Elisa Baeza

ServiceNow Number: DHRPSC0004155

Version: 0.01

Version Type: New

Brief description of proposed work: 46536 - 23/24 - Document Translation Services

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$300,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 39

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: JPD is seeking document translation services to translate Court reports, case plans, and other documents that contain confidential information protected by state law, such as juvenile case file information. The existing Citywide term contracts under the Office of Contracts Administration do not meet the specific translation needs of the Department, which is why we will need to procure our own document translation services. All document translation services will be performed by individuals who are certified by the State of California Certified and/or American Standards for Testing and Materials or for legal and medical interpretation. Core Languages will be defined as Chinese (Cantonese and Mandarin), Spanish, Filipino (Tagalog), Russian, Samoan, Mayan, and Vietnamese; other languages may be included as needs emerge, as identified by compliance agencies,

including the Office of Civic Engagement & Immigrant Affairs (OCEIA). In addition, the "January 2023 CDSS ACL 23-04" ("All County Letters CA Department of Social Services") states that the JPD needs to give youth copies of the court report, case plan, TILP, and Foster Youth Bill of Rights, and ensure those items are translated in the youth's primary language, if English is not their primary language.

Why are these services required and what are the consequences of denial?: These services are required by Federal and State Law, Title V1 of the Civil Rights Act of 1964, Executive Order 13166, Dymally–Alatorre Bilingual Services Act (California Government Code Section 7290 et. Seq.). Denial would result in non-compliance with State regulations, as outlined in the "January 2023 CDSS ACL 23-04" letter ("All County Letters CA Department of Social Services"). Additionally, denial would make the Department subject to liability.

Has your department contracted out these services in the last three years?: No

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: Juvenile Probation Commission to review JUVs request to contract out the services.

Will any contracts under this PSC require Board of Supervisors approval: No

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?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: Yes

Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?: The skills required for this work are specialized and specific needs or languages may change. Also, work is sporadic, as-needed or for emergency situations. Additionally, bilingual certification by the Department of Human Resources (DHR) is only a test for basic oral and written fluency in select language categories. DHR certification is not accepted by the State and subject to legal challenge if interpretation is subpoenaed or challenged in legal proceedings. While some civil service classes, if certificated and trained could theoretically provide services if that was their sole role, today, there is currently no single civil service class that can perform all of the required work with the combination of skills, expertise and knowledge. This work requires expert skill and sensitivities.

It would not be practical to hire someone to translate documents, as it is not cost effective because there's not enough work for an FTE.

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services: The skills required for this work are specialized and specific needs or languages may change. Also, work is sporadic, as-needed or for emergency situations. Additionally, bilingual certification by the Department of Human Resources (DHR) is only a test for basic oral and written fluency in select language categories. DHR certification is not accepted by the State and subject to legal challenge if interpretation is subpoenaed or challenged in legal proceedings. While some civil service classes, if certificated and trained could theoretically provide services if that was their sole role, today, there is currently no single civil service class that can perform all of the required work with the combination of skills, expertise and knowledge. This work requires expert skill and sensitivities.

Q5c) Does City have classifications with the required specialized skills or expertise?: No

Q5c1) Should City develop a classification to perform these services?: No

Q5c2) Explain why new a job classification is not feasible: This work has always been provided by a Contractor. There is currently no single civil service class that can perform all of the required work with the combination of skills, expertise and knowledge. The work varies with the caseload size, and it depends on the number of youths in foster care who do not speak English as their primary language. Any needed translation services would be short-term/as-needed. Thus, it would not be practical to hire someone to translate documents, as it is not cost effective because there's not enough work for a FTE.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: Training is n/a.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: This work has always been provided by a Contractor. There is currently no single civil service class that can perform all of the required work with the combination of skills, expertise and knowledge. The work varies with the caseload size, and it depends on the number of youths in foster care who do not speak English as their primary language. Any needed translation services would be short-term/as-needed. Thus, it would not be practical to hire someone to translate documents, as it is not cost effective because there's not enough work for a FTE.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1823 - Senior Administrative Analyst, 8177 - Attorney (Civil/Criminal), 2903 - Hospital Eligibility Worker, 1326 - Customer Service Agent Supv, 1840 - Junior Management Assistant, 2586 - Health Worker 2, 1408 - Principal Clerk, 1324 - Customer Service Agent, 0922 - Manager I

Labor Unions: 311 - Municipal Attorneys Assoc, 021 - Prof & Tech Eng, Local 21, 351 - Municipal

Exec Assoc-Misc, 535 - SEIU 1021, 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: nathanquigley@gmail.com, JLassart@MPBF.com, L21PSCReview@ifpte21.org, ewidth@ifpte21.org, jnuti@ifpte21.org, sportillo@ifpte21.org, kdavis, amakayan@ifpte21.org, jnuti@ifpte21.org, kpage@ifpte21.org, jharding@ifpte21.org, mweirick@ifpte21.org, Dho@ifpte21.org, Agarza@ifpte21.org, staff@sfmea.com, Criss@SFMEA.com, Christina@sfmea.com, Amit@sfmea.com, SF-DHR-Info@seiu1021.org, pcamarillo_seiu@sbcglobal.net, david.canham@seiu1021.org, najuwanda.daniels@seiu1021.org, Jennifer.Esteen@seiu1021.org, oumar.fall@seiu1021.org, wendy.frigillana@seiu1021.org, wendy.frigillana@seiu1021.org, carlos.gabriel@seiu1021.org, kristin.hardy@seiu1021.org, jason.klumb@seiu1021.org, xiumin.li@seiu1021.org, julie.meyers@sfgov.org, max.porter@seiu1021.org, jegy.sering@seiu1021.org, jtanner940@aol.com, matthew.torres@seiu1021.org, thomas.vitale@seiu1021.org, sarah.wilson@seiu1021.org, ted.zarzecki@seiu1021.net, SF-DHR-Info@seiu1021.org, pcamarillo_seiu@sbcglobal.net, david.canham@seiu1021.org, najuwanda.daniels@seiu1021.org, Jennifer.Esteen@seiu1021.org, oumar.fall@seiu1021.org, wendy.frigillana@seiu1021.org, wendy.frigillana@seiu1021.org, carlos.gabriel@seiu1021.org, kristin.hardy@seiu1021.org, jason.klumb@seiu1021.org, xiumin.li@seiu1021.org, julie.meyers@sfgov.org, max.porter@seiu1021.org, jegy.sering@seiu1021.org, jtanner940@aol.com, matthew.torres@seiu1021.org, thomas.vitale@seiu1021.org, sarah.wilson@seiu1021.org, ted.zarzecki@seiu1021.net

Union Review Sent On: 5/29/2024

Union Review End Date: 7/28/2024

Union Review Duration Met On: 7/29/2024

From: dhr-psccordinator@sfgov.org on behalf of elisa.baeza@sfgov.org
To: Baeza, Elisa (JUV); Yes@sfgov.org; kristin.hardy@seiu1021.org; oumar.fall@seiu1021.org; cade.crowell@seiu1021.org; max.porter@seiu1021.org; sarah.wilson@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; carey.dall@seiu1021.org; Chanel.Brown@seiu1021.org; jegv.sering@seiu1021.org; matthew.torres@seiu1021.org; SF-DHR-Info@seiu1021.org; Najuwanda Daniels; jason.klumb@seiu1021.org; Frigault, Noah (HRC); Julie.Meyers@sfgov.org; Thomas Vitale; Ricardo.lopez@sfgov.org; Kbasconcillo@sfgwater.org; pcamarillo_seiu@sbcglobal.net; Wendy Frigillana; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; XiuMin.Li; Sin.Yee.Poon@sfgov.org; David Canham; jtanner940@aol.com; sportillo@ifpte21.org; jharding@ifpte21.org; agarza@ifpte21.org; amakayan@ifpte21.org; andrea@sfmea.com; Laxamana, Junko (DBI); Criss@sfmea.com; Christina@sfmea.com; staff@sfmea.com; jnuti@ifpte21.org; kdavis@ifpte21.org; mweirick@ifpte21.org; ewallace@ifpte21.org; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; L21PSCReview@ifpte21.org; Baeza, Elisa (JUV); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 46536 - 23/24
Date: Wednesday, May 29, 2024 3:26:23 PM

RECEIPT for Union Notification for PSC 46536 - 23/24 more than \$100k

The JUVENILE PROBATION -- JUV has submitted a request for a Personal Services Contract (PSC) 46536 - 23/24 for \$300,000 for Initial Request services for the period 09/01/2024 – 12/31/2027. 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/22462> 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

From: [Baeza, Elisa \(JUV\)](#)
To: ["JLassart@MPBF.com"](#); ["nathanquigley@gmail.com"](#)
Cc: [DHR-PSCCoordinator, DHR \(HRD\)](#)
Subject: Forwarding "Receipt of Notice for new PCS over \$100K PSC # 46536 - 23/24"
Date: Wednesday, July 10, 2024 11:03:00 AM
Attachments: [Receipt of Notice for new PCS over \\$100K PSC # 46536 - 2324.msg](#)

Hello, I am forwarding for your reference the union notification email receipt for PSC 46536 - 23/24. This PSC request is to procure document translation services.

If questions, about the PSC, do let me know.

Thank you.

Elisa Baeza, MPP (she/her)
Senior Administrative Analyst
Finance & Administrative Services
San Francisco Juvenile Probation Department